



**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
BRANCH: CORPORATE SERVICES**

BRANCH: CORPORATE SERVICES
PURPOSE: TO PROVIDE CORPORATE SUPPORT SERVICES.
FUNCTIONS:
1. Render Human Resource Management and Development
2. Render Government Information Technology services.
3. Provide Strategy Management services.
4. Manage Security Investigation services
1 Deputy Director General (SL15)
1 Personal Assistant (SL7)

CHIEF DIRECTORATE: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT	CHIEF DIRECTORATE: GOVERNMENT INFORMATION TECHNOLOGY OFFICE AND COMMUNICATIONS SERVICES	CHIEF DIRECTORATE: STRATEGY MANAGEMENT SERVICES	DIRECTORATE: SECURITY MANAGEMENT SERVICES
PURPOSE: TO RENDER HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICES	PURPOSE: TO RENDER GOVERNMENT INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES	PURPOSE: TO PROVIDE STRATEGY MANAGEMENT SERVICES	PURPOSE: TO MANAGE SECURITY SERVICES
FUNCTIONS:	FUNCTIONS:	FUNCTIONS:	FUNCTIONS:
1. Render HR administration and employee wellness.	1. Manage information communication technology services.	1. Provide strategic management services.	1. Manage physical security services.
2. Inducate a culture of learning and performance.	2. Render communication services.	2. Provide BATHO PELE, Complaints Management and Special Programmes.	2. Manage information security services.
3. Provide labour relations services.	3. Manage records and facilities services.	3. Render Legal Services.	3. Manage vetting, screening and personnel suitability checks.
SEE PAGE 6.1	SEE PAGE 6.2	SEE PAGE 6.3	1 Director
			2 Deputy Director (SL11)
			2 Assistant Director (SL9)
			1 Senior Admin Officer (SL8)
			1 Security Control Room Operator (SL8)

HOD Signature 
 Date: 26/10/20
 MEC Signature 
 Date: 20/11/2020

APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
CHIEF DIRECTORATE: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

CHIEF DIRECTORATE: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT
PURPOSE: TO RENDER HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT SERVICES

FUNCTIONS:

1. Render HR administration and employee wellness.
2. Inculcate a culture of learning and performance.
3. Provide labour relations services.
4. Provide Organisational Development and HR Planning Services.

- 1 Chief Director (SL14)
- 1 Personal Assistant (SL7)

DIRECTORATE: HUMAN RESOURCE ADMINISTRATION AND EMPLOYEE WELLNESS PURPOSE: TO RENDER HR ADMINISTRATION AND EMPLOYEE WELLNESS	DIRECTORATE: HUMAN RESOURCE DEVELOPMENT AND PERFORMANCE MANAGEMENT PURPOSE: TO INCULCATE A CULTURE OF LEARNING AND PERFORMANCE	DIRECTORATE: LABOUR RELATIONS SERVICES PURPOSE: TO PROVIDE LABOUR RELATIONS SERVICES	DIRECTORATE: ORGANISATIONAL DEVELOPMENT AND HR PLANNING PURPOSE: TO PROVIDE ORGANISATIONAL DEVELOPMENT AND HR PLANNING SERVICES
FUNCTIONS: 1. Manage recruitment, selection and appointments 2. Manage compensation and condition of services. 3. Provide employee health and wellness. SEE PAGE 6.1.1	FUNCTIONS: 1. Manage the training and development of employees. 2. Manage Developmental Programmes and Recognition of prior Learning 3. Manage and implement performance management system. SEE PAGE 6.1.2	FUNCTIONS: 1. Promote collective bargaining in the workplace. 2. Manage and handle grievances at the workplace. 3. Monitor and handle misconducts and labour disputes. SEE PAGE 6.1.3	FUNCTIONS: 1. Manage organisational design and job evaluation. 2. Manage the development and implementation of improved processes. 3. Manage HR Planning, Information and System. SEE PAGE 6.1.4

HOD Signature
Date: 16/10/20

MEC Signature
Date: 2021/10/20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: HUMAN RESOURCE ADMINISTRATION AND EMPLOYEE WELLNESS**

