Minister Dr. Nkosazana Dlamini Zuma signing a Bilateral Agreement with her Sudanese counterpart Minister Dr. B Benjamin

PROGRAMME 3: Protocol and Public Diplomacy

AIM: This programme markets South Africa's foreign policy objectives, projects a positive image of South Africa and Africa, and provides State Protocol services. Activities are organised into two sub-programmes:

PUBLIC DIPLOMACY addresses media liaison, engagements with national stakeholders, and the promotion of South Africa's policies and programmes at international level.

PROTOCOL is responsible for incoming and outgoing state visits, intergovernmental and provincial protocol services, protocol ceremonial, managing presidential and diplomatic guesthouses; facilitating international conferences; and managing diplomatic immunities and privileges.

OUTPUT AND SERVICE DELIVERY TRENDS: • PROTOCOL

INTRODUCTION

During the period under review, State Protocol concentrated on re-engineering its business processes. Particular attention was given to overhauling the State Visit Management System as well as accelerating completion of the Interactive Diplomatic Website. The latter project will, once completed, significantly change the character of the diplomatic accreditation management process in South Africa.

Similarly, State Protocol continued to render comprehensive protocol services as indicated in the following pillars:

State Events Management System
State Logistics Management System
Diplomatic Accreditation Management System

STATE EVENTS MANAGEMENT SYSTEM

State Visits

State Protocol successfully initiated and pioneered a process of developing a policy on State and Official Visits. The adoption of this policy by the Management of the Department was preceded by an elaborate process of consultation with all the relevant stakeholders including the Presidency.

The policy sets out a framework within which all official visits will be planned and executed. Most importantly, it brings

some predictability and certainty around the programme of the visits, as well as the courtesies to be extended depending on the nature and purpose of each visit.

To support the implementation of this policy framework, the Operational Guidelines and Procedures were developed together with the supporting IT System. This intervention has automated all the processes during incoming and outgoing official visits.

State Protocol also coordinated a total number of 324 incoming and outgoing visits during the period under review. Some of the visits coordinated included the following:

- Incoming visits included: the Russian Federation, People's Republic of China, India, Canada, Czech Republic, Singapore, and Tanzania.

- Outgoing visits included: Russia, United States of America, United Kingdom, Germany, Guinea Conakry, Niger, AU in Addis Ababa, Sudan, The Democratic Republic of the Congo, Ivory Coast, Brazil, Cuba, Burkina Faso, Namibia, Mozambique and Gambia.

Intergovernmental and Provincial Protocol

State Protocol is also responsible for providing protocol support and assistance to the second and third spheres of government during their international visits. During the period under review, State Protocol assisted in co-ordinating approximately 170 outgoing visits and 14 incoming visits.

A Consultative Workshop was convened with representatives of all the provinces in order to discuss coordination of their international programmes. Annual schedules were exchanged in this regard.

Conferences

The past year clearly showed that South Africa is growing ever more popular as a destination for international conferences. State Protocol co-ordinated protocol and logistics for the following events during the period under review:

Three NEPAD meetings. A NEPAD Workshop at Senior Officials Level was coordinated by the Department. Two others were hosted by the Departments of Agriculture and Communication respectively with advice and assistance provided by Foreign Affiars. Each of these meetings had around 200-250 participants.

Two African Union meetings. The first was the closed Ministerial Consultations with only the SA Minister of Foreign Affairs and a few other AU Ministers. The other was the Early Warning System Workshop at Senior Officials Level with 140 participants.

Two SADC meetings. A Committee of Ministers Meeting took place in June 2006. The biggest challenge of the year was the SADC Extraordinary Summit in October 2006 that was hosted in South Africa on behalf of the SADC Chair Lesotho. The whole event had to be arranged in two weeks. It was a big challenge not least because the Heads of State and their Ministers had to be accommodated at different hotels, which complicated the transport to the conference venue. Despite these difficulties the event was very successful and did South Africa proud.

The New Asia Africa Strategic Partnership (NAASP) Senior Officials Meeting was held in September 2006 with around 300 participants.

In November 2006 DFA and the UN Office in South Africa jointly arranged the annual Launch of the UN Human Development Report. It was the first time the Report was launched in an African country.

The Department held its biennial Heads of Mission Conference in February 2007. This is a very important event on the DFA calendar as it provides an opportunity to brief Heads of Mission of departmental objectives and priorities. The President, Vice President and a number of Ministers addressed the meeting.

The Department also provided advice assistance to other Departments for a number of events. This included the Microsoft Government Leaders Forum which was attended by the President; the 3rd Global Environment Facility Assembly

hosted by Environmental Affairs and Tourism and the 16th Council of Commonwealth Education Ministers Conference hosted by Education with around 500 participants.

Protocol Ceremonial

State Protocol is also responsible for the ceremonial layout, design and organisation of official events hosted by the Department of Foreign Affairs. These include among others official meetings during State and Official Visits as well as Signing Ceremonies. Furthermore, State Protocol is also responsible for the upkeep and maintenance of the infrastructure (Presidential and Diplomatic Guesthouses) for the afore- mentioned events and activities.
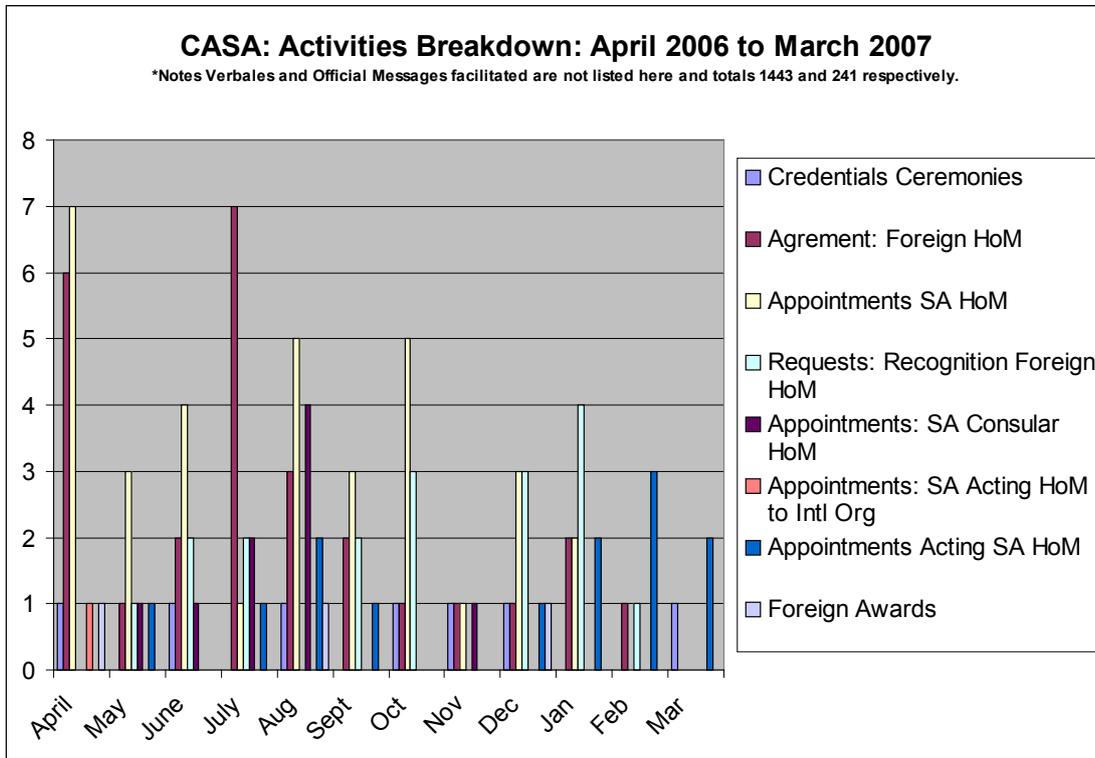
During the year under review, State Protocol achieved all the targets set as reflected in the table following table and graphs:

Communisation, Appointments, Symbols and Awards (CASA)

It is the responsibility of the Department to see to the accreditation of the Foreign Heads of Mission in South Africa. While in South Africa, it is the duty of the Department to ensure and facilitate effective communication (see the following table) between the Head of Mission and the South African Government.

