



**JICS**

Judicial Inspectorate for  
Correctional Services

# SHINING A LIGHT ON THE INSIDE

**2024/2025**

ANNUAL REPORT

“ My sincere thanks to the current Minister, Dr. Petrus Johannes Groenewald, MP, Deputy Minister, Ms Leonah Lindiwe Ntshalintshali, MP, Inspecting Judge, Justice Edwin Cameron, and the National Commissioner, Mr Makgothi Samuel Thobakgale, for their leadership ”

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# LIST OF ABBREVIATIONS

<b>AC</b>	Area Commissioner	<b>ISS</b>	Integrated Security System
<b>CEO</b>	Chief Executive Officer	<b>IT</b>	Information Technology
<b>CF</b>	Correctional Facility (Correctional Centre and Remand Detention Facility)	<b>IU</b>	Investigations Unit
<b>CFO</b>	Chief Financial Officer	<b>JCPs</b>	Justice, Crime Prevention and Security Cluster
<b>CMCs</b>	Case Management Committees	<b>JICS</b>	Judicial Inspectorate for Correctional Services
<b>CMR</b>	Central Management Region	<b>KZNMR</b>	KwaZulu-Natal Management Region
<b>CPA</b>	Criminal Procedure Act 51 of 1977	<b>LGBTIQ+</b>	Lesbian, Gay, Bisexual, Transgender, Intersex and Queer
<b>CPF</b>	Community Policing Forum	<b>MIS</b>	Management Information System
<b>CSA</b>	Correctional Services Act 111 of 1998	<b>MRU</b>	Mandatory Reporting Unit
<b>CSAA</b>	Correctional Services Amended Act 14 of 2023	<b>MSSD</b>	Minimum Standard of Service Delivery
<b>CU</b>	Complaints Unit	<b>NMR</b>	Northern Management Region
<b>DCS</b>	Department of Correctional Services	<b>PCN</b>	Public Calling for Nominations
<b>DHA</b>	Department of Home Affairs	<b>PEEC</b>	Provincial Efficiency and Enhancement Committee
<b>DLS</b>	Directorate Legal Services	<b>PMDS</b>	Performance Management Development System
<b>DMR</b>	Directorate Management Regions	<b>PPP</b>	Public-Private Partnership
<b>DPP</b>	Director of Public Prosecutions	<b>RDs</b>	Remand Detainees
<b>DSD</b>	Department of Social Development	<b>RoC</b>	Record of Consultation
<b>DSS</b>	Directorate Support Services	<b>RSA</b>	Republic of South Africa
<b>EC</b>	Eastern Cape	<b>SAHRC</b>	South African Human Rights Commission
<b>ECMR</b>	Eastern Cape Management Region	<b>SAPOHR</b>	South African Prisoners Organisation for Human Rights
<b>EXCO</b>	Executive Committee	<b>SCOA</b>	Standard Chart of Accounts
<b>FS/NC</b>	Free State/Northern Cape Management Region	<b>SITA</b>	State Information Technology Agency
<b>GITO</b>	Government Information Technology Officer	<b>SMR</b>	Strategic Midterm Review
<b>GCIS</b>	Government Communication Information System	<b>UNISA</b>	University of South Africa
<b>GP</b>	Gauteng Province	<b>VC</b>	Visitors' Committee
<b>HCC</b>	Head of Correctional Centre	<b>VCCO</b>	Visitors' Committee Coordinating Officer
<b>ICCVs</b>	Independent Correctional Centre Visitors	<b>WCMR</b>	Western Cape Management Region
<b>IJ</b>	Inspecting Judge		

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# PART

# A

## » GENERAL INFORMATION

# CONTACT INFORMATION

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<b>CENTRAL MANAGEMENT REGION – REGIONAL MANAGER: MICHAEL PRUSENT</b>		
PO Box 3839 Bloemfontein 9301	Tel: (051) 430 1954 Fax: (051) 440 1045	Fedsure House, 3rd floor 62 St Andrews Street Bloemfontein 9300
<b>EASTERN CAPE MANAGEMENT REGION – REGIONAL MANAGER: JUSTINE GERICKE</b>		
PO Box 192 East London 5201	Tel: (043) 722 2729	Magistrate Court, 3rd floor 4 Buffalo Street East London 5200
<b>KWAZULU-NATAL MANAGEMENT REGION – REGIONAL MANAGER: SHADRACK SIBANYONI</b>		
PO Box 1322 Durban 4000	Tel: (031) 366 1900 Fax: (031) 368 1872	Aqua Sky Building , 8th floor 275 Anton Lembede Street Durban 4001
<b>NORTHERN MANAGEMENT REGION – REGIONAL MANAGER: MURASIEL MENTOOR</b>		
Private Bag 153 Centurion 0046	Tel: (012) 663 7521 Fax: (012) 663 7510	Eco-Origins Block C3 349 Witch-Hazel Avenue Highveld Ext 79 Centurion 0169
<b>WESTERN CAPE MANAGEMENT REGION – ASSISTANT REGIONAL MANAGER: SAMBESO SANI</b>		
Private Bag X 9177 Cape Town 8000	Tel: (021) 421 1012 Fax: (021) 418 1069	Standard Bank Building 9th floor 1 Thibault Square, Cnr Long Street and Hans Strijdom Avenue Cape Town 8001

Table 1: JICS contact information



DR. PETRUS JOHANNES GROENEWALD

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## MESSAGE FROM THE **MINISTER OF CORRECTIONAL SERVICES**

### **JICS - A powerful guardian**

I am pleased to present the Judicial Inspectorate for Correctional Services' (JICS) Annual Report for the financial year 2024/2025. JICS is a powerful guardian of inmates' human rights and an advocate for accountability and transparency in the correctional environment. JICS oversees the Department of Correctional Services (DCS) to ensure that the treatment of inmates and conditions within correctional centres are consistent with the values of our democratic society.

#### **ACHIEVEMENTS ALIGNED TO POLICY DIRECTIVES AND NATIONAL OUTCOMES**

Over the past financial year, JICS has continued to advance its mandate in line with the Medium-Term Strategic Framework (MTSF). JICS meaningfully contributes to one of the government's core outcomes, ensuring that all people in South Africa are and feel safe.

Over this period, JICS has made significant progress in improving the safety, security, and dignity of those entrusted to its care by performing its core functions while strengthening institutional capacity and accountability. On 1 April 2024, JICS became a National Government Component, established in terms of Section 7(5)(a) of the Public Service Act, 1994. Amendments to the Correctional Services Act 111 of 1998 have strengthened JICS's independence and powers, enabling it to better perform its vital oversight function.

**“**  
THE TREATMENT  
OF INMATES  
MUST REFLECT  
THE VALUES OF  
OUR DEMOCRATIC  
SOCIETY.

## STRATEGIC FOCUS: MEDIUM- TO LONG-TERM PRIORITIES

As a newly constituted National Government Component, JICS was required to compile its own strategic documents for the first time. During this performance period, JICS successfully finalised its 2025/2030 Strategic Plan and 2025/2026 Annual Performance Plan. JICS extensively consulted with and secured the approval of the National School of Government, the Department of Monitoring and Evaluation, and the Portfolio Committee on Correctional Services.

## COLLABORATIVE RELATIONSHIP WITH DCS

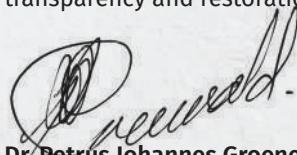
JICS has continued to carry out its oversight mandate with integrity, independence, and diligence. By conducting inspections, investigations, and reporting to myself and Parliament, JICS has provided invaluable insight into persistent challenges within correctional centres. JICS's work has heightened DCS's awareness of systemic issues and provided clear recommendations that inform ongoing efforts to transform the correctional environment.

DCS recognises the importance of constructive engagement and open dialogue with JICS. As the Minister of Correctional Services, I remain committed to our shared objective of upholding dignified and secure conditions of incarceration, with the potential to rehabilitate and reintegrate inmates into society successfully.

This Annual Report provides an honest and comprehensive account of the conditions observed across the country's correctional centres during the period under review.

I extend my appreciation to the Inspecting Judge, the CEO, and all JICS officials for their diligence, public service and dedication.

Let us continue to work collaboratively yet independently to ensure that our correctional system reflects our values of accountability, transparency and restoration.



Dr. Petrus Johannes Groenewald, MP  
Minister of Correctional Services





JUSTICE EDWIN CAMERON

“  
JICS’S CONCERNs  
REMAIN MUCH THE  
SAME. THE SYSTEM  
IS 54% OVER  
CAPACITY.

...

## FOREWORD BY THE INSPECTING JUDGE

### Marking the end of six years of service

This is my last Annual Report foreword as Inspecting Judge. I began my term in January 2020 and will conclude six years of service in December 2025. Through these years, the conditions of detention I encounter during inspections still shock and disturb. Daily, I hear from anguished inmates, desperate families and frustrated officials. And far too often, JICS’s investigations uncover horrific abuse.

JICS’s concerns remain much the same.

The correctional system is beset by gross **overcrowding**. With bedspace for only 107 346, as of 31 March 2025, DCS reported a prison population totalling 166 008 inmates. The system is 54% over capacity.

Overcrowding is the cause of almost all serious problems within correctional centres. It undermines security, leads to violence, and burdens staff and infrastructure. I visited Durban Medium B during the performance period, which had bedspace for 1 570 inmates but accommodated 4 002. One 19-bed cell accommodated 57 inmates. This meant inhumane conditions in crowded cells, limited time outside, and limited access to healthcare and rehabilitation programmes.

Contributing to overcrowding is the growing number of remand detainees in correctional centres. This is in part the result of **unaffordable bail** and **long periods of pre-trial detention**. At the end of March 2025, JICS recorded 2 039 remand detainees incarcerated with bail of less than R1 000. During an inspection of Durban Medium A, we met remandees accused of non-violent drug offences who could not afford bail amounts as low as R300. Overburdened courts, prosecutors and Legal Aid attorneys all contribute to these anomalies, as does the restrictive approach many Judicial officers adopt on bail. Though some Heads of Centres report success in Sections 49G, 63A, and 62F court applications to reconsider bail amounts, most do not.

**Parole board dysfunction** because of vacancies and the impediment-strewn lifer parole process also exacerbate overcrowding. Though Minister Groenewald has successfully tackled the backlog of lifer parole applications he inherited from his predecessor, JICS is troubled that too few lifers benefit from parole. The latest figures available to JICS suggest that the Minister approved only 6% of the lifer parole application profiles that the National Council on Corrections (NCCS) – a judge-headed body – had already approved. Sadly, JICS's ability to gather data and advocate constructively on this was impacted when the NCCS ended our regular meetings.

Overcrowding places immense pressure on infrastructure and facilities. **Dilapidated infrastructure** and **maintenance challenges** are problems in correctional centres nationwide. Leaks, mildew, peeling paint, broken windows, dysfunctional equipment (including telephones) and no hot water are dispiritingly common. During an inspection of Elliotdale Correctional Centre, some cells were so dilapidated they could no longer be used to accommodate inmates. Mqanduli Correctional Centre's perimeter fence was so tattered that the Centre struggled with break-ins, intruders and contraband smuggling. Durban Medium A's kitchen was in such a bad condition that it was judged inappropriate for the hygienic preparation of food. The National Commissioner had ordered it shut down. These problems persist despite an arrangement to give DCS, rather than the Department of Public Works and Infrastructure (DPWI), greater control over maintenance.

These pressures are heightened when correctional centres are expected to solve problems outside their skills and beyond their statutory mandate. For some years, JICS has been troubled by the large numbers of state patients and non-nationals detained in correctional centres.

As of 31 March 2025, JICS recorded a total of 315 **state patients** in correctional centres. The Criminal Procedure Act 51 of 1977 allows courts to send state patients temporarily to correctional centres. In practice, this means “temporary-permanent”, because psychiatric hospitals deny having capacity once every bed is taken. So state patients are left in overcrowded, inappropriate places. Correctional centres are far more crowded than hospitals. And they are not equipped to meet the needs of state patients. This creates possible danger for the inmates and correctional personnel, and the state patients themselves. JICS has been engaging with the National Department of Health (NDoH) and Health Ombud, Dr Taole Mokoena, on the urgent need to increase the NDoH's capacity so that state patients can be accommodated in specialist facilities.

“  
REMANDEES  
ACCUSED OF  
NON-VIOLENT  
DRUG OFFENCES  
WHO COULD NOT  
AFFORD BAIL AS  
LOW AS R300.



Durban medium B

JICS has been engaging with the National Department of Health (NDoH) and Health Ombud, Dr Taole Mokoena, on the urgent need to increase the NDoH's capacity so that state patients can be accommodated in specialist facilities.

JICS recorded 25 443 non-nationals in correctional centres at the end of the year under review. In place of immediate deportation, the Immigration Act 13 of 2002 provides for a maximum sentence of two years' imprisonment for entering the country illegally. In December 2024, at least 6 291 non-nationals were incarcerated for immigration-related offences. This criminalising approach does nothing to address the root cause of undocumented migration. And it exacerbates overcrowding.

Given all this, I have often wondered: Does JICS's hard work make a difference? Though there is much for JICS to do better, JICS does make a meaningful difference. Over this period, areas of progress have included:

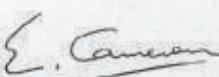
- **Solitary confinement** – JICS has long warned that conditions at Ebongweni Supermaximum Correctional Centre and Kgosi Mampuru II C-Max amount to unlawful solitary confinement. In the 2023/2024 period, JICS published the results of a study on mental health and solitary confinement at Ebongweni. DCS psychologists in the Kgosi Mampuru area took note of the research and implemented regular group and individual therapy sessions for C-Max inmates. And the Head of Centre at Ebongweni asked for book donations for inmates. JICS celebrates both interventions.
- **Further education** – In *Minister of Justice v Ntuli* [2025] ZACC 7, the Constitutional Court has found DCS's Formal Education Policy constitutionally invalid to the extent that it prevented inmates from using personal computers in cells for further education. DCS was ordered to revise its Formal Education Policy. The Court, like the Supreme Court of Appeal, granted JICS *amicus curiae* (friend of the Court) status. The judgment noted JICS's "useful submissions" on the role of education in inmates' wellbeing, on the Policy's effect on the right to further education and access to reading materials and on South Africa's international law obligations.
- **Bail fund** – JICS and the Bertha Foundation concluded a feasibility study into a bail fund for South Africa. The process of establishing a privately funded and operated pilot project is in its advanced stages. JICS also made submissions to the South African Law Reform Commission's discussion paper on bail, which explores legislative amendments to resolve the systemic causes of unaffordable bail.
- **LGBTQI+ inmates** – After a 2023 inspection of Durban Medium B, I reported that self-identified LGBTQI+ inmates, though having the advantage of voluntary separation in a special unit, were excluded from programmes and access to facilities. Centre management has made significant improvements since then. In 2024, I was invited to a joyous Pride celebration at Durban Medium B, hosted by inmates with the support of the Centre's social workers. When I inspected the Centre again in 2025, LGBTQI+ inmates were accommodated in a clean and spacious unit. They reported that they were treated well and spent most of their days out of their cells. They had a privately donated pool table and said that officials in their unit were supportive and respectful. Several LGBTQI+ inmates were permitted to wear clothing they considered appropriate to their gender self-identification or status in transitioning.
- **Books Campaign** – Despite severe resource challenges experienced by NICRO, JICS's partner in this campaign, JICS has continued collecting and distributing donated books to correctional centres. JICS receives regular requests for books from DCS personnel and honours these whenever possible.
- **Beneficial presence of ICCVs** – JICS's hands-on managers observe that the presence of ICCVs has an inhibiting effect on violence levels. This accentuates JICS's request for more resources to ensure that there is an ICCV at every centre in the country.

In addition, despite significant resource constraints, JICS improved upon its performance of core functions over the 2024/2025 period:

- JICS's 188 ICCVs handled 56 817 complaints.
- JICS's complaints unit handled 913 complaints.
- JICS conducted 150 announced inspections and, as part of our Abahloli project, 21 unannounced inspections.
- JICS's investigation unit mandated 48 investigations, mainly on violence.
- JICS continues to upskill its officials. JICS trained new ICCVs, hosted its first-ever week-long ICCV refresher training for all ICCVs, and ensured that ICCVs continued to receive training from Just Detention International (JDI-SA) on the unique challenges LGBTIQ+ inmates face, as well as on how to prevent, detect, monitor and report sexual abuse.

Rich and rewarding challenges await the next Inspecting Judge. The JICS Bill must be enacted to strengthen JICS's independence and expand its powers. JICS must be properly capacitated and resourced. JICS urgently needs more ICCVs, inspectors and investigators. Relationships with SAPS and the NPA can be strengthened to ensure accountability for DCS officials who assault or kill inmates.

I am confident that JICS will achieve all this and more under a new Inspecting Judge, and that it will continue its important work of safeguarding inmates' rights, reporting abuses, advocating for reform and demanding dignity for all.



**Justice Edwin Cameron**  
Inspecting Judge  
Judicial Inspectorate for Correctional Services

“ JICS URGENTLY NEEDS MORE ICCVS, INSPECTORS AND INVESTIGATORS. ”



Barberton Max



**MR VICK MISSER**

...

# STATEMENT BY THE CHIEF EXECUTIVE OFFICER

## GENERAL OVERVIEW

It is my pleasure to present this Annual Report on the work performance of JICS for the 2024/2025 performance year, with the support of the entire management team.

I am pleased that JICS has once again delivered on its mandate to ensure responsive oversight protecting the human dignity of all in the correctional environment. JICS continues to perform its oversight function without fear, favour or prejudice. It is an honour to announce that the long-awaited independence of JICS has been achieved. JICS became a National Government Component with effect from 1 April 2024.

This, combined with growing demands within the correctional environment, has required JICS to reconsider its structure and processes. The re-engineering process has had its challenges, which JICS has overcome through constant consultation and guidance with the Inspecting Judge and its executive team. The newly adopted vision, mission and set of values will allow JICS to continue its oversight function with professionalism.

## 2024/2025 THE YEAR OF TRANSITION

### i. Proclamation

With effect from 1 April 2024, JICS has been constituted as a National Government Component by Presidential Proclamation. This has the effect of insulating JICS as an independent oversight body of the Department of Correctional Services (DCS).

## ii. CSA Amendment Bill

The Correctional Services Amendment Act, 14 of 2023, came into operation with effect from 1 April 2024, curing the mischief identified in the Constitutional Court's Sonke judgment. These amendments provide for strengthened financial independence and enhanced mandatory oversight reporting by DCS to JICS on, amongst others, any act constituting torture or cruel, inhuman or degrading treatment or punishment, sexual violations, and hunger strikes.

## iii. MoU

A Memorandum of Understanding (MoU) has been submitted to the National Commissioner for his consideration. The MoU makes provision for the transitional phase as JICS detaches itself from DCS. It is anticipated that the MoU will, in the interim, enable DCS to assist JICS with access to some of its systems until JICS is wholly separated from DCS.

## iv. JICS Draft Bill

The Minister and Deputy Minister, together with the National Commissioner were briefed on the draft JICS Bill on 5 February 2025. Final discussions are underway with DCS for onward submission to the Minister. The Bill, which is in version 23, seeks to regulate JICS's independence comprehensively, and to enhance JICS's powers and duties. The discussions continue...

## v. Transversal Operating Systems

To insulate JICS's independence and separate administrative functions from DCS, JICS had to acquire all enabling operating systems, viz:

- Basic Accounting System (BAS);
- Persal;
- Logis;
- JICS Website; and
- JICS VPN connectivity.

The engagement, cooperation and assistance of National Treasury (NT), DCS and the State Institute for Technology (SITA) were crucial to enable the acquisition of all transversal operating systems.

The transition has enabled JICS to function independently from DCS with effect from 1 April 2025.

## NATIONAL PREVENTIVE MECHANISM (NPM)

JICS continues to serve as a member of the SA-NPM, providing its expertise within the correctional environment and broader, supporting the SAHRC in ensuring that the NPM reports on inhumane, degrading treatment and punishment, including torture.



# Overview of operations

## Inspections

There are 238 operational correctional facilities in South Africa. A total of 150 announced inspections were planned and conducted during the performance period. JICS also performed 21 unannounced inspections, thus conducting 171 inspections in total during the performance cycle. This equates to a 72% overall performance output.

DCS reported the total inmate population as of 31 March 2025 to be 166 008; 104 117 were sentenced inmates and 61 891 were remand detainees.

As at 31 March 2025, 19 664 inmates were serving life sentences, in comparison with 518 lifers in the year 1996. Furthermore, during this performance period, 25 443 non-nationals were incarcerated, and 315 declared state patients are awaiting transfer to a mental healthcare facility, in comparison to 204 during the previous performance cycle.

## Investigations

JICS conducted a total of 48 investigations during the reporting period, which represents a decrease of three investigations compared to the previous cycle.

Among the investigations conducted, the reports on "Toothbrush Trouble" and "Seizures during Search" raise serious concerns about inmates' welfare and treatment within correctional facilities. The first involves an inmate's death from gastric perforation after swallowing a toothbrush, with links to his mental condition. The second concerns an inmate who died following an epileptic seizure during a search by the Emergency Support Team at Pollsmoor Correctional Centre, amid allegations of severe assault by officials. DCS has yet to respond to these reports and others.