DIRECTORATE: HUMAN RESOURCE ADMINISTRATION AND EMPLOYEE WELLNESS
PURPOSE: TO RENDER HR ADMINISTRATION AND EMPLOYEE WELLNESS
FUNCTIONS:
<ol style="list-style-type: none"> 1. Manage recruitment, selection and appointments. 2. Manage compensation and condition of services. 3. Provide employee health and wellness.
1 Director (SL13)

SUB-DIRECTORATE: RECRUITMENT AND SELECTION
PURPOSE: TO MANAGE RECRUITMENT, SELECTION AND APPOINTMENT
FUNCTIONS:
<ol style="list-style-type: none"> 1. Provide recruitment, selection and appointment of employees. 2. Coordinate transfers and placements.
<ol style="list-style-type: none"> 1 Deputy Director (SL11) 2 Assistant Director (SL9) 2 HR Practitioner (SL8) 2 Principal Personnel Officer (SL7) 3 Personnel Officer (SL6)

SUB-DIRECTORATE: CONDITIONS OF SERVICE AND REMUNERATION
PURPOSE: TO MANAGE COMPENSATION AND CONDITIONS OF SERVICE
FUNCTIONS:
<ol style="list-style-type: none"> 1. Administer and implement employee compensation, general conditions of service. 2. Confirmation of Employment. 3. Manage, capture and process employee benefits.
<ol style="list-style-type: none"> 1 Deputy Director (SL11) 3 Assistant Director (SL9) 4 HR Practitioner (SL8) 6 Personnel Officer (SL6)

SUB-DIRECTORATE: EMPLOYEE HEALTH AND WELLNESS
PURPOSE: TO PROMOTE EMPLOYEE HEALTH AND WELLNESS
FUNCTIONS:
<ol style="list-style-type: none"> 1. Promote and facilitate the implementation of occupational health and safety programmes. 2. Facilitate the implementation of HIV and Aids, TB and other communicable of diseases prevention, support and treatment care programmes. 3. Provide employee health and wellness programmes. 4. Administer compensation of injuries on duty.
<ol style="list-style-type: none"> 1 Deputy Director (SL11) 2 Assistant Director (SL9) 3 EAP Practitioner (SL8) 3 Health & Safety Practitioner (SL8)

HOD Signature

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Date: 14/10/21

MEC Signature

M. M. M. M.

Date: 2021/10/20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: HR CAPACITY DEVELOPMENT AND PERFORMANCE MANAGEMENT**

DIRECTORATE: HUMAN RESOURCE DEVELOPMENT AND PERFORMANCE MANAGEMENT
PURPOSE: TO INCULCATE A CULTURE OF LEARNING AND PERFORMANCE
Functions: 1. Manage the training and development of employees. 2. Manage Developmental Programmes and Recognition of prior Learning 3. Manage and implement performance management system.
1 Director (SL13)

SUB-DIRECTORATE: TRAINING AND CAPACITY DEVELOPMENT PURPOSE: TO MANAGE THE TRAINING AND DEVELOPMENT OF EMPLOYEES FUNCTIONS: 1. Conduct skills audit and compile Workplace Skills Plan (WSP). 2. Co-ordinate and facilitate of training & development programmes. 3. Develop and Implement of departmental HRD strategy. 4. Administer bursaries and study assistance. 5. Compile, consolidate and implement of WSP. 6. Coordinate AET programme. 7. Coordinate induction and orientation.	SUB-DIRECTORATE: DEVELOPMENTAL PROGRAMMES AND RPL PURPOSE: TO MANAGE DEVELOPMENTAL PROGRAMMES AND RECOGNITION OF PRIOR LEARNING FUNCTIONS: 1. Facilitate and implementation of learnership programmes in line with the departmental strategic plan and SETA's. 2. Coordinate and Administer developmental programs. 3. Facilitate mentoring and coaching. 4. Coordinate the Recognition of Prior Learning Programme.	SUB-DIRECTORATE: PERFORMANCE MANAGEMENT DEVELOPMENT SYSTEMS PURPOSE: TO MANAGE AND IMPLEMENT PERFORMANCE MANAGEMENT SYSTEM FUNCTIONS: 1. Develop and monitor performance management framework. 2. Administer performance rewards and grade progression. 3. Coordinate probationary reports
1 Deputy Director (SL11) 2 Assistant Director (SL9) 3 Capacity Development Facilitator (SL8)	1 Deputy Director (SL11) 2 Assistant Director (SL9) 2 Senior Admin Officer (SL8) 1 Admin Officer (SL7)	1 Deputy Director (SL11) 4 Assistant Director (SL9) 4 PMDS Practitioner (SL8) 2 PMDS Officer (SL6)