EVENT	TOTAL FOR 2006-2007
Credentials ceremonies	7
Requests for agreement for foreign HoM	27
Appointments of SA HoM	34
Request for recognition for foreign consular HoM and Hon Con	18
Appointments of SA consular HoM and Hon Con	9
Appointments of SA HoM to Inter-national Org	1
Appointment of SA Acting HoM	13
Notes Verbales facilitated Protocol Circulars	1443 10

Official Messages
    National Days
    Condolence
    Election as Pres/Min of For Affairs
	
	192
	20
	29

Foreign Awards facilitated Assist with award ceremonies	2 1
TOTAL	**1806**
Flags issued	**2282**

The following graph further illustrates the activities as carried out during the period under review:

CASA: Activities Breakdown: April 2006 to March 2007
*Notes Verbales and Official Messages facilitated are not listed here and totals 1443 and 241 respectively.

Legend:
- Credentials Ceremonies
- Agrement: Foreign HoM
- Appointments SA HoM
- Requests: Recognition Foreign HoM
- Appointments: SA Consular HoM
- Appointments: SA Acting HoM to Intl Org
- Appointments Acting SA HoM
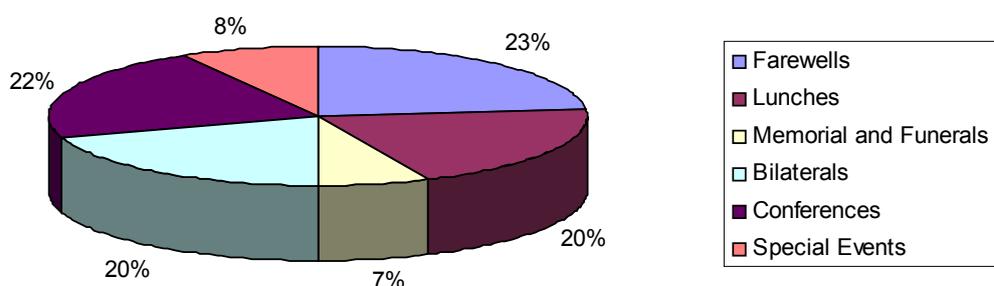- Foreign Awards

State and Official Events Management (SOME)

State Protocol successfully organised a host of official activities during the period under review. These activities (see the following table) ranged from official entertainment to formal meetings during State and Official Visits by foreign Heads of Government/State.

EVENTS	TOTALS FOR 2006-2007
Farewells	18
General Lunches, Dinners and Receptions	19
Memorials and Funerals	4
Bilaterals: JCC/BNC (including luncheons, dinners and signing ceremonies)	25
Conferences	22
Special Events	7
TOTAL	95

The following graph further illustrates the activities carried out during the period under review:

SOME: Activities Breakdown: April 2006 to March 2007

Legend:
- Farewells
- Lunches
- Memorial and Funerals
- Bilaterals
- Conferences
- Special Events

(Values shown on chart: 23%, 20%, 7%, 20%, 22%, 8%)

STATE PROTOCOL LOGISTICS MANAGEMENT SYSTEM

State Protocol Lounges

The State Protocol Lounges are intended to facilitate the efficient arrivals and departures of the President, Deputy President, Cabinet Ministers and other approved South African dignitaries, and their counterparts from abroad.

During the period under review, the following actions were taken to improve the Lounges:

- Acquired additional two vehicles to improve the transportation system.
- Continued to provide the staff with an appropriate uniform
- Concluded a Memorandum of Understanding with the Airports Company of South Africa (ACSA), in terms of which ACSA was appointed to see to the fitting, furnishing and finishing of the new State Protocol Lounges.

The State Protocol Lounges also facilitated a total number of 18 000 guests during the period under review. These guests were facilitated both in Cape Town and at the OR Tambo International Airport.

Guesthouses

State Protocol is also responsible for the management and proper upkeep of both the Diplomatic and Presidential Guesthouses. As reflected in the following table, this responsibility also include providing official entertaining services

DIPLOMATIC ACCREDITATION MANAGEMENT SYSTEM

FOREIGN REPRESENTATION IN SA
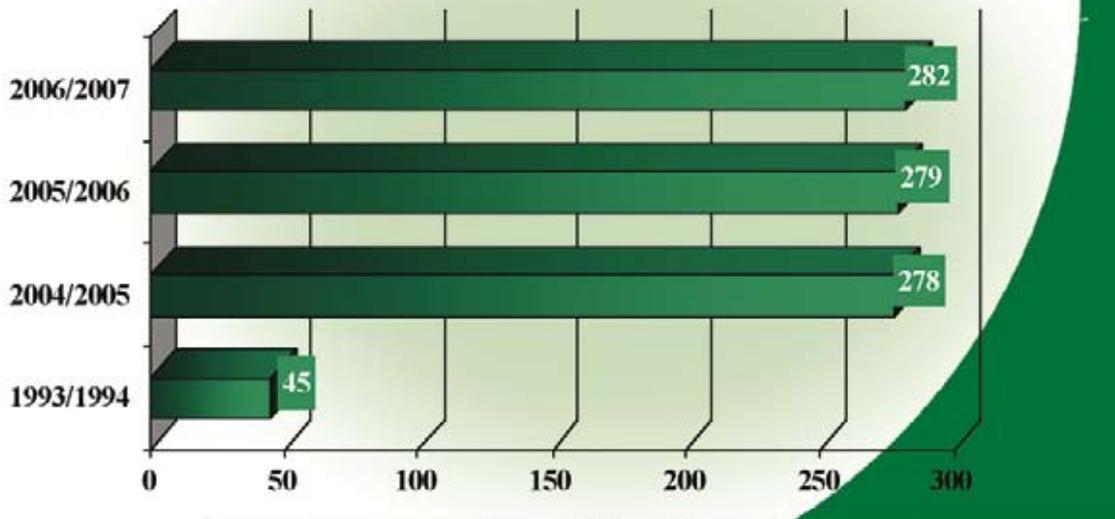
	Embassies	High Commission	Non-resident Representatives	Consular Posts	Honorary Consular Posts	International Organisations	Other (Taipei Liaison Office)	TOTAL
2004/2005	88	25	16	53	73	22	1	278
2005/2006	92	26	11	53	73	23	1	279
2006/2007	94	27	11	53	73	23	1	282