## ICCVs

The ICCV programme is critical to JICS's performance of its oversight mandate. The programme continues to be re-engineered in line with the Public Service Act. During this reporting period, JICS employed 192<sup>1</sup> ICCV's out of a total of 225 approved and funded positions. This programme continues to be reformed and aligned with the core mandate of JICS.

## HUMAN RESOURCES

As at 31 March 2025, JICS had 311 approved funded positions on the fixed establishment. Of these, 268 positions were filled. JICS had 13 additional positions on its fixed establishment on contract.

## FINANCE

The budget allocated to JICS for the 2024/2025 financial year was R114 607 000. The breakdown of the allocated budget was as follows:

• CoE	R72 741 000
• Goods & Service	R41 847 000
• Transfer & Subsidies	R19 000
• Capital Assets	R0

The total expenditure for the 2024/2025 financial year was R102 226 828 (89.19%) which resulted in an under expenditure of R12 380 172 (10.81%). The under expenditure was the result of section 42 expenditure accounted for under the financial records of DCS.

JICS had no transversal operating systems in place for 2024/2025 financial year. JICS was dependent on DCS to process payments, which came with challenges. For the first three months of 2024/2025 financial year, JICS could not transact or process any payments until an agreement was reached between DCS and JICS.

<sup>1</sup> This number includes those deployed as data capturers at regional offices.

# Governance and accountability

## VIREMENTS/ROLL OVERS

During the 2024/2025 financial year, there were no virements/roll-overs of funds for JICS.

## UNAUTHORISED, FRUITLESS AND WASTEFUL EXPENDITURE

No unauthorised, fruitless and/or wasteful expenditure was incurred during the 2024/2025 financial year.

## GIFTS AND DONATIONS RECEIVED IN KIND FROM NON-RELATED PARTIES

There were no gifts and/or donations received in kind from any non-related parties during the 2024/2025 financial year.

## EXEMPTIONS AND DEVIATIONS FROM NT

No exemptions and or deviations were requested from NT during the 2024/2025 financial year.

## PUBLIC-PRIVATE PARTNERSHIPS

No public-private partnerships currently exist, though JICS has informal *pro bono* relationships with several non-governmental organisations for the benefit of incarcerated persons.

## SEMINARS, STUDIES AND EVENTS

### Progress on the mental health seminar

JICS hosted a seminar on Mental Health and Solitary Confinement in March 2024, in collaboration with the Department of Health and the University of KwaZulu-Natal School of Law. The seminar featured expert and public participation and was informed by the findings of JICS's exploratory study at Ebongweni Super Maximum Correctional Centre. JICS had previously found that inmates at Ebongweni are subjected to unlawful, prolonged solitary confinement. The study confirmed that these conditions of detention harmed the mental health of both inmates and officials. The seminar advocated for several interventions to end solitary confinement and enhance mental health care services. DCS psychologists have since followed up on the study results and have implemented interventions at Kgosi Mampuru C-Max to alleviate conditions of isolation.

### Overcrowding study

JICS has embarked on a comparative study of overcrowding. The study examines overcrowding in South Africa as well as regionally and internationally. Drawing on challenges, successes and best practices from around the world, the study seeks to contribute to a better understanding of overcrowding in South Africa and recommends steps to alleviate overcrowding. This report will be released during the 2025/2026 performance cycle.

## OTHER

All material facts or circumstances or requirements which may influence the understanding of JICS's financial position have been addressed in this report.

## ACKNOWLEDGEMENTS AND CONCLUSION

JICS's work was facilitated through engagement with key constituencies, who provided oversight, guidance and support. I begin by extending my sincere gratitude and appreciation to the then Minister, Mr Ronald Ozzy Lamola, MP and Deputy Minister Nkosi Sango Patekile Holomisa, MP, for the Department of Justice and Correctional Services, during the sixth Administration, current Minister, Dr. Petrus Johannes Groenewald, MP, Deputy Minister, Ms Leonah Lindiwe Ntshalintshali, MP, Inspecting Judge, Justice Edwin Cameron, and the National Commissioner, Mr Makgothi Samuel Thobakgale, for their leadership.

My sincere thanks are also extended to the then Portfolio Committee on Justice and Correctional Services during the sixth Administration and the current Portfolio Committee for Correctional Services for their unwavering support and guidance.

I must also acknowledge the executive management and staff of DCS for their assistance and cooperation.

I also wish to thank all JICS stakeholders, Chapter Nine institutions, JCPS cluster, NPM members, civil society and other organisations for their continued cooperation and valued support.

Finally, to all JICS staff, thank you for the commitment and team effort in ensuring that we continue to execute our responsive oversight protecting human dignity for ALL.

## APPROVAL AND SIGN OFF

I approve and sign off on the Annual Report as a true reflection of the work performance undertaken during the 2024/2025 financial year.



**Mr V Misser**

Chief Executive Officer (CEO)  
Judicial Inspectorate for Correctional Services



Durban Medium B



PE

# STATEMENT OF RESPONSIBILITY

## AND CONFIRMATION OF THE ACCURACY OF THE ANNUAL REPORT

To the best of my knowledge and belief, I confirm the following:

All information and amounts disclosed in the Annual Report are consistent.

The Annual Report is complete, accurate and free from any omissions.

The Annual Report has been prepared in accordance with the guidelines on the Annual Report as issued by National Treasury.

The Annual Financial Records (Part E) have been prepared in accordance with the modified cash standard and the relevant frameworks and guidelines issued by the National Treasury.

The Chief Executive Officer is responsible for the preparation of the The Annual Financial Records and the judgements made in this information.

The Chief Executive Officer is responsible for establishing and implementing a system of internal control that has been designed to provide reasonable quality assurance as to the integrity and reliability of the performance information, the human resources information and the Annual Financial Records.

In my opinion, the Annual Report fairly reflects the operations, the performance information, the human resources information and the financial affairs of JICS for the financial year ending 31 March 2025.



**Mr V Misser**

Chief Executive Officer (CEO)

Judicial Inspectorate for Correctional Services



Atteridgeville

JUDICIAL INSPECTORATE FOR  
CORRECTIONAL SERVICES

STRATEGIC  
OVERVIEW

## WHAT WE STRIVE FOR

# Our Vision

Responsive oversight protecting human dignity.

## WHO WE ARE

# Our Mission

To independently monitor conditions and uphold human rights for all in the correctional environment without fear, favour or prejudice.

## GUIDING PRINCIPLES

# Our Values

JICS is mandated to ensure that the correctional environment in South Africa upholds human dignity, fair treatment, and equality to ensure personal transition back to society that contributes to socio-economic upliftment.



Transparency



Respect



Equality



Accountability



Dignity

# LEGISLATIVE FRAMEWORK AND OTHER MANDATES



“  
CONDITIONS OF  
DETENTION MUST  
BE CONSISTENT  
WITH HUMAN  
DIGNITY

## 01

### Constitution of the Republic of South Africa, 1996

The Constitution of the Republic of South Africa is the country's supreme law. The Constitution contains a Bill of Rights, which guarantees all people, including inmates, certain fundamental rights. The sections below contain some of the rights applicable to inmates.

- Section 9: **Equality**
- Section 10: **Human dignity**
- Section 11: **Life**
- Section 12: **Freedom and security of the person**
- Section 13: **Slavery, servitude and forced labour**
- Section 14: **Privacy**
- Section 15: **Freedom of religion, belief, and opinion**
- Section 27: **Right to health care services, food, and water**
- Section 28: **Children**
- Section 29: **Right to education**
- Section 31: **Cultural, religious, and linguistic**
- Section 32: **Access to information**
- Section 33: **Just administrative action**
- Section 34: **Access to courts**
- Section 35: **Arrested, detained, and accused persons**

Section 35(2) (e) provides that “conditions of detention must be consistent with human dignity, including, at least, exercise, adequate accommodation, nutrition, reading material and medical treatment”.

# 02

## CORRECTIONAL SERVICES ACT (CSA) 111 OF 1998 AND CORRECTIONAL SERVICES AMENDMENT ACT 14 OF 2023

The CSA is the primary statute that regulates the treatment of inmates and conditions in correctional facilities. The CSA was amended by the CSAA, which expands DCS's reporting obligations to JICS and safeguards JICS's independence. Regulations and orders supplement the CSA. DCS is guided by two strategic documents that inform the human rights philosophy behind its operations: the White Paper on Corrections in South Africa, 2005, and the White Paper on Remand Detention Management in South Africa, 2014.

The relevant provisions of the CSA are:

SECTIONS OF THE CSA	MANDATE
<b>S15 (2)</b>	Authorised to investigate the death of any inmate or direct the National Commissioner of DCS to conduct such an investigation.
<b>S30 (6) and (7)</b>	Obtain reports on all segregation cases and handle appeals related to inmate segregation.
<b>S31 (3)(d) and (5)</b>	Obtain reports on the use of mechanical restraints and address-related appeals.
<b>S32 (6)</b>	Obtain reports detailing all instances where force has been applied to inmates.
<b>S75 (8)</b>	Submit parole matters to the Correctional Supervision and Parole Review Board for consideration.
<b>S90 (1)</b>	Conduct inspections of correctional facilities to evaluate inmate treatment, facility standards, and any corruption or dishonest activity.
<b>S90 (2)</b>	Address inmate complaints received from both internal and external sources.
<b>S90 (3) and (4)</b>	Provide reports, including an annual report, to the President, Minister, and Parliamentary Portfolio Committee.
<b>S90 (5)</b>	Investigate incidents and hold hearings.

Table 2: JICS's legislative mandate

The CSAA came into effect on 1 December 2024. It obliges DCS to report the following incidents to JICS;

- a. Death of inmates
- b. Segregation of inmates
- c. Use of mechanical restraints
- d. Use of force
- e. Assault of an inmate by an official
- f. Assault of an official by an inmate
- g. Torture or cruel treatment
- h. Sexual violations
- i. Hunger strikes
- j. Attempted suicides
- k. Escapes
- l. Corruption or dishonest practices

DCS must submit a written report to the IJ within 24 hours of notifying the IJ about these incidents. The IJ may initiate investigations as needed.

The IJ may investigate or instruct the National Commissioner or request any appropriate authority to investigate any matter contemplated in (a) to (l) above.

# 03

## OTHER SOUTH AFRICAN LEGISLATION

Parliament has adopted several other statutes that apply to the correctional and remand detention environment.

### These include:

- Criminal Procedure Act 51 of 1977
- National Health Act 61 of 2003
- Mental Health Care Act 17 of 2002
- Promotion of Administrative Justice Act 3 of 2000
- Prevention of and Combating of Torture of Persons Act 13 of 2013



# 04

## INTERNATIONAL AND REGIONAL HUMAN RIGHTS INSTRUMENTS

South Africa has ratified several international and regional treaties and conventions relating to incarceration. The Constitution provides that when interpreting the Bill of Rights, any court, tribunal, or forum must consider international law and may consider foreign law.

International law, foreign law, and other international instruments of relevance in the South African correctional environment are the following:

- Universal Declaration of Human Rights
- United Nations (UN) Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules)
- Convention against Torture and Other Cruel, Inhumane or Degrading Treatment or Punishment (CAT)
- Optional Protocol to the Convention Against Torture (OPCAT), in terms of which JICS forms part of the NPM
- International Covenant on Civil and Political Rights (ICCPR)
- UN Rules for the Protection of Juveniles Deprived of their Liberty
- UN Principles of Medical Ethics relevant to the Role of Health Personnel, particularly Physicians, in the Protection of Prisoners and Detainees against Torture and Other Cruel, Inhumane or Degrading Treatment or Punishment (Istanbul Protocol)
- UN Basic Principles on the Use of Force and Firearms by Law Enforcement Officials
- UN Minimum Rules for the Administration of Juvenile Justice (the Beijing Rules)
- European Convention on Human Rights
- African Commission Guidelines and Measures for the Prohibition and Prevention of Torture, Cruel, Inhumane or Degrading Treatment or Punishment in Africa (Robben Island Guidelines)

# ORGANISATIONAL STRUCTURE

AS AT 31 MARCH 2025

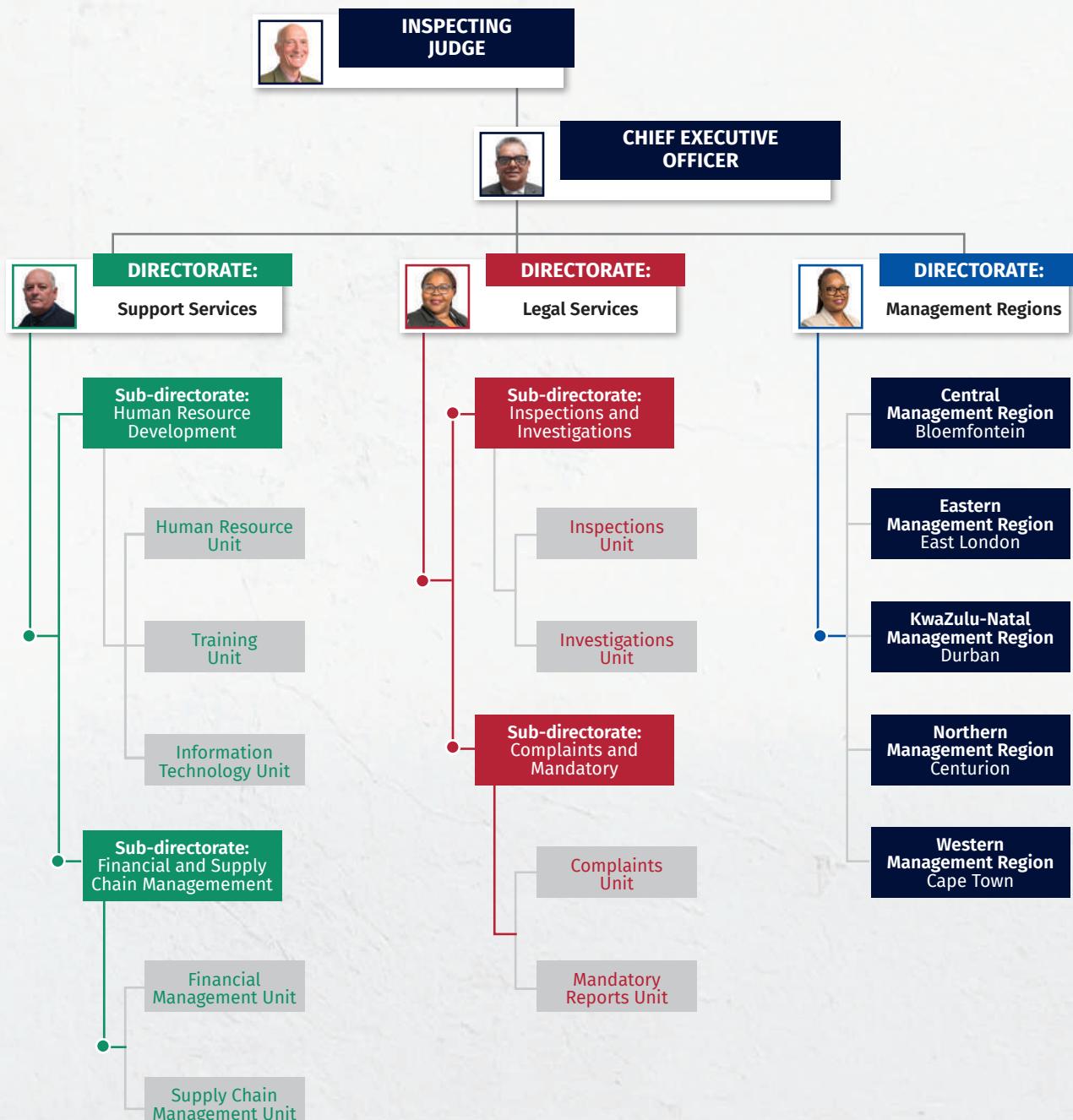


Figure 1: Organisational structure as at 31 March 2025

# PART 3

## » PERFORMANCE INFORMATION AND OVERSIGHT REPORTING

# OVERSIGHT REPORT

## INTRODUCTION

JICS is established under the Correctional Services Act 111 of 1998 (CSA) to provide independent oversight of all detention facilities managed by DCS, as well as Public Private Partnerships. Its primary focus is to protect the rights of individuals who are incarcerated in all correctional facilities.

As at 31 March 2025, there were 243 correctional facilities in South Africa, five of which were temporarily closed for renovation due to dilapidated infrastructure. Notably, the Geluk and Swellendam Correctional Centres have been closed for an extended period, and their re-opening status remains uncertain. Consequently, as at 31 March 2025, there were 238 operational DCS facilities.

**THE TABLE BELOW SHOWS THE FIVE CORRECTIONAL FACILITIES TEMPORARILY CLOSED AS AT 31 MARCH 2025.**

### Reasons for closure/temporary closure of correctional facilities

REGION	CENTRE	REASON	
WC	Swellendam	Dilapidated infrastructure	
WC	Brandvlei Maximum	Dilapidated infrastructure	
LMN	Geluk	Dilapidated infrastructure	
LMN	Brits	Upgrade	
FA/NC	Parys	Upgrade	

Table 3: Temporarily closed correctional facilities as at 31 March 2025

## DCS MANAGES TWO DISTINCT TYPES OF FACILITIES

In this report, the terms “correctional facilities” will refer to both DCS correctional centres and remand detention facilities. The individuals held within these facilities will be called inmates.

Most correctional facilities house both sentenced offenders and remand detainees. According to Section 7 of the CSA, sentenced inmates and remand detainees must be detained separately. JICS observes during its inspections that this regulation is generally followed, except in instances where remand detainees and sentenced inmates share communal cells at correctional centre hospitals.

The CSA further delineates the differences between sentenced inmates and remand detainees, specifying their rights and responsibilities.<sup>2</sup>

<sup>2</sup> Disclaimer: This report reflects mandatory reporting statistics officially reported to JICS by DCS throughout the 2024/2025 year. JICS requested and received consolidated statistics from DCS during April 2025. JICS notes that the e-Corrections system has become erratic and is therefore not currently reliable. Some of the statistics reflected in this report are based on JICS's observations.

# ACTIVITIES OF THE INSPECTING JUDGE

## INSPECTIONS

The Correctional Services Act mandates the Inspecting Judge to conduct inspections in correctional centres and remand detention facilities. These inspections by the Inspecting Judge may be pre-arranged or unannounced. During the 2024/2025 performance cycle, the Inspecting Judge and a team of senior managers conducted unannounced inspections at the following centres:

Elliottdale Correctional Centre - **satisfactory**

Mqanduli Correctional Centre - **satisfactory**

Kgosi Mampuru II Maximum Correctional Centre - **good**

Atteridgeville Gender Responsive Centre - **satisfactory**

Durban Medium A Correctional Centre - **unsatisfactory**

Durban Medium B Correctional Centre - **unsatisfactory**

In addition, the Inspecting Judge conducted several informal visits to correctional centres, such as to Atteridgeville Gender Responsive Centre and Kgosi Mampuru Central for tree planting ceremonies, Durban Medium B for an LGBTQ+ Pride Celebration, and Kgosi Mampuru C-Max to consult with aggrieved inmates.

The Inspecting Judge's unannounced inspections are conducted to follow up on regular inspections by JICS's Inspectors, where areas of concern have been identified. Unannounced inspections allow JICS to confirm the Inspectors' findings and make further recommendations to DCS. Additionally, apart from regular inspections, the IJ and senior JICS personnel also conducted thematic inspections. Correctional facilities that are rated as unsatisfactory are referred to the IJ and inspected. Lastly, in addition, the IJ visited Kgosi Mampuru II C-Max to engage with inmates about recurrent complaints.



## MEETINGS AND CORRESPONDENCE WITH THE MINISTER AND THE DEPUTY MINISTER

The IJ and JICS Executive met with the Minister of Correctional Services and his team in August 2024 to give a presentation on JICS's mandate and to introduce the leadership team, discuss JICS's focus areas, including JICS's independence, overcrowding, solitary confinement and lifer parole.

In January 2025, JICS met with the Minister, Deputy Minister and National Commissioner to present version 23 of the draft JICS Bill. The Minister indicated his support for JICS as it navigates the legislative process and referred the Bill to DCS's legal team for a final round of engagement.

The IJ regularly writes to the Minister regarding pressing issues in the correctional environment as well as JICS's independence and effective functioning.

## MEETINGS AND CORRESPONDENCE WITH THE PORTFOLIO COMMITTEE ON CORRECTIONAL SERVICES (PC)

The IJ regularly appears before the PC to present JICS's periodical reports and strategic documents and to report on areas of common interest, including unaffordable bail and parole. JICS values the PC's robust engagement and shared commitment to oversight.

In addition, the IJ frequently writes to the PC to inform it of key challenges within the correctional environment or to provide additional information on topics the PC has indicated interest in, such as state patients and non-nationals in correctional centres and the costs associated with detaining remandees who cannot afford low bail amounts. The IJ also wrote to the PC seeking to resuscitate engagements on mandatory minimum sentences.

These engagements give effect to JICS's statutory reporting obligations and enhance JICS's advocacy efforts.