HOD Signature
Date: 14/10/21

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MEC Signature
Date: 20/10/20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: LABOUR RELATIONS**

DIRECTORATE: LABOUR RELATIONS
PURPOSE: TO PROVIDE LABOUR RELATIONS SERVICES
FUNCTIONS:
1. Promote collective bargaining in the workplace.
2. Manage and handle grievances at the workplace.
3. Monitor and handle misconducts and labour disputes.
1 Director (SL13)

SUB-DIRECTORATE: COLLECTIVE BARGAINING
PURPOSE: TO PROMOTE COLLECTIVE BARGAINING IN THE WORKPLACE
FUNCTIONS:
1. Implement PSCBC and GPSSBC mandates.
2. Manage strikes, lock-outs, picketing and protest actions.
3. Represent the employer in the Provincial Chambers of the PSCBC and GPSSBC.
4. Represent the employer at inter-departmental labour forum meetings.
5. Manage Labour Management Forum.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
2 Labour Relation Officer (SL8)

SUB-DIRECTORATE: GRIEVANCE HANDLING
PURPOSE: TO MANAGE AND HANDLE GRIEVANCE IN THE WORKPLACE
FUNCTIONS:
1. Conduct training on the grievance procedures.
2. Investigate grievances and recommend the appropriate solutions.
3. Provide support to Municipalities on labour matters.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
2 Labour Relation Officer (SL8)
1 Admin Officer (SL7)

SUB-DIRECTORATE: MISCONDUCT & DISPUTES
PURPOSE: TO MONITOR AND HANDLE MISCONDUCT AND LABOUR DISPUTES.
FUNCTIONS:
1. Capacitate management and employees on disciplinary code of conduct.
2. Investigate misconduct and conduct disciplinary hearings.
3. Provide support to Municipalities on disciplinary matters.
4. Analyse and compile misconduct cases and labour disputes statistics.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
2 Labour Relation Officer (SL8)

HOD Signature

Date: 14/10/21

MEC Signature


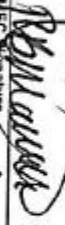
Date: 2021/10/20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: ORGANIZATIONAL DEVELOPMENT AND HR PLANNING**

DIRECTORATE: ORGANISATIONAL DEVELOPMENT AND HR PLANNING
PURPOSE: TO PROVIDE ORGANISATIONAL DEVELOPMENT AND HR PLANNING SERVICES
FUNCTIONS:
1. Manage organisational design and job evaluation.
2. Manage the development and implementation of improved processes.
3. Manage HR Planning, Information and System.

1 Director (SL13)

SUB-DIRECTORATE: ORGANISATIONAL DESIGN AND JOB EVALUATION	SUB-DIRECTORATE: PROCESS IMPROVEMENT AND CHANGE MANAGEMENT	SUB-DIRECTORATE: HUMAN RESOURCE PLANNING, INFORMATION AND SYSTEMS
PURPOSE: TO MANAGE ORGANISATIONAL DESIGN AND JOB EVALUATION	PURPOSE: TO MANAGE THE DEVELOPMENT AND IMPLEMENTATION OF IMPROVED PROCESSES	PURPOSE: TO MANAGE HR PLANNING, INFORMATION AND SYSTEMS
FUNCTIONS:	FUNCTIONS:	FUNCTIONS:
1. Conduct organisational structure development/redesign and review.	1. Design and implement change management initiatives (culture, behavior, system, organisational climate assessment).	1. Develop of an HR plan.
2. Provide advice on the development/redesign of job descriptions.	2. Facilitate and conduct business improvement initiative (process mapping, work method improvement and standard operating procedures).	2. Coordinate and facilitate the development and implementation of Employment Equity Plan.
3. Conduct job evaluation process.	3. Conduct organisational functionally assessment of Department's internal system and process.	3. Develop attraction and retention programme.
4. Provide technical support to Municipalities with regard to organisational structure	4. Facilitate the development and review of service delivery model.	4. Develop and maintain HR knowledge management strategy for the department.
1 Deputy Director (SL11)	1 Deputy Director (SL11)	1 Deputy Director (SL11)
3 Assistant Director (SL9)	3 Assistant Director (SL9)	3 Assistant Director (SL9)