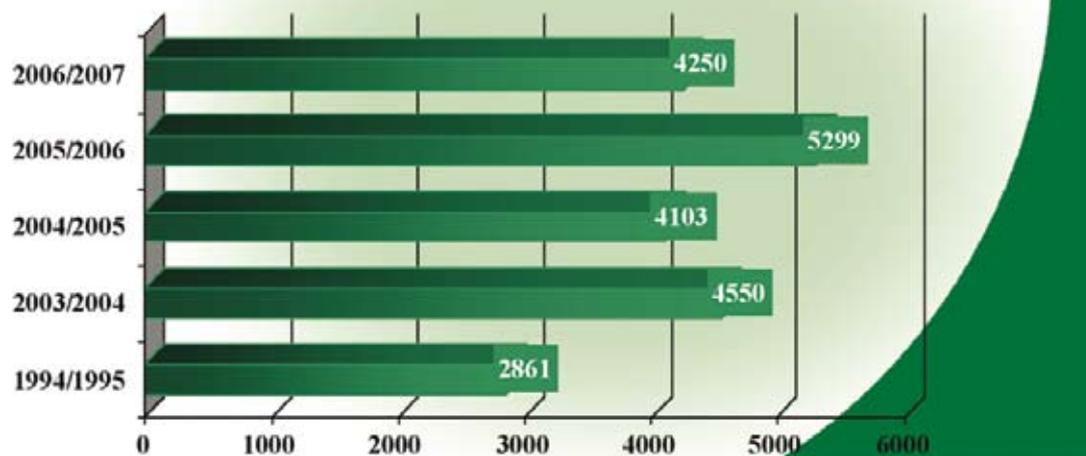### Foreign Representation in South Africa

At the close of the reporting period, the diplomatic community in South Africa consisted of approximately 8700 members, including diplomats, consular, administration and technical staff and their dependants at 282 foreign missions. Although foreign representation in South Africa did not expand significantly (see above table) the number of departing diplomats who were deregistered was proportional to those who were accredited.

The following bilateral missions and multilateral organisations were established during the period under review:

- Embassy of the Republic of Burkina Faso
- High Commission of Jamaica
- High Commission of Seychelles

A total of 773 diplomatic, 104 consular, 36 international organization and 387 administrative identity certificates were processed
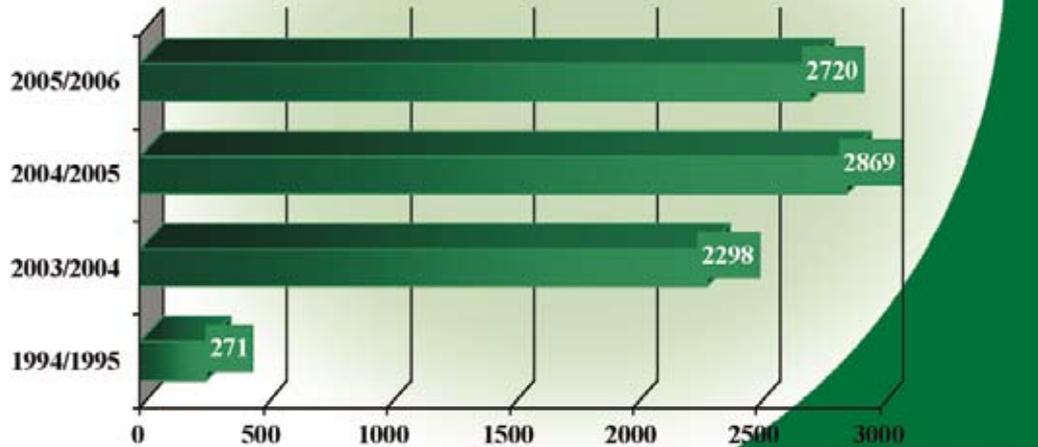
SUBSTITUTION OF TEMPORARY RESIDENCE PERMITS

Year	Value
2006/2007	4250
2005/2006	5299
2004/2005	4103
2003/2004	4550
1994/1995	2861

the dfa
Department
Foreign Affairs
REPUBLIC OF SOUTH AFRICA

Substitution of Temporary Residence Permit

A Total of 4250 Substitution of Temporary Residence Permits were processed in terms of Section 31(3) (b)
of the Immigration Act, (Act 13 of 2002) read with Section 9 (1) of the Diplomatic Immunities and Privileges
Act, (Act No 37 of 2001)

DIPLOMATIC MOTOR VEHICLES

Year	Value
2005/2006	2720
2004/2005	2869
2003/2004	2298
1994/1995	271

the **dfa**
Department
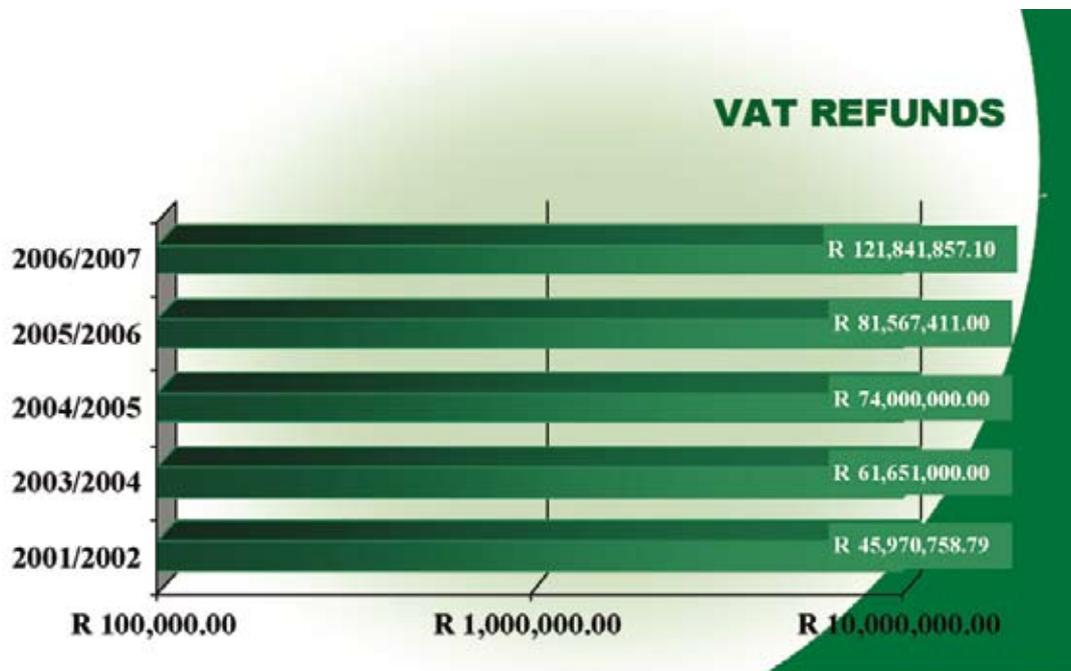Foreign Affairs
REPUBLIC OF SOUTH AFRICA

Diplomatic Motor Vehicles

Approximately 2720 official and privately owned vehicles belonging to the diplomatic community in South Africa are registered with the Department.

The City of Tshwane has taken take over the responsibility of the registration and licensing of diplomatic vehicles from the Gauteng Provincial Government and a dedicated centre for the diplomatic corps has been established.