## MEETINGS AND CORRESPONDENCE WITH THE NC

The Inspecting Judge and JICS's Executive aims to meet with the NC quarterly to discuss matters related to JICS's mandate and DCS's support. During the performance cycle under review, the two entities met to discuss JICS's organisational form; funding model; CSA amendment Bill and JICS draft Bill; solitary confinement; implementation of nametags by DCS; state of centres with critically unsatisfactory infrastructure; actioning of segregation appeals; allegations of DCS's Emergency Response Team (ERT) misconduct during cell searches; DCS's operational issues at Ekuseni Youth Centre; telephones in correctional; update on the rollout of e-Corrections; and parole matters. All agenda items are critical to JICS's mandate.

The Inspecting Judge and JICS Executive also met with DCS MANCO to present the results of its study on the mental wellness effects of solitary confinement. DCS engaged with the methodology and results of the research and committed to further action. As a result of these engagements and with the NC's blessing, the Inspecting Judge met with Ms Zodwa Radebe, DCS Head Psychologist for the Kgosi Mampuru Management Area. Ms Radebe and her team of psychologists designed and have since implemented regular group and individual therapy sessions to minimise the effects of solitary confinement at Kgosi Mampuru C-Max. This represents significant progress in JICS's efforts to end solitary confinement at Ebongweni and C-Max.

With the support of the CEO and the JICS Executive, the IJ regularly engaged the NC in writing. During the period under review, these communications concerned JICS's independence, the finalisation of the JICS Bill and the CSA Amendments, comments on DCS's mental health policy, formal education policy, access to hot water in correctional centres, dysfunctional telephones, solitary confinement, escape and anti-corruption procedures, ICCV escorts, the revised DCS meal plan, requests for various statistics and various challenges and policies in correctional centres.

# Other stakeholder engagements

## JUDICIARY

The judiciary plays a central role in the criminal justice system, and its work directly impacts JICS's deliverables. Judges and judicial officers are empowered by Section 99(1)-(2) CSA to visit correctional centres and remand detention facilities. This right makes members of the judiciary in South Africa crucial partners of JICS.

To strengthen JICS's relations with the judiciary and encourage judicial officials to visit prisons, the Inspecting Judge continually engages the Chief Justice, the Prisons Committee at the Constitutional Court, Judge Presidents and the Magistrates Commission to encourage them to visit correctional centres. During this reporting period, the Inspecting Judge met with Judges of the Johannesburg and Pretoria High Courts as well as the Chief Magistrates of Randburg, Pretoria and Umtata to encourage judicial prison visits.

The Inspecting Judge also engaged with the Judiciary regarding the detention of state patients at correctional centres. The Inspecting Judge wrote to Chief Justice Mandisa Maya and Judge President Dunstan Mlambo regarding this issue. In addition, the IJ visited Sterkfontein Hospital with a team of Magistrates to determine why state patients are detained in correctional centres for indefinite periods before being transferred to psychiatric hospitals. Hospital management highlighted capacity challenges preventing the transfer of state patients, including staffing shortages and the closure of a damaged ward, which previously accommodated state patients. The Inspecting Judge and Magistrates noted that, despite capacity challenges, the hospital was less overcrowded than correctional centres. Magistrates resolved to order accommodation of state patients at psychiatric hospitals, rather than correctional centres. The Inspecting Judge has since engaged with the DOH at provincial and national levels regarding the repair of the damaged ward to increase Sterkfontein's capacity.

## NPA AND SAPS

The Inspecting Judge and JICS Executive continue to engage the NPA and SAPS on matters directly impacting JICS's mandate. These include the unaccounted-for or mysterious deaths of inmates in correctional centres without consequences. Although there were no meetings held during the performance cycle, JICS continues to follow up in writing with SAPS and the NPA on criminal and inquest matters.

## NCCS

JICS and the NCCS established a Subcommittee to engage on matters of mutual interest, especially parole and the functioning of the Correctional Services Parole Boards.

The Subcommittee met quarterly, primarily discussing parole board dysfunction and the crisis of the lifer parole process. Under the IJ's leadership, JICS and the NCCS finalised draft memoranda on potential reform of these topics, which were submitted to the Minister.

During the 2024/2025 performance period, the NCCS determined that these meetings did not fall within its mandate and powers. Though formal engagements have ceased, JICS and the NCCS maintain open lines of communication.

JICS valued its engagements with the NCCS. Though parole is not strictly part of JICS's mandate, JICS receives complaints from inmates about their eligibility for release on parole and how their profiles are handled. It seems clear to JICS that this impacts conditions of detention and the treatment of inmates, which are within JICS's mandate. For this reason, JICS will continue to prioritise addressing the challenges faced in the parole process by engaging the Ministry, NC and NCCS.

## NPM

After Cabinet designated the SAHRC as the NPM, JICS continues to assist the SAHRC in its duties. The NPM is tasked with monitoring places of detention in terms of South Africa's international law obligations under the OPCAT.

During the period under review, the Inspecting Judge and the JICS team made strategic inputs to support the NPM's work, intervening to point out challenges with the NPM's effective functioning, recommending a formalised working structure for the NPM and attending meetings of the NPM Steering Committee.

#### DEPARTMENT OF HEALTH AND HEALTH OMBUDS

The IJ has engaged on several occasions with the Minister of Health and Health Ombudsman regarding the lengthy

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THE INSPECTING JUDGE ENGAGES WITH CIVIL SOCIETY ORGANISATIONS THAT ADVOCATE FOR INMATES' RIGHTS.

detention of state patients in correctional centres, due to insufficient capacity at psychiatric hospitals where these patients properly belong. The Minister of Health has committed to upgrading NDoH facilities to increase capacity, and the Health Ombud has resolved to host a meeting to address the issue.

#### CIVIL SOCIETY

The Inspecting Judge engages with civil society organisations that advocate for inmates' rights. During this reporting period, the Inspecting Judge engaged with the Bertha Foundation for Social Innovation at the University of Cape Town regarding the feasibility of a bail fund in South Africa. Under the Inspecting Judge's leadership, a feasibility report was finalised and presented to government and civil society stakeholders in a widely inclusive working meeting, which resolved to support a pilot project.

In line with a focus on vulnerable groups, the Inspecting Judge attended an International Day Against Homophobia, Biphobia and Transphobia event hosted by Just Detention International South Africa, where various stakeholders discussed the experiences of LGBTQI+ inmates and the challenges they face in detention.

The Inspecting Judge's office attended the Africa Regional Judges Forum Prison Oversight meeting, hosted by the Southern African Litigation Centre. The event brought together judges from across the continent to discuss their work in prison oversight, challenges and strategies for the future.

## Internal JICS engagements

#### EXECUTIVE COMMITTEE MEETINGS

JICS is under the Inspecting Judge's control. To this end, the Inspecting Judge participates in engagements with JICS managers and staff, as well as with stakeholders who share JICS's strategic objectives. The Inspecting Judge meets the JICS Executive monthly to receive reports and updates on JICS's mandate and undertakings made during previous engagements with them.

The Inspecting Judge monitors the effective functioning of JICS, the Executive, and the JICS directorates through monthly Executive Committee (EXCO) meetings. EXCO is a crucial platform that allows the Inspecting Judge to receive real-time updates of JICS's state, guide its strategic direction, follow up on undertakings made by the Executive, and offer encouragement and morale support to the Executive, which in turn cascades to other staff members.

#### ICCV ENGAGEMENTS

The Inspecting Judge is frequently invited to participate in the activities of Directorates and regions. For example, during the period under review, the Inspecting Judge attended refresher training for ICCVs, during which he affirmed the importance of their role, listened to their concerns and facilitated the resolution of their complaints.

# Inspections

## ANNOUNCED INSPECTIONS

JICS conducts inspections in line with its National Inspections Plan (NIP), compiled annually and endorsed by the IJ and CEO before the commencement of each operational cycle. The NIP identifies the correctional centres to be inspected and schedules announced inspections.

Inspecting correctional facilities is JICS's core mandate, though this must be balanced against JICS's other mandatory activities. Factors including logistics, budget, and human resource availability must be considered during the planning phase.

During the reporting period, 150 planned inspections were conducted. JICS achieved this strategic objective for the fifth consecutive performance cycle.

**JICS follows a three-phased approach when conducting announced inspections. These phases are as follows:**

**Phase 1:** JICS notifies DCS of an intention to inspect a specific facility 14 days prior to the inspection date. The Head of Centre (HCC) is provided with a questionnaire which they complete and hand to the JICS inspector on the day of the inspection.

**Phase 2:** The *in-loco* inspection takes place during this phase.

**Phase 3:** The inspection report compilation is complete, and the facility is rated based on the inspector's findings. The report is submitted to the relevant HCC, Area Commissioner (AC), and Regional Commissioner (RC), who are requested to indicate the steps taken to address any adverse findings identified during the inspection.

## UNANNOUNCED INSPECTIONS BY JICS MANAGEMENT

The Abahloli Project was launched to enhance inspection coverage and involve managers in inspecting correctional facilities. This project is dependent on the availability of funds and personnel. All senior managers, including the Inspecting Judge, took part in this project during the reporting period. A total of 21 unannounced inspections were carried out.

## RATINGS OF CENTRES

After announced and unannounced inspections, JICS evaluates and rates centres by applying standard norms. JICS's focus concerns the following aspects:

- Overcrowding and professional staff
- Medical facility
- Kitchen
- Safe custody of inmates
- State of facilities
- Reviewing records (registers and journals)
- Contact with the community
- Rehabilitation and other programmes

JICS classifies correctional centres as good (green), satisfactory (yellow) and unsatisfactory (red):

 **Good** – The centre is deemed to be in a better-than-expected condition. Centre management is very competent; there are no or few areas where improvement is needed; and inmates are generally treated well.

 **Satisfactory** – The centre is in average condition. There are some deficiencies requiring attention; management of the centre is adequate; and inmates are treated satisfactorily.

 **Unsatisfactory** – The conditions at the facility are poor. There are severe structural or other deficiencies at the centre; and centre management is inefficient.

## THE RATINGS OF ALL 150 CORRECTIONAL FACILITIES INSPECTED

DURING THE 2024/2025 PERFORMANCE CYCLE ARE SHOWN BELOW.

NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
1.	Bethulie	FS/NC	17/4/2024	Satisfactory
2.	Edenburg	FS/NC	19/4/2024	Satisfactory
3.	Faurismith	FS/NC	18/4/2024	Unsatisfactory
4.	Baviaanspoort Medium	GP	20/6/2024	Satisfactory
5.	Atteridgeville	GP	16/4/2024	Satisfactory
6.	Boksburg Medium B (Juvenile)	GP	11/4/2024	Satisfactory
7.	Volksrust	LMN	11/4/2024	Good
8.	Vryheid	KZN	9/4/2024	Satisfactory
9.	Utrecht	KZN	10/4/2024	Good
10.	Stellenbosch	WC	9/4/2024	Satisfactory
11.	Staart van Paardeberg	WC	10/4/2024	Satisfactory
12.	Obiqua	WC	10/4/2024	Good
13.	St Albans Medium B	EC	15/5/2024	Satisfactory
14.	Port Elizabeth	EC	17/5/2024	Satisfactory
15.	Grahamstown	EC	3/7/2024	Satisfactory
16.	Bethlehem	FS/NC	19/6/2024	Satisfactory
17.	Senekal	FS/NC	18/6/2024	Satisfactory
18.	Winburg	FS/NC	20/6/2024	Satisfactory
19.	Middleburg	LMN	17/9/2024	Satisfactory
20.	Nelspruit	LMN	25/6/2024	Satisfactory
21.	Ebongweni	KZN	27/6/2024 – 28/6/2024	Satisfactory
22.	Kokstad	KZN	26/6/2024	Satisfactory
23.	Matatiele	KZN	25/6/2024	Good
24.	Dwarsrivier	WC	12/6/2024	Satisfactory
25.	Allandale	WC	13/6/2024	Unsatisfactory
26.	Warmbokkeveld	WC	11/6/2024	Satisfactory
27.	Sterkspruit	EC	19/6/2024	Satisfactory
28.	Barkley East	EC	18/6/2024	Unsatisfactory
29.	Burgersdorp	EC	21/6/2024	Unsatisfactory
30.	Groenpunt Maximum	FS/NC	11/6/2024	Satisfactory
31.	Groenpunt Medium	FS/NC	12/6/2024	Unsatisfactory
32.	Groenpunt Juvenile	FS/NC	13/6/2024	Satisfactory

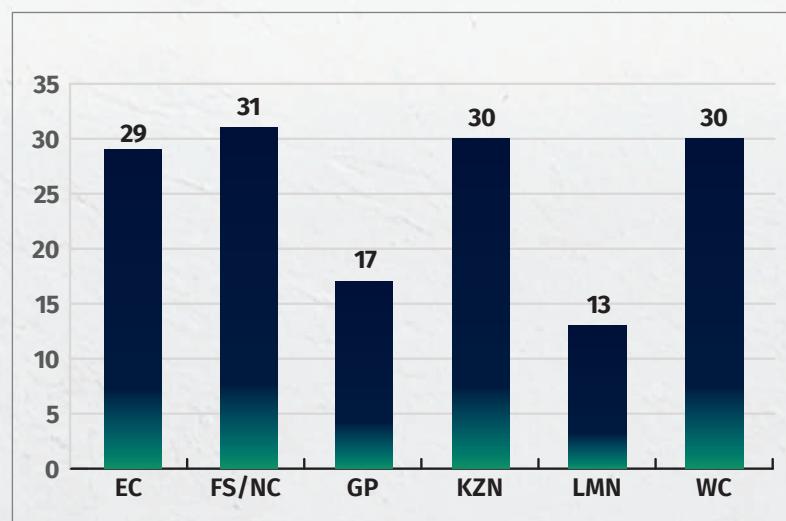
NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
33.	Polokwane	LMN	11/6/2024	<b>Satisfactory</b>
34.	Lydenburg	LMN	12/6/2024	<b>Good</b>
35.	Durban Medium A	KZN	11/6/2024	<b>Unsatisfactory</b>
36.	Durban Medium B	KZN	12/6/2024	<b>Unsatisfactory</b>
37.	Durban Female	KZN	13/6/2024	<b>Satisfactory</b>
38.	Helderstroom Medium	WC	11/6/2024	<b>Good</b>
39.	Helderstroom Max	WC	12/6/2024	<b>Good</b>
40.	Caledon	WC	13/6/2024	<b>Good</b>
41.	Idutywa	EC	02/7/2024	<b>Satisfactory</b>
42.	Willowvale	EC	08/4/2024	<b>Satisfactory</b>
43.	Butterworth	EC	04/4/2024	<b>Satisfactory</b>
44.	Ficksburg	FS/NC	11/7/2024	<b>Satisfactory</b>
45.	Ladybrand	FS/NC	12/7/2024	<b>Satisfactory</b>
46.	Kgosi Mampuru C Max	GP	29/7/2024	<b>Satisfactory</b>
47.	Heidelberg	GP	30/7/2024	<b>Satisfactory</b>
48.	Devon	GP	31/7/2024	<b>Satisfactory</b>
49.	Dundee	KZN	09/7/2024	<b>Satisfactory</b>
50.	Pomeroy	KZN	10/7/2024	<b>Satisfactory</b>
51.	Greytown	KZN	11/7/2024	<b>Satisfactory</b>
52.	Worcester Male	WC	16/7/2024	<b>Unsatisfactory</b>
53.	Robertson	WC	18/7/2024	<b>Unsatisfactory</b>
54.	Worcester Female	WC	17/7/2024	<b>Satisfactory</b>
55.	Kirkwood	EC	16/7/2024	<b>Satisfactory</b>
56.	Patensie	EC	19/7/2024	<b>Satisfactory</b>
57.	Frankfort	FS/NC	12/8/2024	<b>Satisfactory</b>
58.	Vereeniging	FS/NC	14/8/2024	<b>Satisfactory</b>
59.	Sasolburg	FS/NC	13/8/2024	<b>Satisfactory</b>
60.	Johannesburg Medium A	GP	29/8/2024	<b>Unsatisfactory</b>
61.	Johannesburg Medium B	GP	30/8/2024	<b>Satisfactory</b>
62.	Johannesburg Medium C	GP	27/8/2024	<b>Satisfactory</b>
63.	Johannesburg Female	GP	28/8/2024	<b>Satisfactory</b>
64.	Port Shepstone	KZN	15/8/2024	<b>Unsatisfactory</b>
65.	Ntabankulu	EC	13/8/2024	<b>Satisfactory</b>
66.	Umfazini	KZN	14/8/2024	<b>Satisfactory</b>

NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
67.	Goodwood	WC	15/8/2024	Good
68.	St Albans Maximum	EC	13/8/2024	Satisfactory
69.	St Albans Medium A	EC	15/8/2024	Satisfactory
70.	Boshof	FS/NC	13/9/2024	Satisfactory
71.	Tswelopele	FS/NC	10-11/9/2024	Satisfactory
72.	Hopetown	FS/NC	12/9/2024	Satisfactory
73.	Christiana	LMN	17/9/2024	Satisfactory
74.	Wolmaranstad	LMN	18/9/2024	Satisfactory
75.	Potchefstroom	LMN	19/9/2024	Satisfactory
76.	Melmoth	KZN	10/9/2024	Satisfactory
77.	Eshowe	KZN	12/9/2024	Unsatisfactory
78.	Empangeni	KZN	11/9/2024	Satisfactory
79.	Knysna	WC	12/9/2024	Satisfactory
80.	Uniondale	WC	11/9/2024	Satisfactory
81.	Mossel bay	WC	10/9/2024	Satisfactory
82.	Lady Frere	EC	10/9/2024	Satisfactory
83.	Cofimvaba	EC	11/9/2024	Satisfactory
84.	Queenstown	EC	12/9/2024	Satisfactory
85.	Mangaung	FS/NC	7-8/10/2024	Satisfactory
86.	Hoopstad	FS/NC	9/10/2024	Satisfactory
87.	Odendaalsrus	FS/NC	10/10/2024	Satisfactory
88.	Rooigrond Medium B	LMN	3/10/2024	Satisfactory
89.	Mafikeng Female	LMN	2/10/2024	Good
90.	Umzinto	KZN	8/10/2024	Good
91.	Durban Youth	KZN	9/10/2024	Good
92.	Van Rhynsdorp	WC	29/10/2024	Good
93.	Calvinia	WC	30/10/2024	Satisfactory
94.	Mdantsane	EC	4/11/2024	Satisfactory
95.	King Williams Town	EC	13/11/2024	Satisfactory
96.	Bizzah Makhathen Medium B (Youth)	FS/NC	26/11/2024	Satisfactory
97.	Bizzah Makhathen Medium C (Female)	FS/NC	27/11/2024	Satisfactory
98.	Ventersburg	FS/NC	29/11/2024	Satisfactory

NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
99.	Thohoyandou Medium B	LMN	13/11/2024	Good
100.	Thohoyandou Female	LMN	14/11/2024	Good
101.	Kutama Sinthumule	LMN	12/11/2024	Good
102.	Stanger	KZN	12/11/2024	Unsatisfactory
103.	Maphumulo	KZN	13/11/2024	Unsatisfactory
104.	Oudshoorn Female	WC	14/11/2024	Satisfactory
105.	Oudshoorn Medium B	WC	13/11/2024	Satisfactory
106.	East London Med B	EC	5/11/2024	Satisfactory
107.	East London Med C	EC	08/11/2024	Satisfactory
108.	East London Max	EC	07/11/2024	Satisfactory
109.	Grootvlei Med A (Max)	FS/NC	13-14/1/2025	Satisfactory
110.	Grootvlei Med B	FS/NC	15/1/2025	Satisfactory
111.	Carolina	LMN	28/1/2025	Satisfactory
112.	Ermelo	LMN	29/1/2025	Satisfactory
113.	Pietermaritzburg Medium A	KZN	14/1/2025	Unsatisfactory
114.	Pietermaritzburg Medium B	KZN	15/1/2025	Satisfactory
115.	Sevontein	KZN	16/1/2025	Satisfactory
116.	Grootvlei Medium	FS/NC	15/1/2025	Satisfactory
117.	Pollsmoor Medium C	WC	15/2/2025	Satisfactory
118.	Pollsmoor Female	WC	16/2/2025	Unsatisfactory
119.	Mount Frere	EC	14/1/2025	Satisfactory
120.	Mount Fletcher	EC	15/1/2025	Unsatisfactory
121.	Mount Ayliff	EC	16/1/2025	Satisfactory
122.	Goedmoed Medium B	FS/NC	12/2/2025	Satisfactory
123.	Goedmoed Medium A	FS/NC	11/2/2025	Satisfactory
124.	Zastron	FS/NC	13/2/2025	Satisfactory
125.	Losperfontein	LMN	17/2/2025	Satisfactory
126.	Rustenburg Medium A	LMN	18/2/2025	Satisfactory
127.	Rustenburg Medium B Juvenile	LMN	19/02/2025	Satisfactory
128.	Waterval Medium A	KZN	25/2/2025	Good
129.	Waterval Medium B	KZN	26/2/2025	Good
130.	Escourt	KZN	27/2/2025	Good
131.	Brandvlei Maximum	WC	25/2/2024	Satisfactory
132.	Brandvlei Medium	WC	26/2/2024	Unsatisfactory

NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
133.	Brandvlei Juvenile	WC	27/2/2024	Satisfactory
134.	Flagstaff	EC	11/3/2024	Satisfactory
135.	Bizana	EC	11/3/2025	Satisfactory
136.	Lusikisiki	EC	12/3/2025	Satisfactory
137.	Douglas	FS/NC	19/3/2025	Satisfactory
138.	Upington	FS/NC	18/3/2025	Satisfactory
139.	Leeuwkop Medium B	GP	18/ 3/2025	Satisfactory
140.	Leeuwkop Maximum	GP	19/3/2025	Satisfactory
141.	Leeuwkop Med C	GP	20/3/2025	Satisfactory
142.	New Hanover	KZN	19/3/2025	Good
143.	Ixopo	KZN	20/3/2025	Satisfactory
144.	Pollsmaar RDF	WC	27/3/2025	Unsatisfactory
145.	Riebeek West	WC	26/3/2025	Satisfactory
146.	Fort Beaufort	EC	12/02/2025	Satisfactory
147.	Middledrift	EC	11/02/2025	Satisfactory
148.	Stutterheim	EC	13/02/2025	Satisfactory
149.	Drakenstein Maximum	WC	13/8/2024	Good
150.	Drakenstein Medium B	WC	14/8/2024	Satisfactory

Table 4: Announced inspections conducted during the 2024/2025 performance cycle



Graph 1: Announced inspections conducted per region

“  
TOTAL NUMBER  
OF INSPECTIONS  
DURING THE  
PERFORMANCE  
CYCLE WAS 171.