HOD Signature: 
 Date: 14/11/2020
 MEC Signature: 
 Date: 20/11/2020

No. of posts: 13

APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
CHIEF DIRECTORATE: CITO

CHIEF DIRECTORATE: GOVERNMENT INFORMATION TECHNOLOGY OFFICE AND COMMUNICATIONS SERVICES
PURPOSE: TO RENDER GOVERNMENT INFORMATION TECHNOLOGY AND COMMUNICATIONS SERVICES
FUNCTIONS:
1. Manage information communication technology services,
2. Render communication services,
3. Manage records and facilities services,
1 Chief Director (SL 14)
1 Personal Assistant (SL7)

DIRECTORATE: INFORMATION COMMUNICATION TECHNOLOGY SERVICES
PURPOSE: TO MANAGE INFORMATION COMMUNICATION TECHNOLOGY SERVICES.
FUNCTIONS:
1. Develop, maintain and improve available systems.
2. Manage information communication and technology (ict) infrastructure.
3. Manage information Communication and Technology Governance.
4. Manage Information Communication and Technology Security.
SEE PAGE 6.2.1

DIRECTORATE: COMMUNICATION SERVICES
PURPOSE: TO RENDER COMMUNICATION SERVICES
FUNCTIONS:
1. Provide Departmental internal communication services.
2. Provide Departmental Marketing and outreach programmes.
3. Manage media relations and departmental content management.
SEE PAGE 6.2.2

DIRECTORATE: RECORDS AND FACILITIES MANAGEMENT
PURPOSE: TO MANAGE RECORDS AND FACILITIES SERVICES
FUNCTIONS:
1. Manage General Records.
2. Manage Resource Centre
3. Manage HR Records.
4. Manage Facilities and Office Services.
SEE PAGE 6.2.3

HOD Signature 
 Date: 14/10/20
 MEC Signature 
 Date: 2021/10/20

DIRECTORATE: INFORMATION COMMUNICATION TECHNOLOGY SERVICES PURPOSE: TO MANAGE INFORMATION COMMUNICATION TECHNOLOGY SERVICES
FUNCTIONS: 1. Develop, maintain and improve available systems. 2. Manage information communication and technology (ict) infrastructure. 3. Manage information Communication and Technology Governance. 4. Manage information Communication and Technology Security.
1 Director

SUB-DIRECTORATE: SYSTEMS DEVELOPMENT PURPOSE: TO DEVELOP, MAINTAIN AND IMPROVE AVAILABLE SYSTEMS	SUB-DIRECTORATE: ICT INFRASTRUCTURE PURPOSE: TO MANAGE INFORMATION COMMUNICATION AND TECHNOLOGY (ICT) INFRASTRUCTURE	SUB-DIRECTORATE: ICT GOVERNANCE AND PROJECTS PURPOSE: TO MANAGE INFORMATION COMMUNICATION AND TECHNOLOGY GOVERNANCE	SUB-DIRECTORATE: ICT SECURITY PURPOSE: TO MANAGE INFORMATION COMMUNICATION AND TECHNOLOGY SECURITY
FUNCTIONS: 1. Develop/improve improved systems. 2. Ensure optimum usage of the systems. 3. Analyse the effectiveness of available systems. 4. Provide systems and applications support. 5. Conduct and analyse business process of the department regarding systems integration.	FUNCTIONS: 1. Manage, configure and maintain network devices. 2. Develop and implement recovery strategies. 3. Provide IT help desk and LAN/WAN support. 4. Troubleshoot hard and software problems. 5. Ensure proper controls are in place for effective utilisation of ICT services. 6. Manage ICT procurement with SITA.	FUNCTIONS: 1. Establish ICT governance methodology framework. 2. Monitor implementation of CT projects. 3. Conduct service management audits. 4. Develop ICT policies, standards and guidelines.	FUNCTIONS: 1. Develop and define ICT security compliance standards. 2. Manage ICT risk assessment and treatment plan. 3. Manage and align ICT security functions in accordance with National and Provincial Departmental policies and guidelines.
1 Deputy Director (SL11) 2 System Analyst and Admin (SL9) 2 Programmer (SL9)	1 Deputy Director (SL11) 2 Assistant Director (SL9) 3 Network Controller (SL6) 2 IT Help Desk Officer (SL6)	1 Deputy Director (SL11) 1 Assistant Director (SL9)	1 Deputy Director (SL11) 2 Assistant Director (SL9)