The Department regulates the acquisition and disposal of diplomatic vehicles and allocates the diplomatic registration numbers, while the City of Tshwane, issues vehicle registration certificates and license documents upon instruction from the Department of Foreign Affairs.
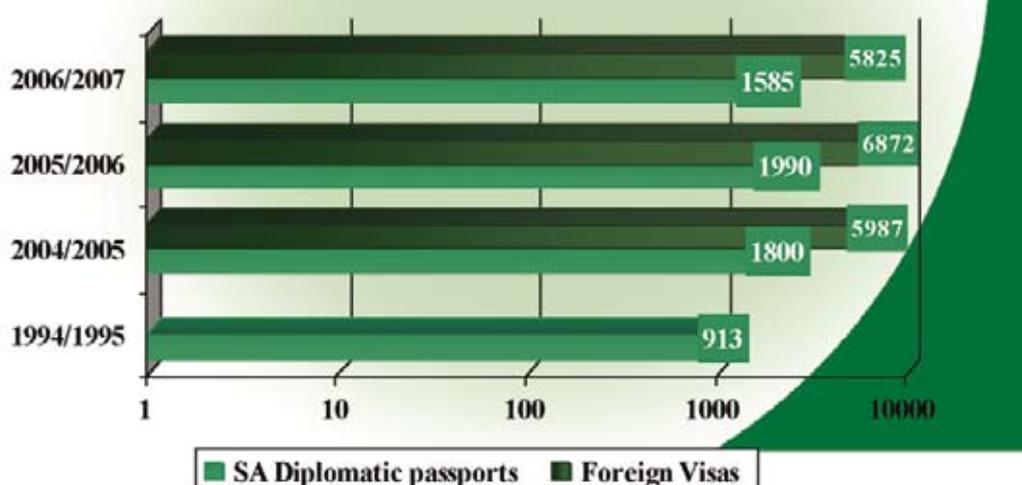
VAT REFUNDS

2006/2007	R 121,841,857.10
2005/2006	R 81,567,411.00
2004/2005	R 74,000,000.00
2003/2004	R 61,651,000.00
2001/2002	R 45,970,758.79

R 100,000.00   R 1,000,000.00   R 10,000,000.00

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REPUBLIC OF SOUTH AFRICA

VAT Refunds

The South African Revenue Service (SARS) refunded R121 841 857.10 with regard to VAT claims to the diplomatic corps.

Property Taxes

Missions are exempted from transfer duties and municipal rates in respect of properties for offices and residences for Heads of Mission. During 2006/07, the Department paid R15 057 343.00 to local authorities in respect of diplomatic property taxes.

**SA DIPLOMATIC PASSPORTS &
FACILITATION OF FOREIGN VISAS**

Year	Foreign Visas	SA Diplomatic passports
2006/2007	5825	1585
2005/2006	6872	1990
2004/2005	5987	1800
1994/1995		913

Legend: ■ SA Diplomatic passports ■ Foreign Visas

SA DIPLOMATIC PASSPORTS AND FACILITATION OF FOREIGN VISAS

South African Diplomatic Passports and foreign visas for holders of Diplomatic and Official passports
The Department continued to facilitate travel documents for diplomatic and official passport holders nationally.
Approximately 1 585 Diplomatic passports were issued in 2006/07 and 5 825 visas were requested from
Foreign missions in South Africa in respect of South African diplomatic and official passport holders.

- The South African National Defence Force deployed troops for peace keeping operations in the
  Democratic Republic of Congo, Burundi, Sudan and Ethiopia.
- Officials from various national government departments, provinces and municipalities traveled to
  Germany for the 2006 FIFA world cup.
- Various visits were undertaken to New York in preparation for South Africa's election to the UN
  security council

Diplomatic Security

The Embassy Protection Unit of the South African Police Service was re-branded as the Diplomatic Protection Unit and elevated to the command and control of the National Intervention Unit in December 2006. The staff establishment of the Unit was expanded from 26 members to 100 members, working on 12 hour shifts. Nine additional vehicles have been dedicated to the Diplomatic Protection Unit and official cellular phones have been allocated to all patrolling vehicles. A 24 hour dedicated command centre for reporting of crimes by accredited diplomats was established. This is na area where ongoing work continues.

Site visits to all chanceries and official residences are carried out twice per day. The diplomatic Protection Unit also provides security for functions hosted by diplomatic missions.

Annual Stakeholder Meeting

The annual stakeholder meeting with the diplomatic corps took place on 20 February 2007 to foster partnerships towards improved services between missions, international organisations and stakeholder Departments.

Diplomatic Business Process Management (BPM) System

The Directorate: Diplomatic Immunities and Privileges continued with the development of a Business Process Management system to institute simplified processes according to international best practice.

Development and testing of the following processes have been completed:
- Office Establishment
- Diplomatic Vehicle Management
- Customs Clearance Management
- Reciprocity Facility

A new diplomatic identity card with high security standards, approved by the Director-General of Foreign Affairs, has been developed in conjunction with the National Intelligence Agency and was registered with the Government Communication and Information System (GCIS). The new Identity cards will only be effected with the roll out of the BPM system.

A new diplomatic vehicle registration number series has also been approved by the Director-General of Foreign Affairs and will also be effected with the roll out of the BPM system.

Minister Dr. Nkosazana Dlamini Zuma during the live broadcast of the DFA Budget Vote 2007 Breakfast Briefing, Cape Town

• PUBLIC DIPLOMACY

South Africa's involvement and leadership in different continental and international fora continues to demand that it be placed at the centre of communications efforts by the Department. This will not only assist the country to gain prominence, i.e. through the 2010 Soccer World Cup, but will ensure that the entire African continent continues to feature in a positive light in global affairs.

During the year under review, in taking further last year's developments, the Department continued to improve its internal communications capacity. Apart from having increased both its internal communications infrastructure and human resource capacities, the Department launched an informative internal newsletter, the DFA Now, producing it in both electronic and hardcopy format therefore guaranteeing a wider reach to the Department's staff, even those with no access to computers. This initiative took further the Department's intention of keeping its entire staff informed of its mandate and other issues that affects them.

During the reporting period, the Department produced and distributed publication materials such as the Annual Report 2005/06 document, Strategic Plan 2006/2009 document, Foreign Affairs Budget Vote speech 2006 booklet, the

Desk Calendar 2007, Ambassador BIL Modise's farewell booklet, the Heads of Mission profile booklet and the commemorative pictorial booklet on South Africa's election to the United Nations Security Council (UNSC).

South Africa's growing role in the international relations arena was captured through both audio-visual and photographic documentation of the activities of our Principals. The events documented included incoming visits and strategic outgoing visits of President Thabo Mbeki, Deputy President Phumzile Mlambo-Ncguka, and Minister Dr Nkosazana Dlamini Zuma. The footage was distributed both to local and international print and audio-visual media on an ongoing basis, usually within one hour of an event taking place, to keep the public and other stakeholders informed on these activities.

In addition, the Department's annual year-end function and other departmental activities, which include the 2006 16 Days of Activism event, were also documented in both audio-visual and photographic formats.

During the reporting period, the Corporate Identity Managers continued to monitor and guide the implementation of the Department's corporate identity programme as approved by Cabinet. The major development in this regard is that all

Deputy Minister Aziz Pahad with the DFA Spokesperson Ronnie Mamoepa during a weekly Media Briefing, Union Buildings, Pretoria

desktops have been standardised and proudly boasts the Department's logo across the organisation.