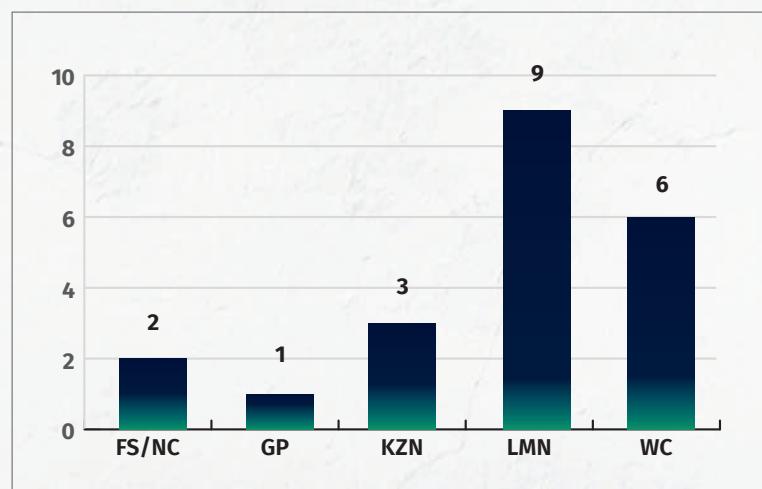
#### OUTCOMES OF UNANNOUNCED INSPECTIONS

In addition to the 150 announced inspections conducted, JICS also performed 21 unannounced inspections during the performance cycle, bringing the total of inspected facilities to 171.

The unannounced inspections were carried out by JICS management as part of an ad hoc initiative, aimed at knowledge transfer and empowering managers to conduct inspections at the correctional facilities.

DCS provided JICS with unlimited access to centres during these unannounced inspections. There is a specific inspection tool designed for the purpose of conducting unannounced inspections. Since no prior notice is given, the focus primarily lies on direct observations, with less reliance on input from the Head of Correctional Centre (HCC). The facilities inspected are rated on the same principles as announced inspections.

The graph below shows the number of unannounced inspections conducted per DCS region.



Graph 2: Unannounced inspections per regional management area

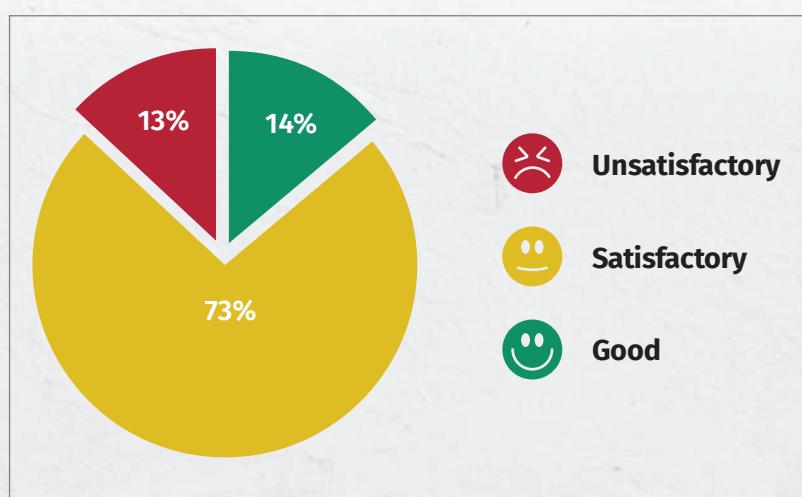
The table below shows unannounced inspections conducted with the rating of each centre.

NO.	CORRECTIONAL FACILITY	DCS REGION	INSPECTION CONDUCTED	RATING (GOOD/ SATISFACTORY/ UNSATISFACTORY)
1	Thohoyandou Medium A	LMN	2/10/2024	Unsatisfactory
2.	Allandale	WC	12/9/2024	Satisfactory
3.	Klerksdorp	LMN	18/9/2024	Satisfactory
4.	Umzinto	KZN	20/9/2024	Satisfactory
5.	Kutama Sinthumule	LMN	3/10/2024	Good
6.	Losperfontein	LMN	19/9/2024	Satisfactory
7.	Rusternberg Medium B	LMN	18/9/2024	Satisfactory
8.	Rooigrond Medium A	LMN	17/9/2024	Unsatisfactory
9.	Kgosi Mampuru Local	GP	16/9/2024	Unsatisfactory
10.	Odi	LMN	27/9/2024	Satisfactory
11.	Goodwood	WC	13/9/2024	Satisfactory
12.	Melmoth	KZN	12/9/2024	Satisfactory
13.	Eshowe	KZN	13/9/2024	Satisfactory
14.	Bergville	KZN	30/10/2024	Satisfactory
15.	Harrismith	FS/NC	29/10/2024	Satisfactory
16.	Richmond	FS/NC	1/10/2024	Good
17.	Beaufort West	WC	2/9/2024	Good
18.	Oudshoorn Female	WC	17/9/2024	Satisfactory
19.	Oudshoorn Medium A	WC	16/9/ 2024	Good
20.	Barberton Youth	LMN	3/10/2024	Satisfactory
21.	Barberton Maximum	LMN	2/10/ 2024	Satisfactory

Table 5: Unannounced inspection reports received and evaluated during 2024/2025 performance cycle

## SUMMARY OF RATINGS FOR INSPECTIONS

Of the 150 announced inspections conducted during the reporting period, 19 (13%) correctional facilities were found to be unsatisfactory, while 110 (73%) were rated satisfactory, and 21 (14%) were classified good. Four inspection reports were outstanding on 31 March 2025.



Graph 3: Summary of announced and unannounced inspections ratings

# RATINGS OF INSPECTIONS



## CORRECTIONAL FACILITIES RATED UNSATISFACTORY

Below are the primary reasons for rating facilities as unsatisfactory:

- Severe overcrowding;
- Dilapidated infrastructure;
- Inadequate hygiene and cleanliness;
- Poor management (such as missing or outdated records);
- Substandard medical facilities and kitchens; and
- Insufficient food to meet the necessary dietary standards for inmates.



An illustration of an unsatisfactory centre is Pietermaritzburg Medium A in KwaZulu-Natal.

The centre was severely overcrowded and faced major infrastructure issues. While health care and rehabilitation services were satisfactory, there were significant shortcomings in accommodation, facilities, nutrition, and visitation.

The facility housed 3 532 inmates with an approved capacity of only 1 493. Staff members indicated that they struggled to manage the high number of remandees, lifers, and foreign nationals.

The infrastructure was poor, with illegal electrical systems and inadequate fire safety measures. Living conditions were unhygienic, and cells were overcrowded with limited bedding. The kitchen was dilapidated and unsanitary, with poor ventilation, faulty equipment, and irregular meal intervals. Some visitation booths were not functional, and there was no access to toilet facilities for visitors.



## CORRECTIONAL FACILITIES RATED GOOD

JICS recognises and commends DCS's Heads of Correctional Centres (HCCs) who ensure that their centres are well-maintained and in good condition. An example of such a centre was **Van Rynsdorp** in the Western Cape.



The centre operated slightly over capacity (632 inmates with only 548 approved bedspaces) but maintained good standards overall. Health care, nutrition, and rehabilitation programmes were good, with clean facilities and functional services. Accommodation and facilities were satisfactory despite minor overcrowding. Complaints were made by regulations, and community contact areas were adequate for visits and legal consultations.

# Analysis of findings

## INMATE POPULATION

As at 31 March 2025, the total inmate population in correctional facilities was reported to be 166 008. This population comprised 104 117 sentenced offenders and 61 891 remand detainees. DCS reported that there were officially 107 067 bed spaces available on 31 March 2025.

This marks a significant increase from the previous performance cycle. On March 31 2025, DCS reported a total inmate population of 156 600, with 107 067 bed spaces available.

## TRENDS

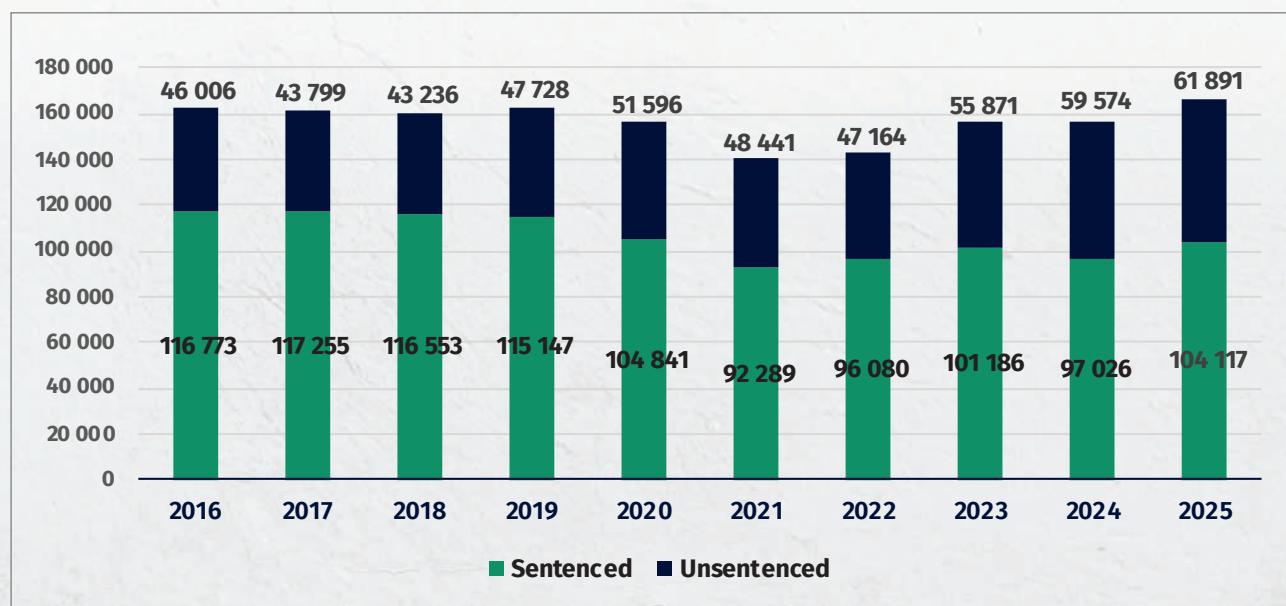
The inmate population now exceeds pre-COVID levels. On 31 March 2019, the total inmate population stood at 162 875 in comparison to the current figure of 166 008 six years later.

This is mainly due to an increase in the number of remand detainees in correctional centres. In addition, an overly punitive approach to immigration has contributed to rising numbers of incarcerated non-nationals. This number increased from 21 828 in the 2023/2024 cycle to 25 443 in the current period. This increase of 3 615 represents more than half of the total growth in the inmate population.

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THE INMATE POPULATION NOW EXCEEDS PRE-COVID LEVELS.

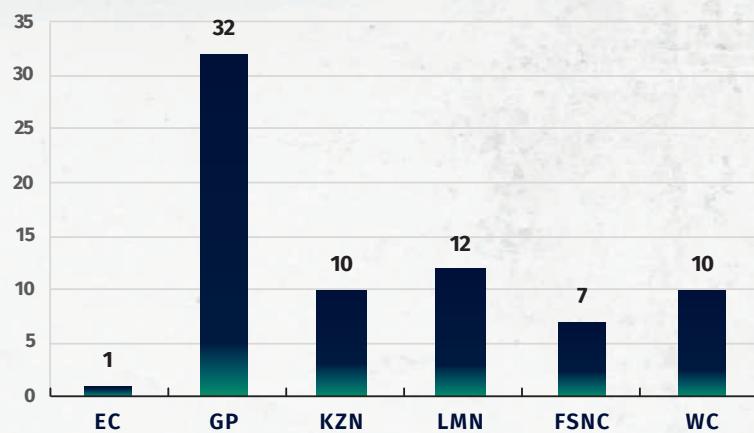
THE GRAPH BELOW SHOWS THE INMATE POPULATION FOR THE PAST DECADE.



Graph 4: Inmate population for the past 10 years

### INFANTS ACCOMMODATED WITH THEIR MOTHERS

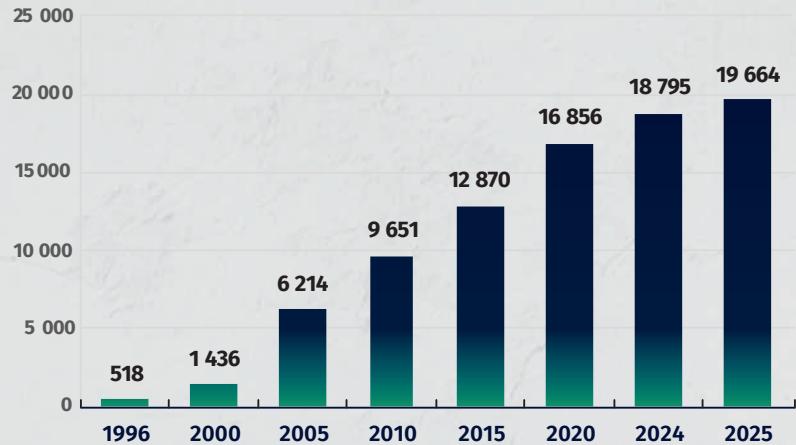
The number of infants incarcerated with their mothers increased from 66 in the previous performance cycle to 72 in the current cycle. Mothers are allowed to keep their babies with them until the baby is 24 months old. After that, the baby is either placed with a family or in foster care.



Graph 5: Infants accommodated with their mothers during the 2024/2025 performance cycle

### LIFERS

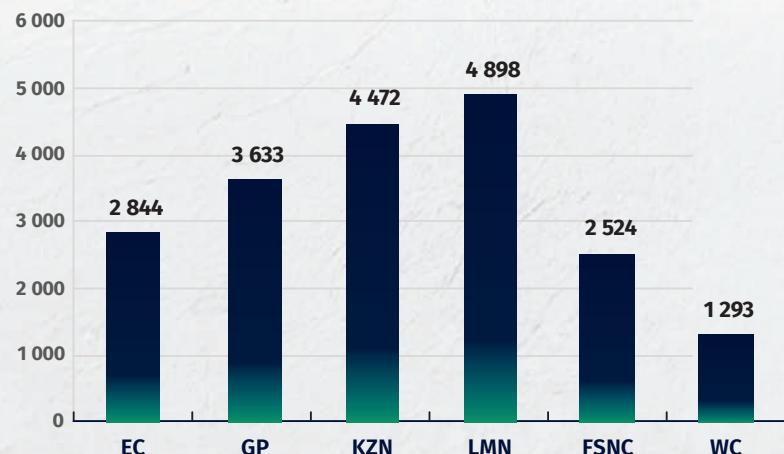
The number of inmates serving life sentences has continued to increase because of strict minimum sentences and increases to the minimum period inmates must serve before becoming eligible for parole. The graph below shows the steady increase in the number of individuals serving life sentences from 31 March 1996 to 31 March 2025.



Graph 6: Inmates serving life sentences from 1996 to 2025

### INMATES SERVING LIFE SENTENCES PER DCS REGION

As can be seen from the graph on the right, most inmates serving life sentences are accommodated in the DCS' LMN Region, mainly at the Kutama Sinthumule PPP correctional Centre in Louis Trichardt, Limpopo Province.



Graph 7: Total number of inmates serving life sentences as at 31 March 2025 per DCS region.

Parole eligibility for individuals serving life sentences applies to a portion of the current lifer population. Some inmates serving life sentences meet the criteria for parole consideration. Parole consideration for these inmates is divided into three groups based on different court judgments and legislation:

**GROUP 1:** Inmates convicted between March 1994 and June 1998 (referred to as Van Vuuren cases) must serve a minimum of 15 years of their sentences before being eligible for parole, following the precedent set by the Van Vuuren court case.

**GROUP 2:** Inmates sentenced between July 1998 and September 2004 (known as Van Wyk cases) must serve a total of 20 years, minus any earned credits (equivalent to 12 years and four months), before becoming eligible for parole, as per the Van Wyk court ruling.

**GROUP 3:** Inmates who committed offences before 1 October 2004 but were sentenced to any term of imprisonment (including life) after that date, fall under the Phaahla cases. Their eligibility for parole depends on the date of the offence, which may classify them under either the Van Vuuren or Van Wyk rules.

Currently, all inmates covered by the Van Vuuren and Van Wyk rulings are already eligible for parole, as are most of the Phaahla cases.

However, parole consideration for inmates serving life sentences remains a significant challenge. The Minister of Correctional Services holds the authority to grant parole for individuals serving life sentences, as outlined in Section 78 of the CSA.

Many inmates who meet the criteria for parole consideration have been incarcerated far longer than the minimum prescribed period for parole eligibility. While the Minister has the exclusive final power to grant parole, his decision comes after various Correctional Supervision and Parole Boards have already made considered recommendations to the National Council for Correctional Services (NCCS), whose chair and deputy chair are both High Court Judges. The NCCS advises the Minister on these decisions, which the statute appears to empower the Minister to disregard. JICS, with the initial support of the NCCS, sought to make recommendations to improve this process. These recommendations have not prevailed.

DCS statistics show that the NCCS submitted 694 recommended parole applications to the Minister during the performance cycle under report. The Minister denied parole for 992 applicants (including a historical backlog), returning those profiles to the NCCS for further review.

While JICS appreciates the Minister's diligence in considering all the parole applications in his office, it records its concern regarding the small number of lifers released on parole. Only 53 inmates were released on parole during the cycle under report. The table below shows the total number of inmates serving life sentences eligible for parole per DCS region as of 31 March 2025.

NUMBERS OF LIFERS AS OF 31 MARCH 2025						
NO.	REGION	VAN WYK	VAN VUREN	PHAAHLA VAN WYK	PHAAHLA VAN VUREN	GRAND TOTAL
1.	EC	250	3	170	0	423
2.	GP	250	0	107	2	359
3.	KZN	323	5	438	3	769
4.	LMN	314	3	465	0	782
5.	FSNC	424	1	276	1	702
6.	WC	182	0	138	5	325
<b>National</b>		<b>1 743</b>	<b>12</b>	<b>1 594</b>	<b>11</b>	<b>3 360</b>

Table 6: Life sentence eligible for parole

A concern for JICS is that from 2029, four years from now, the so-called post-Phaahla category of lifers who must serve 25 years will incrementally become eligible for parole. This will increase the burden on the parole system if the 3 360 inmates currently eligible for parole are still in the system.