HOD Signature: 
 Date: 16/10/2021
 MEC Signature: 
 Date: 2021/10/20



**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: COMMUNICATION SERVICES**

DIRECTORATE: COMMUNICATION SERVICES
PURPOSE: TO RENDER COMMUNICATION SERVICES
FUNCTIONS:
1. Provide Departmental internal communication services
2. Provide Departmental Marketing and outreach programmes
3. Manage media relations and departmental content management
1 Director

SUB-DIRECTORATE: INTERNAL COMMUNICATION
PURPOSE: TO PROVIDE INTERNAL COMMUNICATION
FUNCTIONS:
1. Develop and implement internal communication policies, programmes and strategies.
2. Manage internal communication and implement distribution plan.
3. Manage and monitor usage of internal communication channels and platforms.
4. Provides transversal language support services in relation to translating and interpreting services.
1 Deputy Director (SL 11)
2 Assistant Director (SL9)
2 Corporate Communicator (SL8)

SUB-DIRECTORATE: MARKETING AND OUTREACH PROGRAMMES
PURPOSE: TO PROVIDE MARKETING AND OUTREACH SERVICES
FUNCTIONS:
1. Manage, develop, promote and maintain the departmental corporate identity and branding strategy.
2. Promote the departmental products and services to internal and external stakeholders.
3. Develop and implement events and protocol management strategy for the Department.
4. Facilitate Community Liaison Services
5. Manage, plan and co-ordinate departmental exhibitions.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
2 Marketing Officer (SL8)
2 Event and Protocol Officer (SL8)

SUB-DIRECTORATE: MEDIA RELATIONS AND CONTENT MANAGEMENT
PURPOSE: TO MANAGE MEDIA RELATIONS AND CONTENT MANAGEMENT
FUNCTIONS:
1. Develop and implement a media engagement strategy, action plans and provide media liaison support.
2. Manage the utilization of diverse media platforms to profile the department.
3. Conduct profiles and facilitate input to the MEC and departmental speeches.
1 Deputy Director (SL11)
1 Assistant Director (SL9)
1 Graphic Designer (SL9)
1 Webmaster (SL9)
2 Communication Research Practitioner (SL 8)
2 Corporate Journalist (SL 8)

HOD Signature: 
 Date: 14/11/2021
 MEC Signature: 
 Date: 2021/10/20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: RECORDS AND FACILITIES MANAGEMENT**

DIRECTORATE: RECORDS AND FACILITIES MANAGEMENT
PURPOSE: TO MANAGE RECORDS AND FACILITIES SERVICES
FUNCTIONS:
1. Manage General Records.
2. Manage Resource Centre and Knowledge management.
3. Manage HR Records.
4. Manage Facilities and Office Services.
1 Director (SL13)

SUB-DIRECTORATE: GENERAL RECORDS
PURPOSE: TO MANAGE GENERAL RECORDS
FUNCTIONS:
1. Ensure safekeeping of general records.
2. Receive and dispatch departmental files.
3. Administer promotion of access to information.
4. Provide messenger services.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
2 General Records Practitioner (SL8)
6 Registry Clerk (SL5)
5 Driver/Messenger (SL4)

SUB-DIRECTORATE: RESOURCE CENTRE AND KNOWLEDGE MANAGEMENT
PURPOSE: TO MANAGE RESOURCE CENTRE AND KNOWLEDGE MANAGEMENT
FUNCTIONS:
1. Facilitate collection development.
2. Manage resource centre materials.
3. Coordinate Knowledge management programme.
1 Deputy Director (SL11)
1 Assistant Director (SL9)
2 Knowledge Management Practitioner (SL8)
2 Librarian (SL7)

SUB-DIRECTORATE: HR RECORDS
PURPOSE: TO MANAGE HR RECORDS
FUNCTIONS:
1. Receive, classify, capture and store HR records.
2. Ensure safekeeping of HR records.
3. Dispose of HR records.
4. Administer Promotion of Access to Information.
1 Deputy Director (SL11)
2 Assistant Director (SL9)
3 HR Records Practitioner(SL8)
4 HR Records Officer (SL6)