During the financial year under review, the Director-General approved an extension of the mandate of the Operational Service and also the creation of a Sub-directorate Strategy Co-ordination and Project Management. The extension of the mandate necessitated a change in the name of the Directorate to reflect its extended mandated. The Directorate Operational Services was therefore renamed Strategy Co-ordination and Operations Centre.

Through the sub-directorate: Strategy Co-ordination and Project Management the Directorate : Strategy Co-ordination and Operations Centre's mandate of providing media monitoring services to the Minister, other principals and the Department at large and missions abroad has been extended to include:

- Overseeing development of a public diplomacy strategy and implementation thereof in South Africa and in foreign countries through South African missions
- Creating synergy between the DFA and other relevant role-players in the marketing of South Africa
- Provide project management services for cross cutting public diplomacy projects

The process of constituting the Sub-Directorate: Strategy Co-ordination and operational services commenced in the last of the month of the financial year under review with the appointment of a Deputy Director and advertising of another Deputy Director post and those of two Assistant Directors.

During the reporting period the sub directorate Operations Centre produced the following:

- Daily News Highlights: 250 Reports were compiled from articles in the daily media and transmitted electronically by 08.00 to all HO staff,
- Daily News Bulletins: 250 Reports were compiled through the assessment and selection of news stories covered in South African newspapers and websites and distribute to all end users, including missions abroad;
- Weekend News Bulletins: 100 Reports were compiled by after hours staff on Saturdays, Sundays and Public Holidays through assessment and selection of news stories covered in South African newspapers and websites and distributed to Minister and principals after hours;
- 1 500 regional media reports and reviews for Africa; the Americas; Asia and Australasia; and Europe were compiled from international media news sources and distributed to the respective missions and Branches;

The 24-hour Operations Centre, staffed by 12 dedicated staff members and supported by 12 additional after-hours staff members selected from all branches also acted as an early-warning centre for the principals reporting on major incidences or crises and international events e.g. related to the Mozambique floods; Ukraine & Iranian plane crashes; USA midterm election results; political situation on the Fiji Islands. This included the compilation of about 1800 two-hourly International News Scans by monitoring the media after hours. The International News Scans give principals updates on political, diplomatic and economic developments around the world; major government changes or cabinet reshuffles abroad; the opinions of world leaders and developments in the UN, AU, SADC and other multilateral organisations. The Centre also provided continuous logistical support to the Minister of Foreign Affairs and Deputy Ministers of Foreign Affairs especially on official visits abroad and attending international conferences and summits.

During the reporting period, the Department continued to undertake media research, analysis and speechwriting. Speeches for a number of strategic national, continental and international events were prepared for the principals. Among others, these included speeches for the 2006 Budget Vote Speech, the South African-Argentina human rights seminar, addresses at the First IOR-ARC Ambassadorial Working Group and the South African National NEPAD Strategy Workshop in Johannesburg

Public Diplomacy also assisted the Principals during the President's State of the Nation Debate and the 9th Joint Bilateral Commission between South Africa and Iran in Pretoria as well as the launch of the Progressive Women's Movement in Bloemfontein and with lectures in London and Glasgow. The Principals were also assisted in preparing speeches for the "International conference on Women and Economic Recovery of Africa" held in Cape Town and an address at the Growth and Development Summit of the Central Karoo District Municipality in Beaufort West.

The Unit also prepared presentations to a meeting of Business Unity South Africa (BUSA), the South African Chamber of Business Luncheon in Johannesburg and at the Sixth ICRC/Department of Foreign Affairs

Regional Seminar on the Implementation of International Humanitarian Law in Pretoria. In terms of media research and analysis, the Unit analysed media trends and especially the coverage of the Department of Foreign Affairs and our international relations through the services of Media Tenor as a professional service provider.

The Department continued with the management of the Department's official web-site: www.dfa.gov.za and Intranet. A new development is the Web Portal Project. The objective of this project is to integrate the Department's Web-site, Intranet, and Foreign Mission Web-sites and other information sources to form a highly interactive and information Web Portal. GijimaAst was selected as the service provider to develop the website, Intranet and foreign missions templates for the website. The Project Planning, Functional and Technical Specification of the Web Portal were done with the involvement of the service provider. The designs for the Department's Web-site, Intranet, and Foreign Mission Web-sites are due to be finalised in the next reporting period.

The Department responded promptly to various inquiries regarding consular issues, scam letters and trade related issues that were sent to the Department's e-mails. In addition the Department undertook the following activities:

Additions to the Department's web-site and Intranet:	3 957
Updates to the Diplomatic Representation Lists:	3 126
Information bulletins disseminated to Missions (Bua News, Cabinet Statements, Letter from the President, EU Newsletter, Commonwealth News, World Bank News, ISS Seminars, Speeches and Media Statements):	701
E-mail inquiries responded to:	609

Keeping to the priority areas set by the International Relations Peace and Security (IRPS) Cluster, the Media Liaison Unit increased its efforts during 2006/07 to project a positive image of South Africa at home and abroad.

During the year under review, the Department, through its Media Liaison Unit provided ongoing media liaison

and communication support services to Principals during incoming and outgoing visits. Theses included arranging for media opportunities for the principals during the execution of their duties at home and abroad whilst accompanying them.

During the reporting period, State visits, Official and Working visits, Joint Commissions, Bilateral Meetings, Annual Consultations as well as attendance of the Ministry and Presidency of important international functions were profiled. Information on official outgoing visits by the Presidency and the Ministry of Foreign Affairs were released to the media to inform the nation and world at large about South Africa's endeavors internationally and enhanced the country's stature internationally.

The Department's Media Liaison Unit organised media briefings, press Conferences, through the timeous dissemination of information to the media pro-actively, as and when it happens (in real time) . The Unit continued to provide prompt responses to media enquiries and principal's needs with only a staff compliment of three dedicated media officials under the supervision of the Chief Director. Consular related media enquiries have occupied a substantive part of our media liaison engagement largely concentrating on both print and electronic coverage (i.e. radio and TV interviews, media releases)

Reports to the Government Communicators Forums, Ministerial Liaison Forums, Pre- Cabinet Meetings, Communication Co-ordinating Committee and IRPS Cluster on activities of the Department were submitted and discussed and largely informed other Departments of our Department's strategic approach to issues of international importance.

During the reporting period, Media Liaison Unit working together with GCIS was at the epicenter of communications for the following activities:

- The secondment of an official to provide communication and media liaison support to the South African Elections Observer Mission to the DRC Elections
- The secondment of an official to the Fifth Session

of the Pan African Parliament to serve as part of the communication support personnel.

The key flagship media liaison programmes for the period under review were:

- Continued hosting and chairing of the IRPS Cluster Media Briefings with direct video – link between Pretoria and Cape Town.
- Communications around South Africa's tenure at the United Nations Security Council (UNSC) with ongoing briefings to the media on the work programmes of the UNSC, South Africa's positions on various issues such as Myanmar, Iran and Zimbabwe and our Presidency during the month of March 2007.
- The consistent hosting of weekly media briefings by Deputy Minister Aziz Pahad on international developments. Positive feedback continued to be registered by the media and the attendance at such gatherings by various international media and foreign correspondents have displayed the high levels of mobilisation by the Media Liaison Unit to reach untapped markets.
- The consistent participation in GCIS related activities such as the Government Communicators Forum, the work of the IRPS Government Communicators and rendering of media and communication support to Department's Branches as and when media events are scheduled.