# INMATE POPULATION STATISTICS

PER DCS REGION<sup>3</sup> DURING JICS INSPECTIONS

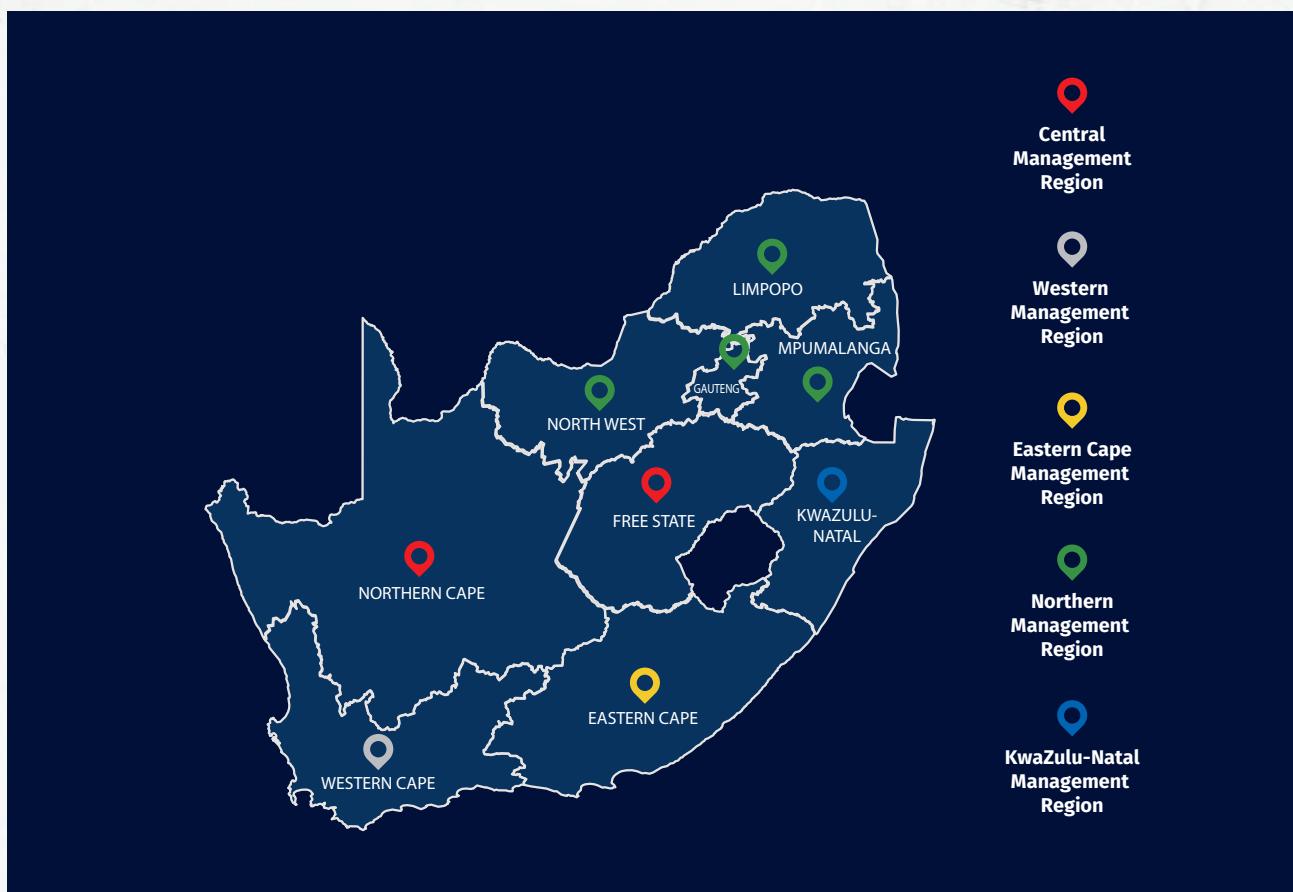


Figure 2: JICS regions

## GAUTENG REGION

Gauteng is the province with the largest correctional facilities, located mainly in the greater Johannesburg and Tshwane areas. Overcrowding is generally high, with only a few exceptions, such as Kgoši Mampuru II C-Max, which was not overcrowded on the day of the JICS inspection.

THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION<sup>4</sup>

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1.	Johannesburg Med A	2468	5016	103
2.	Johannesburg Female	711	1313	85
3.	Heidelberg	517	722	40
4.	Baviaanspoort	680	842	24

Table 7: Top four overcrowded correctional facilities inspected in the Gauteng region during 2024/2025

<sup>3</sup> Includes both remand detention facilities and correctional centres.

<sup>4</sup> Figures as on the date of the JICS inspection as provided by the HCC..

## LIMPOPO, MPUMALANGA, AND THE NORTH WEST (LMN)

Limpopo, Mpumalanga and the North West (LMN) consists mainly of medium and small centres. The main exception is Kutama-Sinthumule Public-Private Partnership (PPP), which has an approved capacity of just more than 3 000 maximum security inmates. Kutama Sinthumule was damaged by a fire allegedly ignited by inmates in the latter part of 2023. Part of the centre that was damaged was refurbished in record time and is fully operational. During the JICS inspection in the latter part of the performance cycle, the centre was found to be in good condition.

## EASTERN CAPE

This province is primarily made up of small rural communities, with the main exceptions being East London and St. Albans (located just outside Gqeberha). Even a small increase in the number of inmates at one of these smaller centres can have a significant effect on the overall overcrowding percentage. This is illustrated in the table below, which provides an overview of the four most overcrowded facilities inspected in the region.

## KWAZULU-NATAL

KwaZulu-Natal has some of the largest facilities, such as Pietermaritzburg and Durban Westville, but also smaller facilities, such as Stanger and Port Shepstone.



KWAZULU-NATAL  
HAS SOME OF THE  
LARGEST FACILITIES

## THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1.	Thohoyandou Med B	225	637	183%
2.	Middelburg	288	684	138%
3.	Christiana	59	135	128%
4.	Thohoyandou Female	140	256	82%

Table 8: Top four overcrowded facilities inspected in the LMN region during the 2024/2025 performance cycle

## THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1.	Burgersdorp	167	601	259%
2.	Queenstown	114	467	210%
3.	St Albans Med A	686	1 985	89%
4.	Lady Frere	50	126	52%

Table 9: Top four overcrowded facilities inspected in the EC region during the 2024/2025 performance cycle

## THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1.	Durban Female	214	554	159%
2.	Ntabankulu	46	115	150%
3.	Pietermaritzburg Med A	1 493	3 527	136%
4.	Durban Med B	1 570	3 431	119%

Table 10: Top four overcrowded correctional facilities inspected in the KZN region during the 2024/2025 performance cycle



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THE NUMBER OF INMATES SERVING LIFE SENTENCES HAS CONTINUED TO INCREASE.

## WESTERN CAPE

The Western Cape remains one of the provinces with the highest overcrowding percentage in general. The table below shows an overview of the four most overcrowded facilities inspected in the Western Cape.

### THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION<sup>4</sup>:

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1.	Allandale	289	875	203%
2.	Oudtshoorn female	60	179	198%
3.	Knysna	167	468	180%
4.	Worcester Male	405	1 124	178%

Table 11: Top four overcrowded correctional facilities inspected in the WC region during 2024/2025 performance cycle

## FREE STATE/NORTHERN CAPE

Most centres in the Free State/Northern Cape Region are located specifically within the Free State province. The table below shows the four most overcrowded correctional facilities inspected in the Free State/Northern Cape Region, all in the Free State Province.

### THE TABLE BELOW SHOWS THE FOUR MOST OVERCROWDED FACILITIES INSPECTED IN THE REGION<sup>5</sup>:

NO.	CORRECTIONAL FACILITY	APPROVED CAPACITY	NUMBER OF INMATES ON THE DAY OF THE INSPECTION	OVER-CROWDING PERCENTAGE
1	Grootvlei Medium	806	2183	171%
2	Odendaalsrus	293	707	141%
3	Goedemoed Med A	209	438	110%
4	Vereeniging	635	1018	60%

Table 12: Top four overcrowded correctional facilities inspected in the FS/NC region during the 2024/2025 performance cycle

## PROFESSIONAL STAFF

Inmates incarcerated in correctional facilities depend on the state to deliver professional services, including fundamental medical, educational, and social work assistance, as stipulated in the CSA. Ensuring inmates have access to specialised services provided by skilled professionals is essential.

## NURSES AND OTHER MEDICAL STAFF

JICS established during its inspections that most of the large facilities had an adequate number of employed nurses. *See table 13 ▶*

During inspections of facilities in the Eastern Cape, Gauteng, LMN, and KwaZulu-Natal, it was noted that each centre had at least one nurse among the staff. However, inspections by JICS revealed that some smaller correctional facilities did not have designated nurses responsible for delivering medical services to inmates. The table on the right shows some centres where no nurses were employed at the time of the JICS inspection.. *See table 14 ▶*

## SOME OF THOSE CENTRES WERE THE FOLLOWING:

NO.	CORRECTIONAL FACILITY	REGION	NO OF NURSES
1.	Tswelopele	FS/NC	14
2.	Mangaung	FS/NC	25
3.	Kutama Sinthumule	LMN	22
4.	Nelspruit	LMN	9
5.	Heidelberg	GP	15
6.	Johannesburg Medium B	GP	16
7.	Durban Med A	KZN	14
8.	Durban Med B	KZN	19
9.	Pietermaritzburg Med A	KZN	21

Table 13: Facilities with the most nurses employed as identified during JICS inspections as at 31 March 2025

NO.	CORRECTIONAL FACILITY	REGION
1.	Uniondale	WC
2.	Boshoff	FS/NC
3.	Hopetown	FS/NC
4.	Goedemoed Med B	FS/NC
5.	Springbok	FS/NC

Table 14: Correctional facilities with no nurses rendering medical services to inmates during JICS inspections

Most small correctional centres employ only one nurse, which presents challenges when the nurse is on leave or otherwise unavailable.

According to Section 6(5) of the CSA, every inmate must undergo a health status examination promptly upon admission. This includes testing for contagious and infectious diseases, if deemed necessary by the correctional medical practitioner to protect the health of both inmates and staff. Furthermore, DCS Regulations, such as Regulation 3(a), stipulate that this medical assessment must be completed within 24 hours of incarceration and prior to the inmate's integration into the general inmate population.

Correctional centres that lack nursing staff must outline the steps they have taken to comply with the CSA and DCS Regulations during each inspection while ensuring that adequate health services are provided.

### SOCIAL WORKERS

Social workers provide crucial social and psychological services to incarcerated individuals, focusing on their mental well-being and social functioning. They tackle family issues, facilitate rehabilitation programmes, and prepare pre-release reports. However, recruiting social workers, especially in rural areas, is difficult due to a shortage of qualified professionals.

DCS needs to address staffing shortages for nurses and social workers in correctional facilities to ensure that inmates receive essential healthcare and support, as mandated by the CSA. Efforts should focus on attracting qualified professionals and providing necessary resources.

The following is a sample of small facilities with no social workers employed on the day of the JICS inspection. See table 15 ▶

NO.	CORRECTIONAL FACILITY	REGION
1.	Frankfort	FS/NC
2.	Fauresmith	FS/NC
3.	Edenburg	FS/NC
4.	Ladybrand	FS/NC
5.	Ficksburg	FS/NC
6.	Bethulie	FS/NC
7.	Boshoff	FS/NC
8.	Christiana	LMN
9.	Matatiele	KZN
10.	Dundee	KZN
11.	Pomeroy	KZN
12.	Greytown	KZN
13.	Ntabankulu	EC
14.	Umzimkhulu	KZN
15.	Stellenbosch	WC
16.	Uniondale	WC
17.	Calvinia	FS/NC
18.	Oudtshoorn Female	WC
21.	Idutywa	EC
22.	Lady Frere	EC
23.	Cofimvaba	EC

Table 16: Some facilities where no educators were employed

NO.	CORRECTIONAL FACILITY	REGION
1.	Bethulie	FS/NC
2.	Fauresmith	FS/NC
3.	Edenburg	FS/NC
4.	Winburg	FS/NC
5.	Ficksburg	FS/NC
6.	Ladybrand	FS/NC
7.	Frankfort	FS/NC
8.	Boshoff	FS/NC
9.	Hopetown	FS/NC
10.	Hoopstad	FS/NC
11.	Ventersburg	FS/NC
12.	Goedemoed Med B	FS/NC
13.	Polokwane	LMN
14.	Wolmaranstad	LMN
15.	Thohoyandou Med B	LMN
16.	Pomeroy	KZN
17.	Ntabankulu	EC
18.	Umzimkhulu	KZN
19.	Melmoth	KZN
20.	Empangeni	KZN
21.	Maphumulo	KZN
22.	Stellenbosch	WC
23.	Caledon	WC
24.	Worcester Male	WC

Table 15: Correctional facilities where no social workers were employed on the day of the JICS inspection

### EDUCATORS

The CSA requires DCS to provide programmes and activities designed to meet the academic and training needs of sentenced inmates. It also mandates the inclusion of illiterate inmates and children in educational programmes, as education is crucial for the rehabilitation process.

JICS's inspections during the performance cycle revealed that the Tswelopele, Mangaung, and Durban Juvenile Correctional Facilities had the highest number of employed educators. In contrast, several smaller facilities reported a shortage of officially employed educators. The table below shows a sample of some small centres without educators ▶ See table 16

## DECLARED STATE PATIENTS

The courts may direct that declared state patients be accommodated in a correctional facility temporarily, until bedspace becomes available at a psychiatric hospital. JICS considers this suboptimal.

State patients should be housed in correctional facilities for the shortest time possible and only if necessary. State patients should be properly detained in psychiatric hospitals. DCS lacks personnel trained to manage mentally incapacitated individuals, and the incarceration of state patients in correctional facilities raises serious safety concerns for both officials and other inmates. See table 17 ▶

Grootvlei Correctional Centre in the Free State accommodated the highest number of declared state patients, with 15. At the Butterworth Correctional Centre in the Eastern Cape, 14 declared state patients were accommodated on the day of inspection.

The table below shows the details of declared state patients in the care of DCS as at 31 March 2025, according to statistics provided by DCS. The number of state patients increased sharply from 204 on 31 March 2024 to 315 as of 31 March 2025. See table 18 ▼

During inspections, JICS observed that the following correctional facilities accommodated declared state patients:

## DECLARED STATE PATIENTS OBSERVED DURING JICS INSPECTIONS

NO.	CORRECTIONAL FACILITY	REGION	NO. OF PATIENTS
1.	Grootvlei Med A	FS/NC	15
2.	Middelburg	LMN	7
3.	Nelspruit	LMN	5
4.	Ermelo	LMN	10
5.	Nelspruit	LMN	4
6.	Volksrust	LMN	1
7.	Durban Med A	KZN	10
8.	Pietermaritzburg Med A	KZN	4
9.	Waterval Maximum	KZN	4
10.	Burgersdorp	EC	5
11.	St Albans Med A	EC	7
12.	Queenstown	EC	3
13.	East London Med B	EC	7
14.	Butterworth	EC	14
<b>Total</b>			<b>96</b>

Table 17: Number of declared state patients observed during inspections

STATE PATIENTS AS ON 31 MARCH 2025											
REGION	CHILDREN (Less than 18 years)		JUVENILE (18 - 21 years)		YOUTH (22 - 25 years)		ADULTS (26 - 59 years)		ELDERLY (60 years and above)		TOTAL
EC	0	0	0	4	1	16	1	94	0	17	133
FSNC	0	0	0	1	0	8	1	46	0	1	57
GP	0	0	0	2	0	13	1	0	0	6	22
KZN	0	1	0	4	1	4	0	30	0	10	50
LMN	0	0	0	1	0	2	2	48	0	0	53
WC	0	0	0	0	0	0	0	0	0	0	0
<b>NATIONAL</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>2</b>	<b>43</b>	<b>5</b>	<b>218</b>	<b>0</b>	<b>34</b>	<b>315</b>

Table 18: State patients accommodated at correctional centres as at 31 March 2025

## INTERVENTIONS PROTECTING STATE PATIENTS

The Inspecting Judge has consistently engaged the Minister of Health and Health Ombud on unacceptably long periods of detention of state patients in correctional centres.

In April 2024, the Minister of Health acknowledged the severity of the issue and committed to implementing a detailed plan to expand the Department's capacity to accommodate state patients.

In October 2024, the Inspecting Judge conducted a visit to Sterkfontein Psychiatric Hospital with JICS's Regional Manager for the Northern Management Region, Mr Murasiet Mentoer, and a delegation of Magistrates. Magistrates expressed that the hospital had greater capacity than they had been led to believe and committed to ordering state patients be detained in hospitals rather than correctional centres. Following this visit, the Inspecting Judge wrote to the national and provincial Department of Health to request urgent repairs to a storm-damaged ward at Sterkfontein Hospital, previously used to accommodate state patients. In March 2025, the Minister of Health directed the Gauteng Department of Health to prioritise the ward's repair.

Following an insightful meeting on the topic with DCS officials, the Inspecting Judge wrote to Chief Justice Mandisa Maya and Judge President of the High Court Gauteng Division Dunstan Mlambo, suggesting that Judges and Magistrates not order that state patients be sent to correctional centres at all, but that their order should embody a directive to state care facilities to receive them directly. The Chief Justice conveyed and endorsed these recommendations to the Judiciary during a Heads of Court meeting in April 2025.

## STATE OF CORRECTIONAL FACILITIES

JICS remains concerned with the deteriorating condition of correctional facilities. Many of these facilities needed extensive renovations or maintenance. The Department of Public Works and Infrastructure (DPWI) often faces criticism for failing to carry out timely renovations.

**The lack of adequate maintenance has the potential of leading to various practical issues, including:**

- Potential spread of diseases due to overflowing drains and dysfunctional ablution facilities;
- Inhumane treatment of inmates, particularly during winter when warm water for bathing is unavailable.
- Water wastage due to leaking taps;
- Faulty and unsafe electrical systems; and
- Electrical malfunctions and inadequate lighting.
- Effective property management of correctional facilities cannot be overly emphasised to ensure suitable conditions for accommodating inmates.

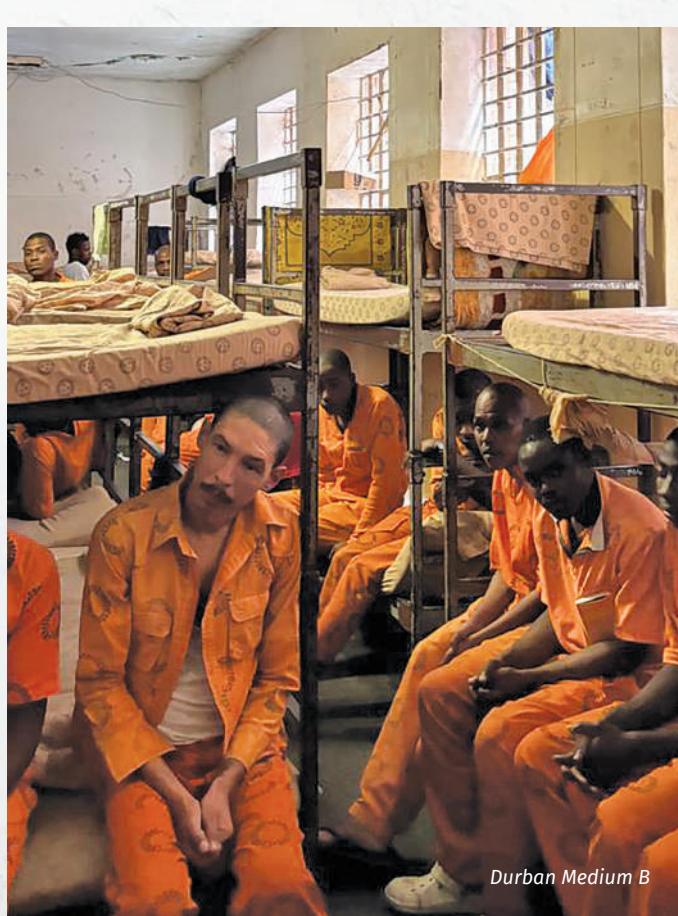


Heidelberg

## CASE STUDY

## Allandale – a severely overcrowded facility

Allandale is located in the Western Cape, about 70 kilometres from Cape Town. On the day of the inspection, the centre accommodated 875 inmates. The centre has approved bedspace for 289 inmates. Along with overcrowding, the centre's infrastructure was dilapidated. As a result, the cells were unhygienic and in need of paint. The ablution facilities and plumbing systems were also in need of constant maintenance. DCS informed JICS that repairs and maintenance were taking place, but the system was not designed to deal with the large number of inmates crammed into the centre. Inmates complained that they were not allowed out of their cells to exercise regularly. An official indicated that this was because the centre did not have sufficient staff for the inmate population. Inmate misbehaviour also resulted in inmates receiving the minimum of exercise daily.



### SAFE CUSTODY

In terms of Section 4(2)(a) of the CSA, it is DCS's responsibility to ensure the secure custody of inmates. JICS monitors the safety of inmates in the correctional environment by reviewing factors such as inmate assaults, unnatural deaths, and the use of force.

To protect vulnerable inmates, they may need to be separated from the general population. However, this should not lead to minority groups being segregated for long periods or excluded from rehabilitation, education and social programmes.

Fire safety is a concern for JICS due to limited access to fire escapes and overcrowding, which increases fire hazards. Most of JICS's inspections revealed that firefighting equipment is regularly serviced and functioning properly. Pollsmoor, Johannesburg, Boksburg Juvenile, and Goedemoed Medium A are centres where the fire-fighting equipment was found not to be serviced. These include some of the largest and most overcrowded centres in the country, raising concerns regarding inmates' and officials' safety.

“

THE CENTRE ACCOMMODATED 875 INMATES. THE CENTRE HAS APPROVED BEDSPACE FOR 289 INMATES.

”

## NUTRITION

During inspections, JICS evaluated kitchen hygiene, equipment functionality, meal plans (including special diets), and meal serving schedules.

**Correctional facilities have specific rules for mealtimes. Meals must be served within:**

- At least four and a half hours, but no more than six and a half hours apart during the day.
- No more than a 14-hour gap between the evening meal and breakfast..

Amongst inspected centres, no facility was found where inmates received only one meal per day.

## CASE STUDY

# Durban Medium A – a shocking experience

The kitchen was dirty and stinking due to drain blockages. Water pipes were leaking, causing water patches on the floor.