SUB-DIRECTORATE: FACILITIES AND OFFICE SERVICES
PURPOSE: TO MANAGE FACILITIES AND OFFICE SERVICES.
FUNCTIONS:
1. Provide office space.
2. Maintain office furniture and equipment.
3. Provide Telecommunication Services.
4. Provide Cleaning Services.
5. Maintain office buildings.
1 Deputy Director (SL11)
1 Assistant Director (SL9)
1 Senior Admin Officer (SL8)
1 Admin Officer (SL7)
1 Admin Clerk (SL5)
3 Switch Board Operator (SL4)
2 Handyman (SL3)
2 Supervisor (Cleaners)(SL4)
26 Cleaner (SL2)

HOD Signature: 
 Date: 14/10/2021
 MEC Signature: 
 Date: 2021/10/20

APPROVED ORGANISATIONAL STRUCTURE, DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
CHIEF DIRECTORATE: STRATEGY MANAGEMENT SERVICES

CHIEF DIRECTORATE: STRATEGY MANAGEMENT SERVICES PURPOSE: TO PROVIDE STRATEGY MANAGEMENT SERVICES		
FUNCTIONS: 1. Provide strategic management services 2. Provide BATHO PELE, Complaints Management and Special Programmes 3. Render Legal Services		
1 Chief Director 1 Personal Assistant		
DIRECTORATE: STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION PURPOSE: TO PROVIDE STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION SERVICES FUNCTIONS: 1. Manage strategic planning 2. Coordinate research activities and development of policies. 3. Monitor and evaluate institutional performance. SEE PAGE 6.3.1	DIRECTORATE: BATHO PELE COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES PURPOSE: TO PROVIDE BATHO PELE COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES FUNCTIONS: 1. Manage the implementation of special programmes 2. Administer Batho Pele Programmes internally and externally 3. Manage Service Delivery Complaints SEE PAGE 6.3.2	DIRECTORATE: LEGAL SERVICES PURPOSE: TO RENDER LEGAL SERVICES FUNCTIONS: 1. Render contract management services. 2. Render litigation and legal advisory services. 3. Draft, review and amend legislations and by-laws. SEE PAGE 6.3.3

HOD Signature

Date: 14/10/21

MEC Signature

Date:

2021/10/20

APPROVED ORGANISATIONAL STRUCTURE, DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION

DIRECTORATE: STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION PURPOSE: TO PROVIDE STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION SERVICES	FUNCTIONS: 1. Manage strategic planning. 2. Coordinate research activities and development of policies. 3. Monitor and evaluate institutional performance.
1 Director (SL13)	

SUB-DIRECTORATE: STRATEGIC PLANNING PURPOSE: TO MANAGE DEPARTMENTAL STRATEGIC PLANNING	FUNCTIONS: 1. Facilitate and coordinate operational and strategic planning processes. 2. Coordinate and compile strategic and operational plans. 3. Facilitate the development and implementation of service delivery improvement plans and initiatives. 4. Facilitate, coordinate and support the implementation of priority programmes/projects.	SUB-DIRECTORATE: RESEARCH AND POLICY COORDINATION PURPOSE: TO COORDINATE RESEARCH ACTIVITIES AND DEVELOPMENT OF POLICIES	FUNCTIONS: 1. Plan, facilitate & integrate research activities. 2. Establish and strengthen partnerships. 3. Maintain repository of research products and facilitate dissemination of research results. 4. Manage and coordinate the development and review of policies. 5. Monitor policy implementation and impact. 6. Support Municipalities on policy development.	SUB-DIRECTORATE: INSTITUTIONAL MONITORING AND EVALUATION PURPOSE: TO MONITOR AND EVALUATE INSTITUTIONAL PERFORMANCE	FUNCTIONS: 1. Conduct institutional performance assessment and evaluation of the implementation of policies, programmes and systems. 2. Coordinate and compile institutional performance and strategic reports. 3. Facilitate the implementation of productivity and framework measurement.
1 Deputy Director (SL11) 2 Assistant Director (SL9)		1 Deputy Director (SL11) 2 Assistant Director (SL9)		1 Deputy Director (SL11) 1 Assistant Director (SL9)	

