

## PAJA implementation into business processes - Project Scope (Suggestion) -

### **Project Objective**

To improve the administrative processes in all departments of the Department to ensure that all decisions taken are in compliance with the Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000) (the PAJA).

### **1. Buy-in of Senior Management (no additional cost implications)**

1.1 It is imperative that the Senior Management buy-in be obtained. The scope of the Project might serve as a discussion paper.

1.2 On request, the Department of Justice and Constitutional Development (DoJ&CD) in cooperation with the GTZ (German Technical Cooperation) could present the suggested strategy to senior managers.

1.3 Consensus from the senior management could be facilitated by PAJA implementation workshops provided by the DoJ&CD/GTZ. It must be emphasised that it would be helpful that the duties are reflected in the annual performance agreements of officials identified and designated to this task.

### **2. Workflow Analysis (no additional cost implications)**

2.1 The first concrete step is an analysis of workflows in every unit, branch, or directorate of each Department. At the beginning of the process all managers must be informed of the specific strengths and weaknesses in terms of PAJA implementation. This necessary data can be obtained by conducting an analysis of files covering and documenting the process of administrative decisions. These files must have been randomly selected. DoJ&CD/GTZ would be able to assist by providing an analysis tool and by coaching the analysis of the files (if possible done by the Compliance Officer in charge of the implementation). In the same session the findings would be translated into actions embedded in a timing sequence (action plan).

### **3. Planning (no additional cost implications)**

Subsequent to the analysis of the workflow, a presentation on proposed PAJA implementation measures, deducted from the findings, may be organised. The objective of this presentation is to ensure and maintain senior management buy-in.

Facilitators and methods can be offered by DoJ&CD/GTZ.

### **4. Implementation of the Action Plan (no additional cost implications)**

The action plan elaborated from the findings of the mapping activities and the feed back of the senior management may cover a wide range of activities. Some of these activities could be supplementing policy papers, adjusting manuals, changing file management, reviewing forms, raising public awareness and other measures to bring the business processes in line with the PAJA requirements.

The DoJ&CD/GTZ have developed products (ie. train the trainer courses to raise training capacities) to promote the implementation capacity of the provinces, national departments and municipalities.

The whole process would at all stages be fully owned by the respective public entity. The data and information obtained are handled confidential.

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