- Floor tiles were missing in most parts of the kitchen.
- The dry storage was dirty, and it was reported that monkeys entered the storage area.
- Approximately 50 bags of Maltabella porridge were rotten and mouldy despite the expiry date not having been reached yet.
- The extractor fan was not functioning well, which caused the paint to peel off the ceiling and walls.
- There was no detergent to disinfect the kitchen.
- Approximately 85 food trolleys were unusable due to broken wheels and handles.
- A fan at the bread storage was broken, and most light bulbs were dysfunctional.
- Nine big pots were found dysfunctional, with three of seven tilting pans not functioning.
- The scale measuring the food quantity was dysfunctional.
- The centre did not adhere to the meal intervals.

**The kitchen was closed during the last week of February 2025, after an oversight visit by the Portfolio Committee and Deputy Minister.**

Concerns were raised about non-compliance with the CSA regarding meal intervals. While DCS officials stated that three meals are served daily, it was found that in many larger facilities, lunch and supper are combined, posing health risks. Some inmates requiring evening medication may only take their medicine after meals. This practice is attributed to staffing shortages and the shift system.

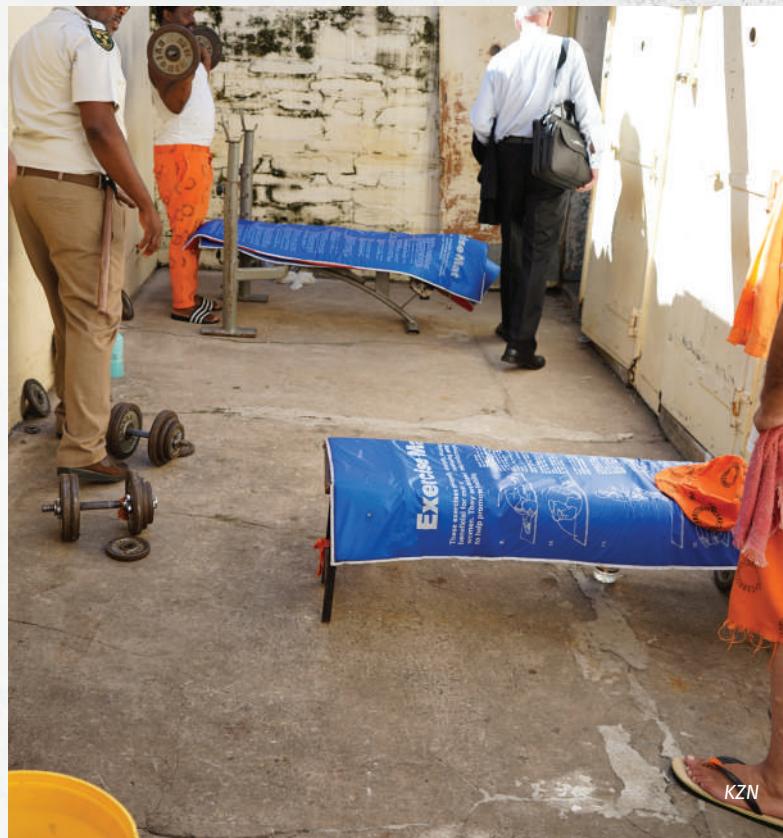




## EXERCISE

According to Section 11 of the CSA, inmates are entitled to at least one hour of exercise daily. While this is the minimum, more exercise time is encouraged if staff are available. Sadly, many inmates are confined to their cells for up to 23 hours a day due to overcrowding and understaffing.

During inspections, JICS found that smaller facilities often allow longer exercise periods.



## CASE STUDY

# Unannounced Inspections Expose Unequal Treatment

During unannounced inspections at Kgosi Mampuru II Local correctional facility, inmates who identified as members of the LGBTIQ+ community were observed receiving less than the minimum required one hour of exercise per day.

JICS inspectors were informed that this is because of a shortage of staff at the centre. The JICS inspectors immediately indicated that if this only applies to a minority of the inmates incarcerated, it may amount to discrimination. It was strongly recommended that all inmates be treated equally.

## REHABILITATION AND EDUCATION PROGRAMMES

Section 41 of the CSA requires that all sentenced inmates serving a term of two years or more must participate in rehabilitation programmes. These programmes are facilitated by both social workers and officials from DCS. It is essential that educational programmes are made available to all inmates, particularly those who are illiterate or have not completed their basic education. However, it remains unclear how DCS identifies illiterate inmates and whether all of them are provided with Adult Education and Training (AET) programmes.

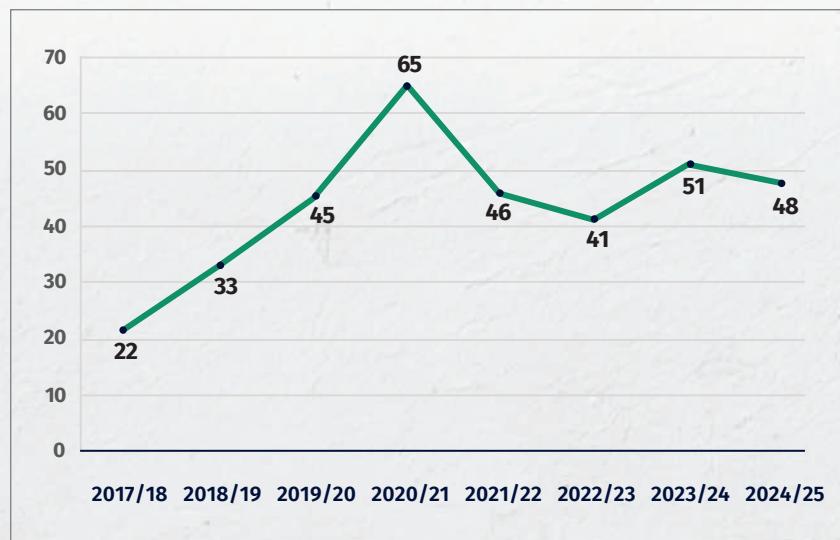
REGION	NUMBER OF INMATES PARTICIPATING IN AET PROGRAMMES
EC	367
GP	303
KZN	521
LMN	154
FSNC	496
WC	463
<b>National Total</b>	<b>2 304</b>

Table 19: Number of inmates participating in AET per DCS regions

# INVESTIGATIONS

During the performance cycle under review, JICS focused primarily on investigating cases related to violence while also investigating allegations of corruption.

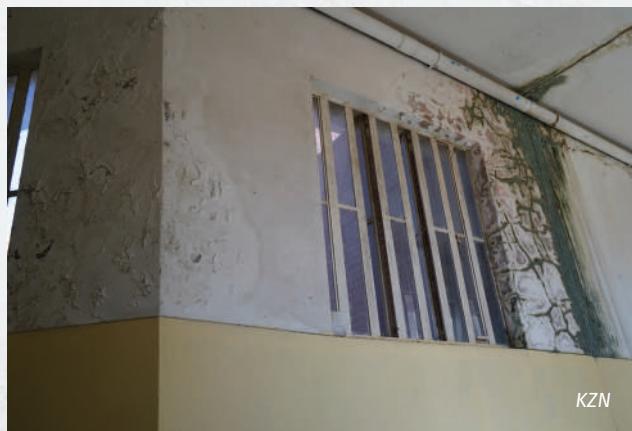
For this performance cycle, JICS conducted 48 investigations, three fewer investigations than in the previous cycle. The graph below shows the number of investigations undertaken by JICS over the past eight performance cycles.



Graph 8: Number of investigations conducted over the past eight performance cycles

## INVESTIGATIONS CONDUCTED BY JICS DURING 2024/2025.

NO.	REF	DATE OF MANDATE	CORRECTIONAL FACILITY	REGION	NAME OF THE REPORT
1.	1-24/25	05/04/2024	Krugersdorp CC	NMR	Suicide at the public hospital
2.	2-24/25	09/04/2024	Pietermaritzburg Med B	KZNMR	Gang 26 versus gang 28
3.	3-24/25	17/04/2024	Durban Med A	KZNMR	Murder for money: When greed turns deadly
4.	4-24/25	24/04/2024	Standerton CC	NMR	Soccer suicide
5.	5-24/25	24/04/2024	Carolina CC	NMR	Further from home, please
6.	6-24/25	24/04/2024	Standerton CC	NMR	Toothbrush trouble
7.	7-24/25	25/04/2024	Zonderwater CC	NMR	Drugs and girlfriend
8.	8-24/25	13/06/2024	Thohoyandou CC	NMR	Toothbrush trouble
9.	9-24/25	13/06/2024	Kokstad Med B CC	KZNMR	I am a phone call away
10.	10-24/25	13/06/2024	Odi CC	NMR	Do you want to tell me that the child is not mine
11.	11-24/25	03/07/2024	Kgosi Mampuru CC	NMR	Can't feel at home anymore
12.	12-24/25	03/07/2024	Heilbron CC	CMR	Assault and inhumane treatment
13.	13-24/25	23/07/2024	Pollsmaar RDF	WCMR	Midday suicide
14.	14-24/25	30/07/2024	Middledrift CC	ECMR	“Minimum force” after the assault on a DCS official
15.	15-24/25	31/07/2024	St Albans	ECMR	Hospital hanging
16.	16-24/25	28/07/2024	Goodwood	WCMR	Tik Tok assault
17.	17-24/25	28/07/2024	Lusikisiki CC	ECMR	Prelim received
18.	18-24/25	12/08/2024	Rooigrond CC	NMR	Prelim received
19.	19-24/25	12/09/2024	Malmesbury CC	WCMR	Death in the bathroom
20.	20-24/25	12/09/2024	Escourt CC	KZNMR	The more I use, the less I live
21.	21-24/25	17/09/2024	Mangaung CC	CMR	I spun a yarn for survival
22.	22-24/25	27/09/2024	Odi CC	NMR	I don't belong here



NO.	REF	DATE OF MANDATE	CORRECTIONAL FACILITY	REGION	NAME OF THE REPORT
23.	23-24/25	09/10/2024	Waterval Maximum	KZNMR	The attention behaviour earns him death results
24.	24-24/25	10/10/2024	Johannesburg Female	NMR	Four or five cellphones found
25.	25-24/25	19/10/2024	Durban RDF	KZNMR	From cravings to crossing over there
26.	26-24/25	23/10/2024	Kgosi Mampuru Central	NMR	Outstanding
27.	27-24/25	23/10/2024	Idutywa CC	ECMR	Outstanding
28.	28-24/25	15/11/2024	Nigel CC	NMR	Outstanding
29.	29-24/25	15/11/2024	Ebongweni Super Maximum	KZNR	From shackles of the dock to freedom in the belly of the earth
30.	30-24/25	15/11/2024	St Albans Medium A CC	ECMR	There is a hole in his head
31.	31-24/25	8/12/2024	Grootvlei CC	CMR	No complaints
32.	32-24/25	10/12/2024	Barberton Maximum	NMR	Suicide 1
33.	33-24/25	11/12/2024	Barberton Maximum	NMR	Suicide 2
34.	34-24/25	06/01/2025	Mangaung PP	CMR	Suicide as a result of mental illness
35.	35-24/25	13/01/2025	Leeuwkop Maximum	NMR	I died in the hands of my safeguard
36.	36-24/25	13/01/2025	Klerksdorp	NMR	Investigation ongoing
37.	37-24/25	20/01/2025	Rooigrond Med B	NMR	Investigation ongoing
38.	38-24/25	23/01/2025	Pollsmoor RDF	WCMR	Seizure during search
39.	39-24/25	06/02/2025	Polokwane	NMR	Investigation ongoing
40.	40-24/25	07/02/2025	Groenpunt Maximum	CMR	Asphyxia consistent with choking
41.	41-24/25	07/02/2025	Kirkwood	ECMR	Investigation ongoing
42.	42-24/25	07/02/2025	Qalakabusha	KZNMR	Investigation ongoing
43.	43-24/25	14/02/2025	Grootvlei Maximum	CMR	Investigation ongoing
44.	44-24/25	18/02/2025	Durban RDF	KZNMR	Investigation ongoing
45.	45-24/25	19/02/2025	Goodwood	WCMR	Investigation ongoing
46.	46-24/25	21/02/2025	Malmesbury	WCMR	Investigation ongoing
47.	47-24/25	21/02/2025	St Albans	ECMR	Investigation ongoing
48.	48-24/25	04/03/2025	Barberton Med B	NMR	Investigation ongoing

Table 20: Investigations conducted in the 2024/2025 performance cycle

The majority of JICS's investigations focused on inmates who committed suicide within their cells, with hanging being the most common method used. Additionally, JICS also examined incidents of homicide where inmates were killed by other inmates or allegedly by officials.

JICS commonly observes the use of force by DCS officials in response to inmate-on-official assaults. Though DCS officials are entitled to use the minimum force necessary to protect themselves or inmates, retaliation against inmate-on-official assault is sometimes disproportionate and can result in severe injuries or even death. DCS officials sometimes refer to this as "maximum force". Later in this report, the chapter on mandatory reporting outlines the number of inmates who died in custody during this performance cycle.

**CASE STUDIES:****Name of the report:  
“Toothbrush trouble”****STANDERTON CORRECTIONAL CENTRE, MPUMALANGA PROVINCE**

An inmate was found dead in his communal hospital cell by another inmate on 22 March 2024, prompting an immediate response from DCS officials.

Key findings from the investigation include the determination that the inmate's death was the result of gastric perforation following the swallowing of a toothbrush, as revealed in the autopsy conducted on 28 March 2024. The investigation did not establish the reasons behind the ingestion of the toothbrush or the role, if any, that his mental health condition played in his death.

JICS found that Standerton Correctional Centre was aware of the inmate's mental health status and had provided appropriate care. Standard operating protocols were followed diligently upon discovery of the body.

JICS' recommendations include disseminating the findings to the relevant authorities within the DCS and monitoring the outcome of the ongoing SAPS investigation. Closure on this matter will be determined upon receipt of the inquest results.

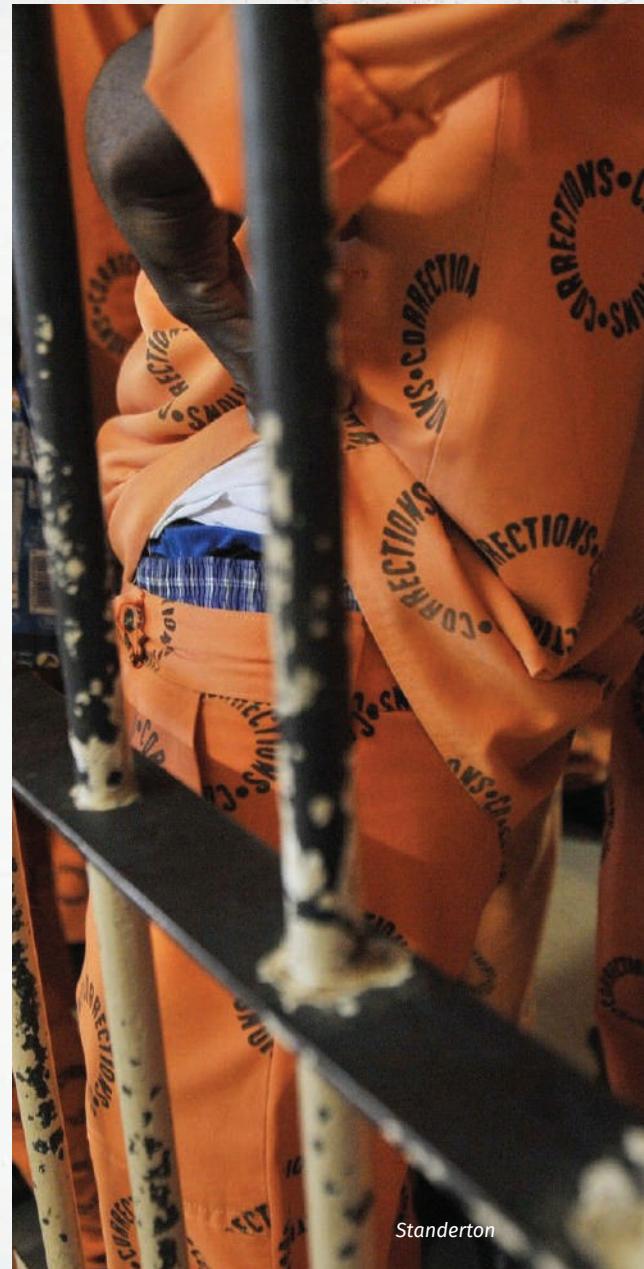
**Name of the report:  
“Seizure during search”****POLLSMOOR REMAND DETENTION FACILITY, WESTERN CAPE**

On 10 January 2025, at approximately 06:40, a search was conducted by the Emergency Support Team (EST) at the correctional facility.

During the search, inmate A reportedly suffered an epileptic seizure and tragically died a short time later at the facility's hospital. The autopsy report declared the death as of natural causes.

However, inmates interviewed by the JICS ICCV claimed that EST officials severely assaulted Wilson during the search. They suggested that this assault may have contributed to his death. This was also reported in the press.

The family requested a second autopsy report, which was handed to the SAPS. JICS requested a copy of the second autopsy report from the SAPS investigating officer. Once JICS receives this report, it will be able to finalise its report and make recommendations.



Standerton



JICS CONDUCTED  
48 INVESTIGATIONS,  
THREE FEWER  
INVESTIGATIONS  
THAN IN THE  
PREVIOUS CYCLE.



“  
SEARCHING  
PROCEDURES WERE  
IN PLACE, BUT DCS  
IS NOT ALLOWED  
TO CONDUCT  
CAVITY SEARCHES



#### CASE STUDIES:

#### Name of the report:

#### “I’m a phone call away”

**KOKSTAD MEDIUM B, KWAZULU-NATAL**

Unnatural death: Bowel perforation (rectal insertion of a foreign object)

The inmate died because of “bowel perforation” due to “rectal insertion of a foreign object” on 4 May 2024.

On 3 May 2024, the inmate reported that he was sick, suffering from stomach cramps and having difficulty breathing. After questioning by the nurse, the inmate indicated that he had secreted a cellphone in his rectal cavity three days previously and that he couldn’t get it out. The inmate was referred to the external hospital and was later transferred to another hospital in Pietermaritzburg by ambulance. DCS was informed on 4 May 2024 that the inmate died in the hospital.

Searching procedures were in place, but DCS is not allowed to conduct cavity searches.

No disciplinary steps are recommended against DCS staff.

**The case can be considered finalised.**

#### Name of the report

#### “I spun a yarn for survival”

**MANGAUNG PPP, FREE STATE/NORTHERN CAPE**

JICS was informed that an inmate died of natural causes on 15 September 2024. Initial reports from members of the public and inmates who claimed to be witnesses claimed that the inmate was assaulted and electrocuted during a search.

Medical records and the post-mortem report confirm that the 72-year-old inmate died of a myocardial infarction (heart attack). No external injuries were observed on his body. He had a pre-existing history of hypertension, chest pains, and other related conditions. During the JICS investigation, the inmate who initially claimed that the inmate was assaulted stated that he lied to protect himself from prison gangs. Another inmate who claimed electrocution refused to sign an affidavit to that effect during his interview with the JICS investigator.

# COMPLAINTS

Every inmate must, on admission and daily, be allowed to lodge complaints or make requests to the HCC or an authorised official as contemplated in Section 21(1) of the CSA.

Section 90(2) of the CSA empowers the Inspecting Judge to receive and deal with complaints submitted by the NCCS, the Minister, the NC, Visitor's Committees (VCs), and ICCVs. In addition, the Inspecting Judge may deal with any complaint of his own accord

## STATISTICS BY CATEGORY

The Complaints Unit received 913 formal complaints during the period under review. The number of complaints increased by 21% compared to the previous performance cycle. The categories of complaints are informed by the nature of the queries received by JICS, the frequency, volume and changes in penology-related legislation, as well as the focus and direction of the Inspecting Judge.

“ THE NUMBER OF COMPLAINTS INCREASED BY 21% COMPARED TO THE PREVIOUS PERFORMANCE CYCLE.



The table below shows the number of complaints received during the 2024/2025 performance cycle.