HOD Signature

Date: 14/11/2021

MEC Signature

Date: 20/11/2020

No. of posts: 9

APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE: BATHO PELE, COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES

<p>DIRECTORATE: BATHO PELE, COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES PURPOSE: TO PROVIDE BATHO PELE, COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Manage the implementation of special programmes. 2. Administer Batho Pele Programmes internally and externally. 3. Manage Service Delivery Complaints. 	<p>DIRECTOR</p> <p>1 Director</p>	
<p>SUB-DIRECTORATE: SPECIAL PROGRAMMES AND DIVERSITY MANAGEMENT PURPOSE: TO MANAGE THE IMPLEMENTATION OF SPECIAL PROGRAMMES</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Manage Women empowerment programmes. 2. Manage Youth development programmes. 3. Manage disability support and older person programmes. 4. Provide support to municipalities on special programmes. 	<p>SUB-DIRECTORATE: BATHO PELE UNIT PURPOSE: TO ADMINISTER BATHO PELE PROGRAMMES INTERNALLY AND EXTERNALLY</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Develop, review and monitor service standards internally and externally. 2. Develop Citizens Report. 3. Administer Service Excellence Awards. 4. Monitor Batho Pele compliance internally and externally. 5. Coordinate and facilitate Municipalities Batho Pele built up activities. 	<p>SUB-DIRECTORATE: COMPLAINTS MANAGEMENT SERVICES PURPOSE: TO MANAGE SERVICE DELIVERY COMPLAINTS</p> <p>FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Manage helpdesks of the department. 2. Attend to service delivery complaints. 3. Manage call Centres. 4. Render reception services.
<p>1 Deputy Director (SL11) 3 Assistant Director (SL9) 1 Disability Assistant (SL6)</p>	<p>1 Deputy Director (SL11) 2 Assistant Director (SL9) 2 Senior Admin Officer (SL6)</p>	<p>1 Deputy Director (SL11) 5 Assistant Director (SL9) 3 Receptionist (SL6)</p>

HOD Signature
Date: 14/03/21

MEC Signature
Date: 2021/10/20

No. of pages: 20

**APPROVED ORGANISATIONAL STRUCTURE: DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS:
DIRECTORATE:LEGAL SERVICES**

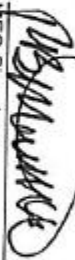
DIRECTORATE: LEGAL SERVICES
PURPOSE: TO RENDER LEGAL SERVICES
FUNCTIONS:
1. Render contract management services.
2. Render litigation and legal advisory services.
3. Draft, review and amend legislations and by-laws.
1 Director

SUB-DIRECTORATE:CONTRACT DRAFTING AND COMPLIANCE
PURPOSE: TO RENDER CONTRACT MANAGEMENT SERVICES
FUNCTIONS:
1. Draft contracts, service level agreement and memorandum of understanding.
2. Provide support in negotiation of contracts, service level agreement and memorandum of understanding.
3. Conduct vetting and interpretation of contracts, service level agreement and memorandum of understanding.
4. Manage the implementation of contracts and ensure compliance with terms of contract
1 Senior Legal Admin Officer (OSD)
2 Legal Admin officer (OSD)
1 Admin Clerk (SL5)

SUB-DIRECTORATE: LITIGATION AND LEGAL ADVISORY SERVICES
PURPOSE: TO RENDER LITIGATION AND LEGAL ADVISORY SERVICES
FUNCTIONS:
1. Manage and provide support in litigation.
2. Liaise with Office of the State Attorney on the management of cases.
3. Provide legal advisory services to the department, municipalities and statutory bodies.
1 Senior Legal Admin Officer (OSD)
2 Legal Admin Officer (OSD)

SUB-DIRECTORATE: LEGISLATION
PURPOSE: TO DRAFT, REVIEW AND AMEND LEGISLATIONS
FUNCTIONS:
1. Draft, amend, repeal and review Provincial Legislations.
2. Provide support to Municipalities in drafting, editing, reviewing and finalisation of by-laws.
3. Publish Legal notices.
1 Senior Legal Admin Officer (OSD)
2 Legal Admin Officer (OSD)
1 Admin Officer (SL7)

HOD Signature: 
Date: 14/10/21

MEC Signature: 
Date: 2021/10/20