During the reporting period, the Department marshaled its energy into providing media and communications support services to, amongst others, the following key activities:

April 2006
- Visit by Tanzanian President Jakaya Kikwete to South Africa, hosted by President Thabo Mbeki
- Deputy President Mlambo–Ngcuka's visit to Japan and Indonesia accompanied by a large South African media contingent
- The Second African Peer Review Mechanism (APRM) Consultative Conference,
- The Fifth Session of the Pan African Parliament.

May 2006
- The interaction by Deputy Minister Pahad with the Heads of Diplomatic Missions and International

Organszations resident in South Africa
- Appointment of Minister Charles Nqakula as Facilitator of the Burundi Peace Process
- President Thabo Mbeki's meeting with Prime Minister Tony Blair for Bilateral Discussions.

June 2006
- President Mbeki's hosting of Chinese Premier, Wen Jiabao
- Deputy Minister Pahad's leading of South African delegation to SADC meeting of the Inter-State Politics and Diplomacy Committee
- President Mbeki's witnessing of the signing of the Ceasefire Agreement between Burundi Parties in Tanzania
- Minister Dlamini Zuma attending the AU Executive Council of Ministers Meeting in Gambia ahead of the AU Summit
- The SA-Mozambique Economic Bilateral Commission.

July 2006
- Unveiling of 2010 Logo in Germany
- Witnessing of World Cup Final and handing Over Ceremony, Berlin, Germany
- G8 meeting in St Petersburg in Russia
- Handing Over of APRM Country Self Assessment, 12 July 2006
- South African Observer Mission ahead of the DRC Election
- Joint ITEC Inter-Sessional meeting between Russian Federation and Republic of South Africa.

August 2006
- Rescue Mission for trapped South African and Lesotho Citizens at Thabasika, Lesotho
- SADC Ministers Committee of the Organ (MCO) on Politics, Defense and Security Co-operation
- SADC Ministerial Meeting.

September 2006
- Russian State Visit to South Africa by President Vladimir Putin
- 61st Session of UNGA
- NAM
- IBSA
- Hosting of Indian Prime Minister, Dr Manmohan Singh.

October 2006
- South Africa's election to Chair the Nuclear Suppliers Group
- South Africa's election to the UNSC (Non-Permanent Seat)
- Extra-ordinary SADC Summit.

November 2006
- China-Africa Co-operation Summit
- Provided Communication and Media Support to the Africa Forum
- President Mbeki's Bilateral talks with Chinese President Hu Jintao
- SA-EU Meeting
- Joint Inaugural Session of the SA-Guinea Conakry Joint Communiqué of co-operation
- Working Visit by Sudanese Vice President and President of the Government of S.Sudan, Salva Kirr.

December 2006
- President Mbeki's discussions with French Prime Minister, Dominique de Villepin
- President Thabo Mbeki's hosting of Canadian Governor-General, Michael Jean.

January 2007
- The 8th Ordinary Session of the AU to Principals in Addis Ababa
- Minister Dr Nkosazana Dlamini Zuma's visit to the United States
- Franco-Africa Summit.

February 2007
- Meeting of the Community Organisations Regional Network (CORN)
- Franco-Africa Summit in France.

March 2007
- Three-day Inaugural Session of SA-Argentina Joint Bi-national Commission
- SA's Presidency of the UNSC during the month of March
- Extra-ordinary SADC Summit of Heads of States and Governments.

The Department has continued to involve its senior managers (DG and DDGs) in support of these initiatives through arranging media opportunities for, among others, the International Working Group on the Cot'd 'Ivoire, the Comoros Donor Conference, the Burundi Peace Talks facilitated by Safety and Security Minister Charles Nqakula, as well as the DRC Elections.

PROGRAMME 3: PUBLIC DIPLOMACY & PROTOCOL SERVICES

Sub-programmes	Outputs	Output performance measures / service delivery indicators	Actual performance against target	
			Target	**Actual**
Programme3: Public Diplomacy & Protocol Services				
Provide an effective support service: Public Diplomacy	Projection of a positive image of SA	Positive image established	Attract more tourists and foreign direct investment to SA	Achieved: Liaised with stakeholders like the IMC, SA Tourism and trade publishers and procured positive material utilised by our Missions abroad in promoting SA.
		Facilitate the participation of SA in the Venice (Architectural) Bienalle in September 2006	Assist and guide our Desk and arranged for various material for image and brand-ing	Achieved: Identified and procured promotional material and IMC provided products for usage the project.
		Facilitate the participation of SA in international film festivals and other major arts and culture events	Assist in logistical arrangements and advice for South Africa's participation in international film festivals and other major arts and culture events through our Missions abroad	Achieved: Liaised with the Department of Arts and Culture and made the arrange-ments on behalf of our Missions and recommended films, artists, and pro-grammes for events.
Provide an effective support service: State Visits a	Provide an effective visit management system	Approved visit management policy and plan	Approved policy by 31 March	Largely achieved. Policy approved by Departmental Management
		Adherence to visit management guidelines	90% compliant rating	Achieved. 90% satisfactory rating
		Increased visits versus capacity constraints and resource limitations	Increase establishment and enhance staff project management skills	Achieved 4 Posts filled and project management training for all officials
		Ability to develop and implement visits' logistics plans at short notice	Develop policy and operational guide-lines	Achieved. Approved policy set out a framework for predictability on logistic preparations.
		A need to lobby all stakeholders to appreciate the value of forward planning when preparing for visits	Convene Stakeholders Workshop	Largely achieved. Workshop held.
		Establishing best practice and international benchmarks	Hold stakeholders workshop and bench-mark international protocol principles	Achieved. Visits to Germany and Ethiopia took place and further visits scheduled to take place during 2007/8

Sub-programmes	Outputs	Output performance measures / service delivery indicators	Actual performance against target	
			Target	Actual
Provide an effective support service: Ceremonial events	Provision of an effective ceremonial events management system	Approved events management policy/plan	Approved policy plan by 31 March	Partially achieved, Policy drafted, but to be approved by departmental management
		Increased requests for assistance in managing events versus resource constraints	Increase establishment and capacity building	Largely achieved. Additional posts approved and recruited young professionals from the Hospitality Industry
		Skills development and protocol training	Conduct research	Largely achieved. successful training on ABET programmes and protocol
		Establishing international best practice and benchmarks	Benchmark international protocol principles	Achieved. Visits took place to Germany and Ethiopia. Further visits to take place during 2007/8
Provide an effective support service: International conferences	Provide an effective conference management policy/plan	Approved project implementation plan	Approved project implementation plan	Not achieved. Project implementation plan to be developed and approved over next 2 financial years
		Increased requests for assistance versus capacity constraints Skills development and protocol training	Increased establishment, Extra DD post; fill all vacant posts. On the job training in conference management	Partly achieved. Job evaluation in progress, to be finalised by July 2007
Provide an effective support service: Diplomatic accreditation regulatory system	Ensure diplomatic accreditation management process of foreign representation in South Africa	Optimised accreditation process meeting lead time targets	Lead time target of 100%	Achieved. Lead time targets met.
	Provide an effective accreditation process for South African Heads of Mission abroad	Refined diplomatic accreditation management policy , procedures and guidelines	Refine policies	Achieved. Policies refined and approved by Branch Management
		A need to continue to shorten the accreditation lead times		
		Completion of the Interactive Diplomatic Website and institute change management process in the Branch	Reach 60 % project implementation target	Achieved. 60% of the project completed