CATEGORIES	Q1		Q2		Q3		Q4		TOTAL
	Internal	External	Internal	External	Internal	External	Internal	External	
Appeal	4	0	2	0	2	1	4	0	13
Assault (Inmate on Inmate)	86	9	79	6	75	3	52	5	315
Assault (Official on Inmate)	31	6	38	4	13	3	42	3	140
Assault (Sexual)	7	1	8	1	6	0	7	1	31
Assault (Inmate on Official)	7	1	2	2	4	0	2	0	18
Attempted Suicide	4	1	7	0	8	0	8	0	28
Bail	0	0	0	0	0	0	0	0	0
Communication with Family	3	0	5	2	0	2	0	0	12
Conditions	0	0	1	1	0	2	2	2	8
Confiscation of Possession	3	0	3	1	0	1	0	0	8
Conversion of Sentence	2	0	2	0	0	2	0	0	6
Corruption	0	0	1	0	1	1	1	0	4
Food	5	1	1	1	0	3	2	0	13
Foreign Nationals	0	0	0	0	0	0	0	0	0
Health Care	7	4	5	1	3	5	4	3	32
Hunger Strike	2	2	6	2	1	0	3	0	16
Inhumane Treatment	2	0	1	0	3	0	1	1	8
Legal Representation	0	0	0	0	0	0	0	0	0
Medical Release	0	0	0	0	0	0	0	0	0
Parole	13	2	10	2	2	11	10	2	52
Re-Classification	1	0	0	0	0	0	1	0	2
Rehabilitation Programmes	1	2	4	1	0	1	1	0	10
Remission	0	1	0	0	1	1	0	0	3
Self-harm	7	2	3	0	3	0	1	0	16
Torture	0	0	0	0	0	0	0	0	0
Transfers	25	8	8	6	3	19	27	2	98
Others	17	5	13	4	3	14	18	5	79
<b>TOTAL</b>	<b>227</b>	<b>45</b>	<b>199</b>	<b>34</b>	<b>128</b>	<b>69</b>	<b>186</b>	<b>24</b>	<b>913</b>

Table 21: Category of complaints for 2024/2025 performance year

As with the previous performance cycle, the prevalent complaints continue to be assaults, transfers and parole

## CLUSTERING OF COMPLAINTS

To highlight different categories of complaints, we have identified the following clusters:

### Cluster 1: Appeals, bail and legal representation

JICS received 13 complaints of appeals against convictions and/sentences.

### Cluster 2: Conversion of sentence, medical release, reclassification, rehabilitation programmes, parole and remission

During the period under review, JICS received 52 complaints regarding parole and ten complaints regarding rehabilitation programmes.

### Cluster 3: Communication with family and transfers

JICS conducted a nationwide survey to determine the cause of 12 complaints received regarding communication with family. JICS received 98 transfer complaints and requests, which is an increase compared to the 74 received in the previous performance cycle.

JICS, unfortunately, has little power over transfers. Section 43 of the CSA regulates the location and transfer of sentenced inmates. Inmates are transferred between correctional centres for three specific reasons:

- transfer is compulsory
- it is for the benefit of the inmate
- it is for the benefit of DCS

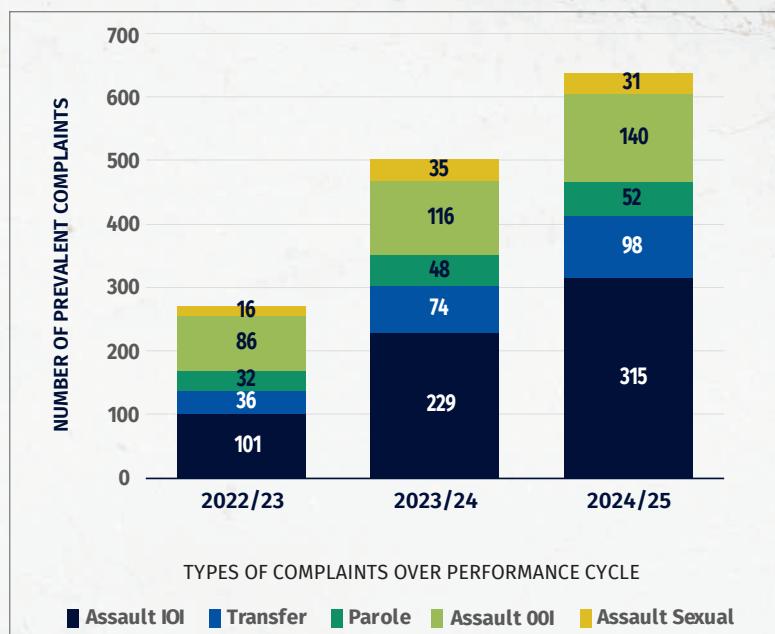
### Cluster 4: Conditions, hunger strike, food and health care

JICS received 32 complaints relating to healthcare and eight complaints about the conditions in correctional facilities.

JICS received 16 complaints relating to hunger strikes and 16 complaints relating to self-harm.

### Cluster 5: Violence, including confiscation of possessions

## 3 YEAR COMPARISON OF MOST PREVALENT COMPLAINTS



Graph 9: Comparison of prevalent complaints.

## ASSAULTS

JICS received 315 complaints on assaults (inmate-on-inmate), which is an increase of 86 compared to the previous performance cycle, when they were 229.

Conflict between inmates is unavoidable, especially since being a member of a gang and participating in its activities is still very prominent. Inmates will use self-made weapons using the resources provided to them, such as sharpening the back end of a toothbrush, melting soap slivers and putting them into a penetrable object, using a padlock in a sock as a bludgeoning weapon, or even using hot water to burn each other.

Assault incidents where one or more officials are the perpetrators (official-on-inmate: 140) often take place during search operations. Inmates allege that the searches are conducted aggressively and force is applied. JICS found that there is a lack of reporting on the use of force by officials as required by Section 32 of the CSA.

There were 31 reported incidents of sexual assault.

Incidents of assault by inmates on officials have doubled in comparison to the previous performance cycle. JICS recorded 18 incidents this year compared to nine in the previous performance cycle.

There were 28 incidents of attempted suicide.

No incidents of torture were reported.



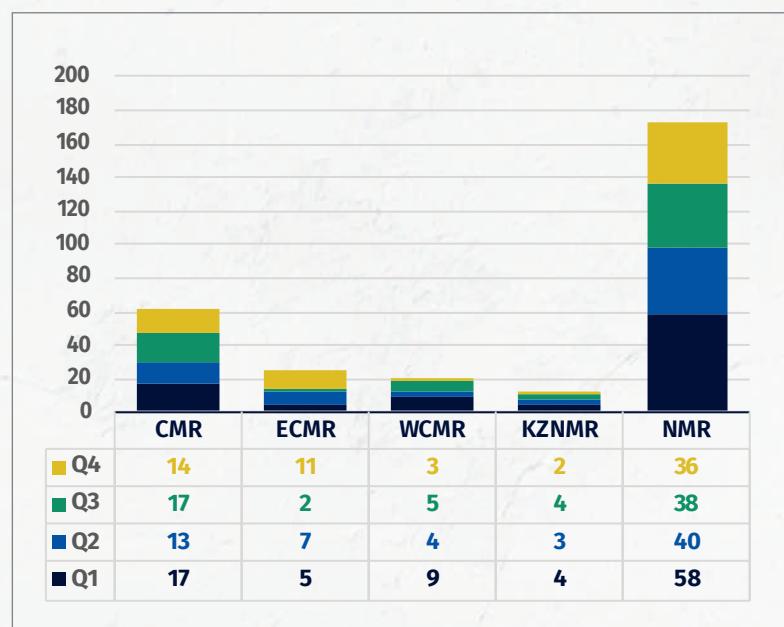
“  
JICS CALLED  
FOR URGENT  
INVESTIGATION AND  
FEEDBACK ON 913  
COMPLAINTS

## COMPLAINTS HANDLED BY REGIONS

The Complaints Unit deals with urgent complaints and refers non-urgent complaints to DMR. Complaints such as transfers, parole and healthcare are referred to DMR since ICCVs will be able to deal with them more effectively at the coalface. Two hundred ninety-two complaints were referred to DMR.

## General complaints referred from DLS to DMR

The table shows the number of complaints referred to DMR per region.



Graph 10: Complaints referred to DMR

## FINDINGS AND RECOMMENDATIONS

JICS has requested DCS to investigate all urgent complaints and to provide substantive feedback on 913 matters. DCS only provided 77 investigation reports during this reporting cycle.

There were 68 complaints finalised by way of written reports, which highlight JICS's findings and recommendations. JICS closed an additional 57 matters due to the following reasons:

- The matter is pending with outstanding DCS investigation reports, but sufficient feedback was provided to resolve the complaint;
- Inmate was released from custody; or
- The complaint contained insufficient detail to proceed.

# MANDATORY REPORTING

## INTRODUCTION

The CSA mandates DCS to report to JICS the following instances:

### DEATH OF ANY INMATE

Section 15 of the CSA requires that the HCC report any death that a medical practitioner cannot certify as the result of natural causes in terms of Section 2 of the Inquests Act 58 of 1959, irrespective of the cause and circumstances.

### SEGREGATION OF AN INMATE

Section 30 of the CSA makes provision for the segregation of an inmate for a specified period. The segregation may be effected for the whole or part of the day and may include detention in a single cell, other than standard accommodation in a single cell.

#### **The segregation of an inmate is permissible for the following reasons:**

- upon the written request of an inmate;
- to give effect to a decision consequent to a disciplinary finding to restrict the amenities of the inmate;
- when the segregation is prescribed by the correctional medical practitioner on medical grounds;
- when an inmate displays violence or threatens violence;
- where a reasonable suspicion exists that a recaptured escapee will again escape or attempt to do so;
- SAPS requests so, and the HCC considers it in the interests of the administration of justice to comply with the SAPS request.

### MECHANICAL RESTRAINT OF AN INMATE

**Section 31 of the CSA provides that a correctional official may restrain an inmate using mechanical restraints:**

- if necessary for the safety of the inmate or any other person;
- if necessary for the prevention of damage to any property;
- if a reasonable suspicion of escape by an inmate exists, or if requested by a court.

### USE OF FORCE

Section 32 of the CSA authorises a correctional official to use all lawful means to detain all inmates in safe custody and, subject to the restrictions of the Act or any law, to use minimum force where it is necessary for:

- self-defence;
- defence of any other person;
- preventing an inmate from escaping; or
- for the protection of property.

### ADDITIONAL MANDATORY REPORTING.

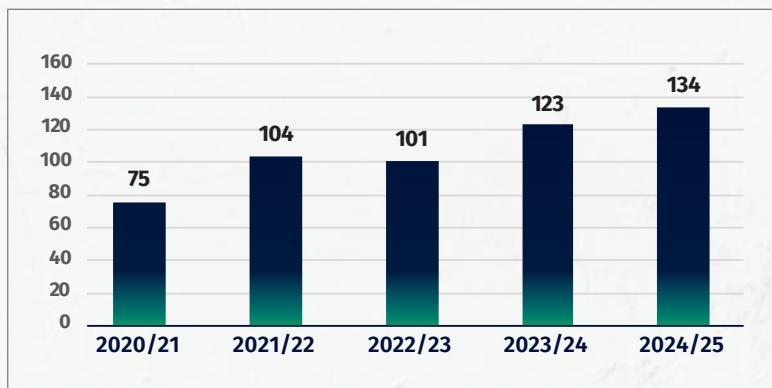
The CSA was amended in 2024. Section 95D now requires additional mandatory reporting by DCS. As of 1 December 2024, HCCs are required to report on the following:

- assault of an inmate by a correctional official;
- assault of a correctional official by an inmate;
- any act constituting torture or cruel, inhuman or degrading treatment or punishment;
- any sexual violations;
- any hunger strikes;
- any attempted suicides;
- any escape of an inmate; and
- matters related to dishonest practices or corrupt activities in correctional centres or remand detention facilities.

# Deaths from unnatural causes

## INTRODUCTION

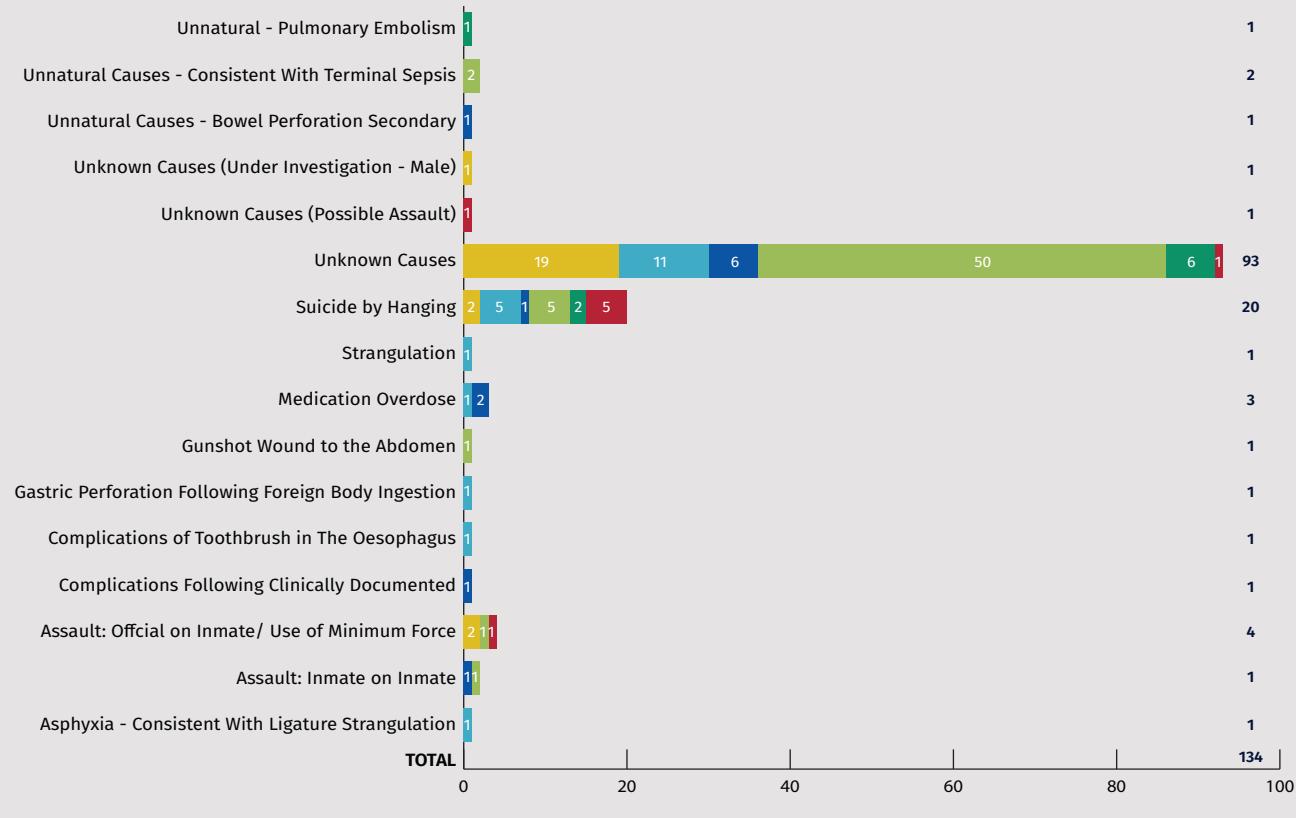
In this reporting period, DCS reported 134 deaths from unnatural causes. A closer look at the causes of unnatural deaths reveals that in most cases, the deaths were reported as “unknown other”. The graph below shows deaths reported by the DCS from unnatural causes from the 2020/2021 to 2024/2025 performance cycles. There was an increase of 59 unnatural deaths between the 2020/2021 and 2024/2025 performance cycles.



Graph 11: Unnatural deaths

## UNNATURAL DEATHS “OTHER”

All deaths where the cause is not immediately apparent (e.g. a seemingly healthy inmate collapses and dies suddenly or is found dead on his/her bed) are classified as “unnatural other”. This is a temporary classification, and the cause of death is officially determined once the autopsy report/post-mortem is received.

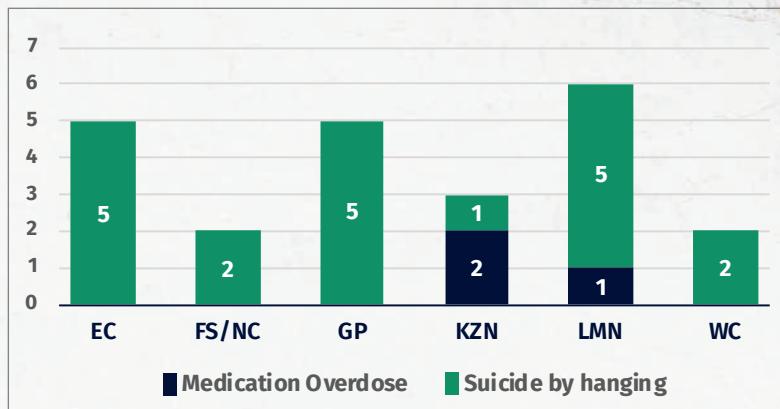


Graph 12: The table shows all deaths classified by cause of death for the 2024/2025 performance cycle

# Suicides

DCS reported 23 cases of suicide during the 2024/2025 reporting cycle. Most suicides occurred in the EC, LMN and Gauteng regions. Hanging appeared to be the most common method, with 86% (20 inmates) dying because of this. A variety of items are used but mainly ligatures fashioned from bedding and clothing. Six of the 20 suicides by hanging occurred in single cells.

THE GRAPH BELOW ILLUSTRATES METHODS OF SUICIDE USED IN THE 2024/2025 PERFORMANCE CYCLE.



Graph 13: Methods of suicide.

## CASE STUDIES:

### Suicide at Standerton

It was reported on 6 April 2024 that at 01h55, an official called the CC Operational support manager to report a suicide. He reported that as he was doing his patrols at CD unit, inmates informed him that when one of them used the toilet, they noticed an inmate hanging in the shower room. **The DCS and JICS investigation is still underway.**

### Suicide at Durban RDF

It was reported that on 12 October 2024, at about 03h50 at B4 Unit, an official heard banging coming from B407 – B412. When he attended the call, he found that an inmate had hanged himself in the cell toilet area with a shoelace. The official notified the member in charge of the shift. Other officials in the cell examined the body and found it to be lifeless. **The DCS and JICS investigation is still underway.**

#### DEATHS DUE TO OVERDOSE

Medication is often dispensed to inmates in bulk, making it possible to collect and store it over time and potentially, ingest it all once.

### Suicide at Estcourt

It was reported that on 18 August 2024, between 15h10 and 16h04 in unit 19, an inmate told other inmates that he was not feeling well. A nurse suspected that he had consumed an excessive amount of drugs. According to a nurse, the inmate appeared to have laboured breathing. He was referred to Estcourt Hospital. The escorting officials on their arrival suspected that the inmate was dead. A doctor confirmed that the inmate had died. **The DCS and JICS investigation is still underway.**

### Suicide at Rooigrond Medium A

It was reported on 7 August 2024 that the inmate died because of overdosing on medication. **The DCS and JICS investigation is still underway.**

# Homicides

Inmate-on-inmate deaths are often, but not always, related to inter-gang rivalry. Inmates are killed because of stabbing with self-made knives, assault with fists, and/or being kicked to death. Extreme violence and brutality occur amongst both remand detainees and sentenced offenders.

When investigating homicides, JICS aims at determining the culpability of the inmate and/or the DCS official who allegedly perpetrated the crime, and whether the homicide was the result of a specific intent or caused by negligence. In the 2024/2025 performance cycle, there were at least four inmate homicides at the hands of officials, which is an increase of three from one reported in the previous cycle. There were two incidents of inmate-on-inmate homicide in this performance cycle, a significant decline compared to eight reported during the last cycle.

## CASE STUDIES:

### Inmate-on-inmate assault

#### PIETERMARITZBURG MEDIUM B

It was reported that on 1 April 2025, at approximately 10h00 during exercise time in C-Unit, a fight broke out between nine inmates. During the fight, one inmate was brutally stabbed and died of his injuries. Two other victims sustained injuries and were taken to the centre clinic. They were referred to an external hospital for further assessment and treatment, after which they were discharged.

The six perpetrators were also taken to the centre clinic for assessment and treatment, after which two were taken to an external hospital for further assessment, evaluation, and treatment, and were discharged back to the centre. SAPS was on scene and arranged for the body to be removed to the state mortuary. SAPS also confiscated the weapons used during the fight. **The DCS and JICS investigation is still underway.**

### Inmate-on-inmate assault

#### PIETERMARITZBURG MEDIUM B

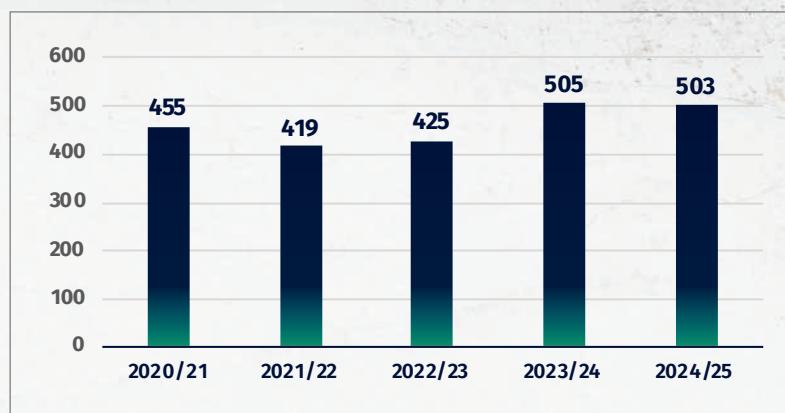
It was reported that on 1 April 2025, at approximately 10h00 during exercise time in C-Unit, a fight broke out between nine inmates. During the fight, one inmate was brutally stabbed and died of his injuries. Two other victims sustained injuries and were taken to the centre clinic. They were referred to an external hospital for further assessment and treatment, after which they were discharged. The six perpetrators were taken to the centre clinic for assessment and treatment. Two were then taken to an external hospital for further assessment and treatment, and were discharged back to the centre. SAPS was on scene and arranged for the body to be removed to the state mortuary. SAPS also confiscated the weapons used during the fight. **The DCS and JICS investigation is still underway.**

### Use of Force and subsequent death of an inmate at Goodwood

It was reported that on 16 February 2025, at approximately 08h00 during unlock and counting, an inmate attacked an official by stabbing him from behind. He then attempted to attack other officials present with a sharpened object. Officials used the necessary force to restrain the inmate with the assistance of members from different units. The inmate was taken to the local sick bay for the injuries he sustained and thereafter transferred to Karl Bremer Hospital. Several officials suffered injuries during the attack. On the same day, at approximately 11h22, the inmate died at Karl Bremer Hospital. The cause was listed as Unnatural: causes unknown pending the post-mortem report.. **The DCS and JICS investigation is still underway.**

# Deaths from natural causes

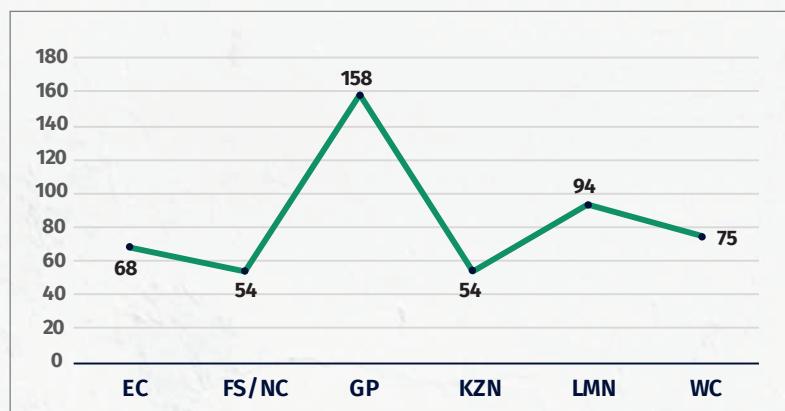
During the reporting cycle, 503 deaths due to natural causes were reported to JICS by DCS. This was a slight decrease from the 505 deaths reported in the previous cycle. The graph



Graph 14: Natural deaths per annum

## NATURAL DEATHS PER REGION

Gauteng had the highest number of natural deaths. This correlates with the distribution of the prison population.