Objective	Output	Target	Actual Achievement
Provide an effective support service: Diplomatic communi-cation	Ensure an effective diplomatic informa-tion system	Reliable diplomatic database	Regular Update (90% compliance)	Achieved. 90% satisfactory compliant
	Facilitate effective intergovernmental liaison	Established and effective intergov-ernmental coordinating mecha-nism	Undertake contact visits	Partially Achieved. Contact visits and meetings held with stakeholders
		Aligning provincial international ac-tivities with Departmental priorities	Convene a consultative workshop	Largely Achieved. Consultative work-shop held
Provide an effective support service: Logistics Management	Ensure an effective State Protocol Lo-gistics Management System	Refurbished State Protocol Lounge	Appoint a Service Provider to effect renovations by 31 March 2007	Partially Achieved Plans and negotiated with ACSA. ACSA contracted Interior designers
		Acquisition of a New Guesthouse	March 2007	Identified 3 suitable properties within budgeted price range. Process to be taken further during the 2007/8 financial year
		Continuation of the renovations of the State Protocol Lounges and staff training	Conduct a team building session by 31 March 2007	Partially Achieved. The department has signed a contract with ACSA for the Interior design, fittings and furnishing
		Identifying a suitable site and property to serve as the Guest-house satisfying the security requirements	Acquisition of a new guesthouse and identify suitable site.	Identified 3 suitable properties within budgeted price range. Process to be taken further during the 2007/8 financial year
To provide efficient and effective com-munication support services: Public Diplomacy	To communicate an understanding of South Africa's foreign policy goals, positions, achieve-ments and pro-grammes at home and abroad.	Ensure the development and implementation of a communica-tion strategy	Communication strategy in place by 1 April 2006 and implemented daily.	Achieved: effective strategy is in place and implemented daily.
		Provide in-depth media research, analysis, speeches and informa-tion management for the ministry and the Department.	Establishing media analysis capacity by 31 March 2007.	Partly achieved: speeches submitted are not always used and media analysis ca-pacity to be established during 2007/08, while the web portal is to be delivered in 2007/08.
			Effective speeches delivered timeously to principals.	
		Author pro-active and re-active media strategies.	Delivery on the web portal against set deadlines for effective information man-agement.	

Output	Measure/Target	Achievement
Promote a positive image and branding of the country at home and abroad.	Media strategies in place by 1 April 2006 and implemented daily.	Achieved: weekly briefings held and media statements issued daily as required.
	Assist our missions daily with positive SA promotional material for their various country-promotional initiatives abroad.	Achieved: assisted missions with material for events like South Africa weeks, national days through sourcing and procurement of arts, books, crafts, CDs and videos daily.
Develop and distribute multimedia products.	Identify and participate in national events meant to promote the image of the country	Achieved: participated in tourism fair, international fair and departmental stakeholder outreach events.
Produce and distribute effective, quality publications for internal and external consumption.	Informative departmental videos, photographic exhibitions and radio programmes produced quarterly and distributed on time	Partly achieved: photographic exhibitions produced but only limited departmental videos and no radio programmes due to capacity challenges that will be addressed in 2007/08.
Provide 24 hours early warning and monitoring service on international developments as well as logistical support	Production and timeous distribution of publications per set production timelines: DFA Now (monthly newsletter), Annual Report, Strategic Plan, Minister's Budget Vote booklet, Desk Calendar, AU/NEPAD report-back booklet, 'Who's Who at DFA' leaflet	Achieved: all publications produced and distributed timeously as per production schedule.
Delivery on the web portal against set deadlines.	Keeping our Principals and the department well informed daily on the latest developments through media monitoring	Achieved: news highlights compiled and issued to head office end-users and Principals informed on developments as well as provision of logistical support as required.
Implement identified measures to improve internal communications within the Department.	Assisting in disaster communication and management	Partly achieved: this is a multi-term project, overlapping, and will be fully operationalised in 2007/08.
Continue with the Departmental Imbizo programme.	Operating from a single interactive web environment with our missions to ensure proper information quality control	Partly achieved: an informative internal newsletter successfully launched but other internal communication mediums to be implemented in 2007/08.
Foster better working relations with Branches in the Department.	Informed staff understanding government's planned mandate for 2006/07	Not achieved: no Imbizo took place and stakeholder Imbizo planned for 2007/08.
	Interactive style of governance informing and involving SA communities in DFA's mandate execution as per planned schedule	
	Productive weekly communication planning meetings with representatives of all Branches held.	Partly achieved: weekly meetings held but participation needs to be improved. To be addressed during 2007/8.

PROGRAMME 4: International Transfers

AIM: This programme provides for the payment of fees and contributions to various international organisations.

OUTPUT AND SERVICE DELIVERY TRENDS:

Contribution to Multilateral development and co-operation

The transfer payments provided for and paid for during the reporting period are reflected in the annual financial statements section of the Report (please refer to the contents page).

PROGRAMME 4: INTERNATIONAL TRANSFERS

Sub-programmes	Outputs	Output performance measures / service delivery indicators	Actual performance against target	
			Target	**Actual**
Programme4: International Transfers				
	Payment of membership fees to international organisations	Membership fees and contributions paid in time	Target of R473 530 million	Actually paid R402 150 million Savings can be attributable to the AU fees (R50, 681), UN fees (R10, 740), CTBT (R2,607), And UNDP (R3, 394). The savings in the AU fees are due to the change in the formulation of the African Union scale of assessment. During the 8th Extraordinary Session of the AU Executive Council held in Khartoum, Sudan in January 2006 an AU budget comprising of an Operational budget (based on the new Scale of Assessment approved in July 2005 in Sirte) and a Programme Budget (provided on voluntary basis) was approved. Based on the new scale of assessment for the operational budget, South Africa was required to make a contribution of 15% of the AU operational budget. A decision for a voluntary contribution towards a programme budget was revoked, hence the savings. With regard to the UN fees and CTBT transfers, savings can be attributable to the scaling down of the assessed contribution. In addition the department is providing office accommodation to the UN institutions situated in South Africa, which is in accordance with international practice. During the year under review a provision was made for rent increase based on the additional space needed. However, suitable accommodation on a lease basis could not be obtained, which resulted in the savings.

REPORT OF THE AUDIT COMMITTEE

In terms of its obligations according to Treasury Regulation 3.1.12, the Audit Committee reports as follows on certain events as well as its actions and findings in respect of the financial year ended 31 March 2007.

1. APPOINTMENT OF AUDIT COMMITTEE MEMBERS, MEETINGS AND ATTENDANCE

An Audit Committee for the Department has been established in accordance with the requirements of Sections 38 (1)(a)(ii) and 77 of the Public Finance Management Act. During the year under review the Audit Committee comprised of 3 members, all being from outside the Public Service. Three additional members were appointed in April 2007.

The Audit Committee meets 4 times per annum and on an "ad hoc" basis to consider specific matters, as per its approved terms of reference. The Audit Committee furthermore met with the Office of the Auditor-General and the Director-General during the year under review. The Chairperson of the Audit Committee met on several occasions, individually, with the Head of Internal Audit and key Internal Audit staff. During the current year 14 meetings, including meetings for specific purposes, were held and attended as follows:

Name of Member	Number of Meetings attended
Ms L B R Mthembu, (Chairperson)	14
Mr. Z Jojwana, (Member)	7
Mr E Cousins, (Member)	14

2. AUDIT COMMITTEE RESPONSIBILITY

The Audit Committee has complied with its responsibilities arising from section 38(1)(a)(ii) of the PFMA and Treasury Regulation 3.1.13. The Audit Committee adopted the Audit Committee Charter read in conjunction with the Internal Audit Charter, as its terms of reference in discharging all its responsibilities as regulated therein.

3. THE EFFECTIVENESS OF INTERNAL CONTROLS

The systems of internal control were evaluated by both Internal Audit and Office of the Auditor-General (external audit). Significant improvement has been noted in the implementation of and compliance with the system of internal controls. The quality of the implementation and execution of adequate control and work procedures have significantly improved although more could be done. This is evident from reported instances of non-conformity with prescribed internal control and best practice.

The Chief Financial Officer developed a comprehensive detailed plan as an intervention measure to remedy the matters of emphasis of the annual financial statements, reported by the Auditor-General in the 2005/6 financial year. Issues were prioritised in accordance with their materiality and fundamental effect on the overall management of the department. The Audit Committee notes that the department has made considerable progress in addressing those matters emphasised by the Auditor General in his 2005/6 audit report. The following achievements were noted during the year under review:

1.1   The introduction of Performance Reporting. The department commenced with the reporting of its performance against planned objectives during the 2006/7 financial year. Reporting was undertaken on a six-monthly basis.

1.2   The implementation of treasury cash flow and foreign exchange management agreements concluded with various commercial banks.

1.3   Development and implementation of an integrated electronic fixed asset register including bar-coding of assets and listing of asset values in the asset register, in accordance with National Treasury guidelines.

1.4   Approval and formalisation of efficient and effective policies and procedures.

1.5   Comprehensive re-engineering of overall training and professional development strategy of mission and local departmental staff.

1.6   During the 2006/7 financial year the Department undertook significant measures in addressing

the findings of the Auditor General with regard to the ICT environment. The Audit Committee furthermore monitored and oversaw new developments in the ICT environment of the department during the 2006/7 financial year by way of a structured approach and progress reports. In this regard the following progress was noted:

1.1.1 The continuation of the deployment of the Voice over Internet Protocol Infrastructure that will eventually link all Missions to Head Office, using a standardised, unified IT infrastructure. It is envisaged that the deployment will be completed during the 2007/8 financial year.

1.1.2 The introduction of Windows Advanced Server 2003 as the platform for the IT infrastructure.

1.1.3 Participating in the Seat Management Service contract negotiated by SITA to standardise hardware utilised by the Department.

1.1.4 Commencement with creation of Business Intelligence.

1.1.5 Initiating the automation of identified Business Processes – Business Process Management.

1.7 The Audit Committee also monitored progress in the Human Capital Management Branch during the year under review. In this regard, the Audit Committee is currently engaged in monitoring the development of comprehensive, inclusive long-term and short-term plans for the Branch, including the formulation of its Business Strategy. It is envisaged that the process will be finalised during the 2007/8 financial year.

The Director-General through his dedicated leadership, with the support and assistance of National Treasury and co-operative effort of executive management, has made considerable progress in improving the management and functioning of the Department as a whole. The benefits derived from these dedicated inputs and outputs have borne fruit as can be observed from improved compliance with legislation and adherence to due dates by the Financial Department, as well as a more controlled management of financial data and processes.

4 SPECIFIC FOCUS AREAS GOING FORWARD

During the ensuing 2007/8 financial year, the Audit Committee will develop comprehensive and integrated intervention programmes to focus more attention on the following areas:

1.1 The enhancement and further development of the Human Resources Business Unit. In this regard the Audit Committee will monitor the development of a single strategic plan for the Human Capital Management Branch, the development of its business strategy and the formulation of business plans for the branch as well as business units and directorates. It is envisaged that the Audit Committee will monitor progress throughout the 2007/8 financial year.

1.2 The reporting of Performance Information as required by the National Treasury and the Auditor General. The current practice of reporting performance on a six-monthly basis will progress to quarterly reporting on the performance of the Department against approved annual business plan during the 2007/8 financial year, utilising effective measuring methods.

1.3 Improvement of safe record keeping capacity, policies and procedures in compliance with the prescripts for archiving by acquisition and utilisation of an electronic document management / registry system.

1.4 Establishment of Enterprise-Wide Risk Management approach in motivating and encouraging the culture of risk management in compliance with best practice.

1.5 Acquisition and utilisation of a professional electronic Audit Management System as a basis for planning and execution of internal audits.

1.6 Close scrutiny, monitoring and control of all the debtors' outstanding balances (receivables) as well as evaluation of recovery action in order to maximise debt recovery. A Debt Management Committee is currently in operation and an application has been lodged with National Treasury for the introduction of an effective electronic Debt Management System.

5 QUALITY OF IN YEAR MANAGEMENT AND MONTHLY / QUARTERLY REPORTS SUBMITTED IN TERMS OF THE PFMA AND THE DIVISION OF REVENUE ACT

The Audit Committee has noted progress in the content and quality of monthly and quarterly reports prepared and issued by the Department during the year under review, in compliance with statutory reporting framework. The Department has implemented measures to fully implement the control basis for the monitoring and attaining of strategic goals and business objectives within a structured framework.

6 INTERNAL AUDIT

Internal Audit was effective for the year under review and achieved its annual operational plan targets. The capacity of Internal Audit has been comprehensively increased and consolidated through the filling of further internal audit positions. The Internal Audit strategic and annual operational plans were considered and approved by the Audit Committee. All Internal Audit work performed as well as Internal Audit reports and quarterly progress reports were reviewed by the Audit Committee.

Internal Audit continued with assisting the Department in risk management through conducting risk assessment and preparation of departmental risk profile, which was adopted by the Audit Committee. The results of the risk assessment were used to direct Internal Audit effort and enhance management function. Furthermore, a Fraud Prevention Plan is being executed in an orderly manner under the control of a Fraud Prevention Committee. During the 2007/8 financial year Internal Audit will assist with implementation of Enterprise-wide Risk Management.

During the year under review Internal Audit was subjected to an external quality assurance review conducted by the Institute of Internal Auditors. The review found Internal Audit to generally conform to all the *International Standards for the Professional Practice of Internal Auditing.*

6 EVALUATION OF ANNUAL FINANCIAL STATEMENTS

The Audit Committee has:
- Reviewed and discussed with the Auditor-General and the Accounting Officer the audited annual financial statements to be included in the report;
- Reviewed the Auditor-General's management letter and management's response;
- Reviewed changes in accounting policies and practices; and
- Reviewed significant adjustments resulting from the audit.

The Audit Committee concurs and accepts the conclusions of the Auditor-General on the annual financial statements and is of the opinion that the audited annual financial statements be accepted and read together with the report of the Auditor-General.
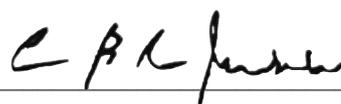
Londiwe Mthembu
Chairperson of the Audit Committee
Date: 31 May 2007