Graph 15: Natural deaths per region.

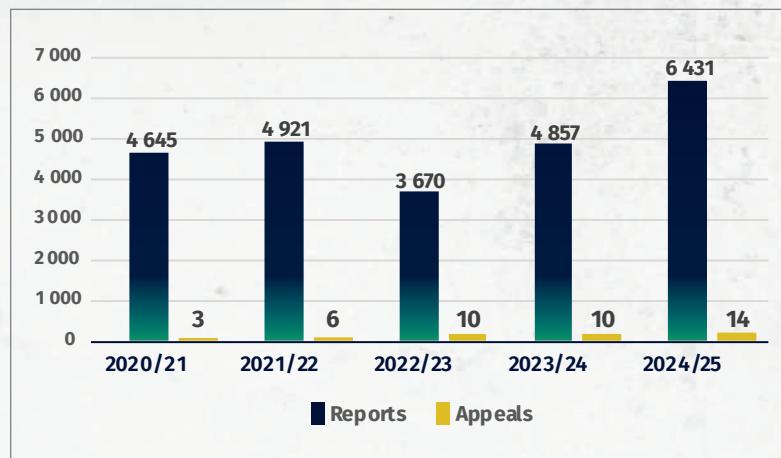


# Segregations

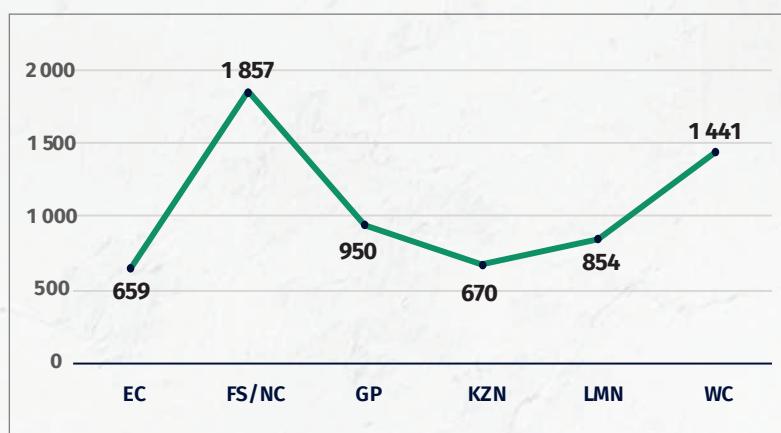
There were 6 431 instances of segregation reported to JICS by DCS for the performance cycle. The increase of 1 574 from the previous year was substantial.

The graph on the right shows the number of segregations **reported by DCS from 2020/2021 to 2024/2025** and the number of segregation appeals received by JICS. Since the 2020/2021 performance cycle, the number of segregations has increased by 1 786.

An inmate subject to segregation may appeal the matter to the Inspecting Judge, who must decide within 72 hours of receipt of the complaint. During the performance cycle, 14 appeals were received and dealt with, though JICS experiences challenges meeting the 72-hour deadline due to delays receiving HCC's responses to JICS's queries.



Graph 16: Segregations for 2024/2025.



Graph 17: Number of segregation reports received according to regions





#### CASE STUDY:

## Appeal – Waterval Medium

### RECOMMENDATION COMPLETED ON 4 APRIL 2024

On 7 March 2024, JICS received a segregation appeal from ICCV on behalf of an inmate. The inmate alleged that he was placed in segregation on 13 December 2023 at the request of the South African Police Service (SAPS), and he has since spent some 82 days in segregation.

#### JICS MADE THE FOLLOWING RECOMMENDATIONS:

- The placement of the inmate in segregation for more than seven days violates Section 30(4) of the CSA.
- The inmate's appeal in terms of Section 30(7) to the Inspecting Judge is upheld.
- The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to his standard accommodation per Section 7 of the CSA, subject, of course, to any proper request and adherence to the requirements of Section 30.
- Alternative arrangements are to be made to ensure the security of inmate D pending SAPS's investigation.
- DCS is requested to sensitise its officials on the proper workings of section 30 of the CSA and to provide feedback to the Inspecting Judge on any measures taken to do so.

#### CASE STUDY:

## Segregation Appeal

### EAST LONDON MEDIUM B

On 24 June 2024, JICS received a segregation appeal from ICCV on behalf of an inmate. The inmate alleged that he was placed in segregation on 31 October 2023 for an attempted escape that took place in 2020 during the Covid-19 pandemic. He claimed that he wanted to escape because he feared Covid-19.

#### JICS MADE THE FOLLOWING RECOMMENDATIONS:

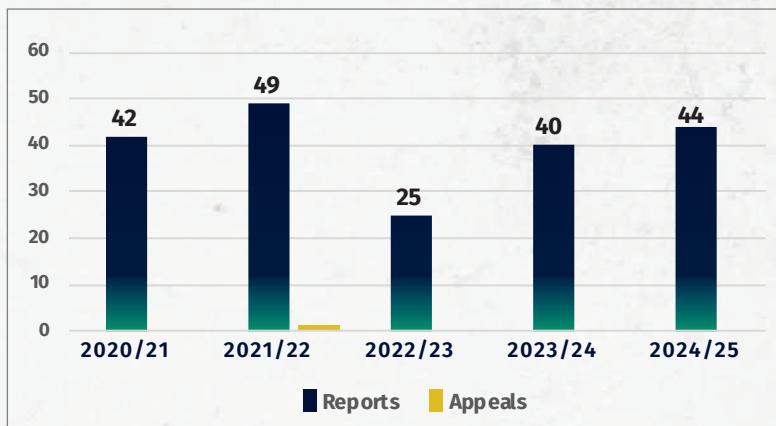
- The HCC's failure to report the segregation of an inmate to the Inspecting Judge violates Section 30(6) of the CSA.
- The placement of the inmate in segregation for more than seven days violates Section 30(4) of the CSA.
- The inmate's appeal in terms of Section 30(7) to the Inspecting Judge is upheld.
- The inmate's placement in segregation is to be terminated with immediate effect and the inmate should be moved to normal accommodation as per Section 7 of the CSA, subject, of course, to any proper request and adherence to the requirements of Section 30.
- The Area Commissioner and Regional Commissioner's offices are requested to sensitise officials on the proper workings of Section 30 of the CSA and to provide the Inspecting Judge with measures put in place or that will be put in place.

# Mechanical restraints

The use of mechanical restraints is regulated by Section 31 of the CSA. During the performance cycle under review, JICS received 44 reports on the use of mechanical restraints, a slight increase from the previous performance cycle. No appeals were received for the performance cycle.

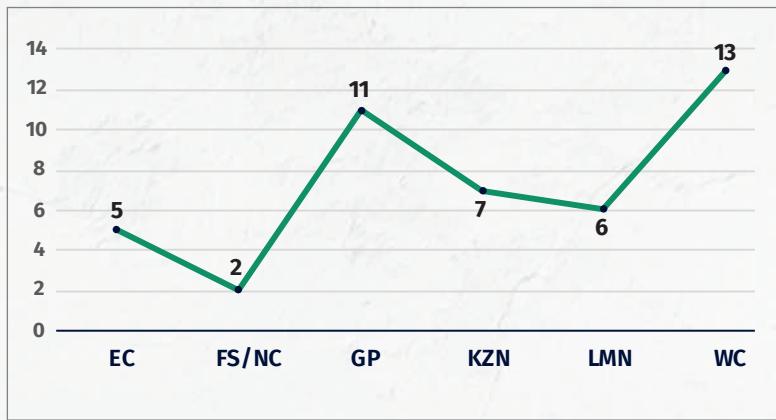


THE GRAPH BELOW SHOWS THE CONSTANT FLUCTUATION IN REPORTS OF THE USE OF MECHANICAL RESTRAINTS BY DCS.



Graph 18: Number of reports on mechanical restraints received over five performance cycles.

THE GRAPH BELOW SHOWS THE NUMBER OF MECHANICAL RESTRAINTS REPORTS RECEIVED PER REGION FOR THE PERFORMANCE CYCLE.



Graph 18: Number of mechanical restraints reports received per region

## CASE STUDIES:

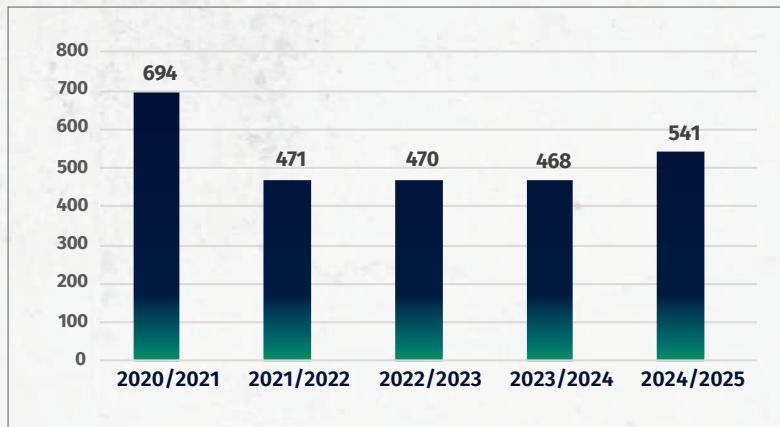
### Mechanical Restraint at Mossel Bay

DCS reported that on 24 September 2024, an inmate displayed bad behaviour and acted violently during a Funda Mzansi event in George. He was taken back to Mossel Bay Centre. After being assessed by the medical officer, it was determined that the inmate's aggression was the result of withdrawal symptoms from crystal meth.

### Mechanical Restraint at Standerton

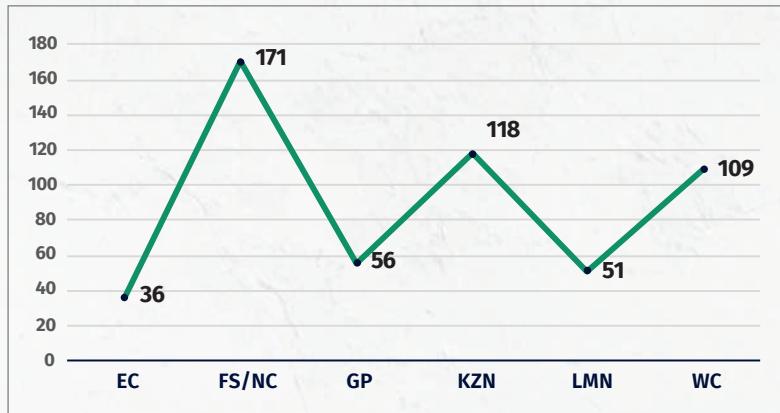
DCS reported that on 25 November 2024, during breakfast in the dining hall, an offender spat on the floor. When confronted, he threw his food on the floor and made threats with razor blades. He returned to his cell and began self-harming with razors. The inmate was taken to the clinic for medical assessment, where he was restrained to avoid further harming himself and those around him.

THE GRAPH BELOW ILLUSTRATES THE NUMBER OF REPORTS ON THE USE OF FORCE RECEIVED OVER THE PAST FIVE PERFORMANCE CYCLES.



Graph 20: Reports of use of force for the past five performance cycles

THE GRAPH BELOW SHOWS THE NUMBER OF MECHANICAL RESTRAINTS REPORTS RECEIVED PER REGION FOR THE PERFORMANCE CYCLE.



Graph 21: Use of force reports per region.

## Use of force

In the performance cycle, 541 instances of use of force by DCS officials were reported to JICS; an increase from the 468 reports of use of force by officials received in the 2023/2024 cycle.

The overall objective of the use of force must always be to achieve the safe custody of inmates, and the emphasis must be on restraining the inmate or inmates and stabilising the situation



### CASE STUDIES:

#### Use of force at George

DCS reported that on 25 January 2025, a psychiatric remand detainee, during exercise, grabbed a broom and attacked officials after he was asked not to go into the official's toilet within the unit. In that process, officials tried to take away the broom from the inmate's possession as he was aggressive. A tonfa was used against the inmate. One official sustained swelling on his forehead, and another official sustained a red bruise mark on the upper left arm.

#### Use of Force at Durban Remand

On 10 February 2025, it is alleged that a remand detainee assaulted another remand detainee at about 06h30 with a sharp object on the forehead and got injured. Force was used to disarm the perpetrator. Both the victim and the perpetrator were going to court. They were taken to the local primary health care clinic for medical assessment.

## NEW MANDATORY REPORTING IN TERMS OF SECTION 95D

**Section 95D of the amended Act provides for more mandatory reporting incidents which includes the following:**

- assault of an inmate by a correctional official;
- assault of a correctional official by an inmate;
- assault of an inmate by another inmate;
- any act constituting torture or cruel, inhuman or degrading treatment or punishment;
- any sexual violations;
- any hunger strikes;
- any attempted suicides;
- any escape of an inmate; and
- matters related to dishonest practices or corrupt activities in correctional centres or remand detention facilities.

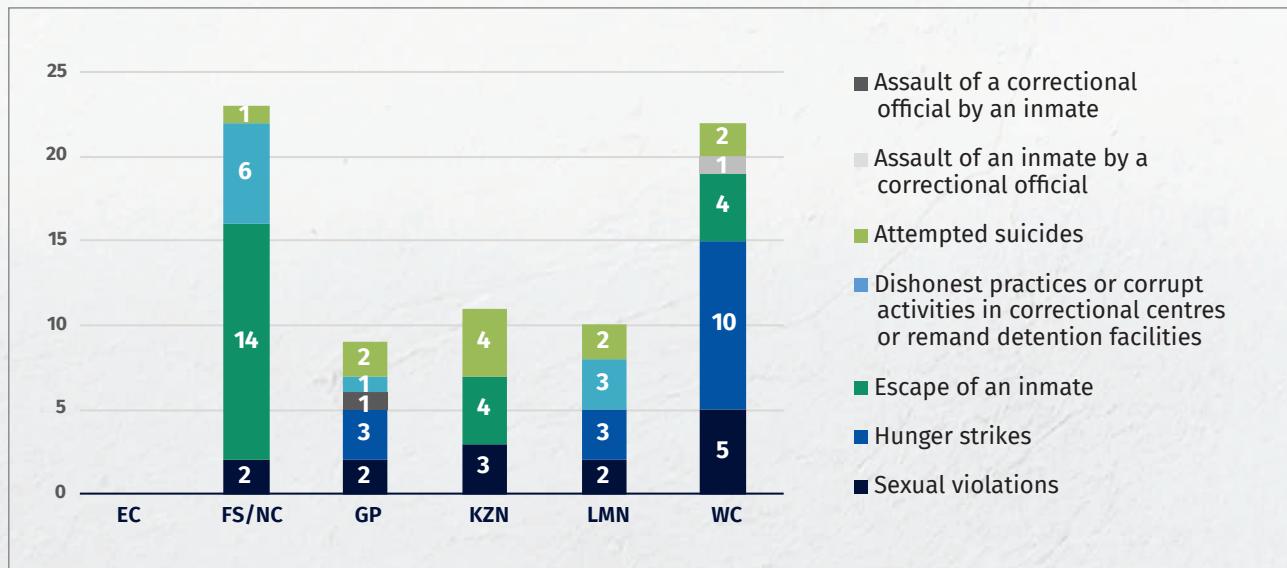
The amended Act came into operation on 1 December 2024. JICS received 75 reports on some incidents mentioned above. The FS/NC and WC Regions reported the highest numbers. Attempted suicides were the highest incidents reported with 22 reports.

There were 16 reports of official-on-inmate assaults and 12 reports of inmate-on-official assaults.



KZN

### BELOW IS A GRAPH SHOWING INCIDENT REPORTS RECEIVED FROM DCS BETWEEN 1 DECEMBER 2024 AND 31 MARCH 2025:



Graph 22: Reports received on Section 95 mandatory reporting between 1 December 2024 – 31 March 2025

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» MANAGEMENT  
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**OVERVIEW OF THE**

# **DIRECTORATE MANAGEMENT REGIONS**

The primary purpose of the Directorate is to manage and coordinate the functions and activities of the organisation to ensure effective oversight. It operates at the coal face of service delivery, working hands-on with offenders and remand detainees to facilitate the resolution of their complaints and requests. Furthermore, the Directorate is involved in the following activities:

- Monitoring and reporting on conditions in correctional centres;
- Management of declared state patients;
- Monitoring remand detainee inmates who have bail of R1000 or less and those who are awaiting trial for more than two years; and
- Reporting on non-national inmates who are incarcerated.



## **PERFORMANCE OF INDEPENDENT CORRECTIONAL CENTRE VISITORS:**

A key function of the Directorate is the supervision, management and control of 188 Independent Correctional Centre Visitors (ICCVs) who are employed and render services to inmates at various correctional centres across the country. ICCVs manage complaints and requests from inmates in terms of Section 92 of the CSA. During the 2024/2025 cycle, ICCVs effectively handled 56 817 complaints and requests from inmates nationwide. Most issues were resolved directly at correctional centres through constructive engagement between ICCVs, inmates and DCS officials. ICCVs cannot finalise some complaints since they fall outside of JICS's mandate and powers, such as prevalent complaints about parole and requests for transfers.

Despite a slight reduction in ICCVs appointees from 203 to 188, the team's performance showed notable improvement.

## KEY PERFORMANCE AREAS FOR ICCVS

The table below outlines key performance areas for ICCVs, including the number of general and urgent complaints received and handled during the cycle.

It also indicates the submission of required documents regarding mandatory reporting on deaths, segregations, use of force and mechanical restraints.

Region	Notch level of ICCVs	Number of ICCVs on the notch	ROC: General and Urgent Complaints	MANDATORY ROCS						Total number of ROCs	Total number of complaints finalised	Minimum number of ROCs expected in total	Was the target met?	If not, mitigating factor(s) /Intervention
				Natural Deaths	Unnatural Deaths	Segregation	Use of Force	Mechanical Restraints						
CMR	3/8	42	11 771	46	14	1 200	50	1	13 082	8 174	10 080	Yes	N/A	
ECMR	3/8	30	7 753	60	10	1 211	18	4	9 056	4 386	7 320	Yes	N/A	
KZNMR	3/8	35	7 621	59	16	1 280	62	5	9 043	7 860	8 400	Yes	N/A	
GP	3/8	26	8 664	124	32	723	31	9	9 583	8 257	6 240	Yes	N/A	
LMN	3/8	29	8 643	58	16	701	12	3	9 433	7 774	7 320	Yes	N/A	
WCMR	3/8	26	6 294	20	3	291	7	5	6 620	3 364	6 240	Yes	N/A	
<b>Total</b>	-	<b>188</b>	<b>50 746</b>	<b>367</b>	<b>91</b>	<b>5 406</b>	<b>180</b>	<b>27</b>	<b>56 817</b>	<b>39 815</b>	<b>45 600</b>	<b>Yes</b>	<b>N/A</b>	

Table 22 Records of consultation by ICCVs

## ANALYSIS OF SITE VISITS CONDUCTED

There were 4 740 physical site visits conducted at correctional centres, with 2 322 reports submitted based on these visits. As reported previously, the primary areas of concern are infrastructural defects and the dilapidated state of correctional centres. Specific issues included: broken windows, non-functioning toilets, lack of hot water and broken kitchen equipment. These reports also reflected a general shortage of psychologists, lack of bedding and a shortage of inmate uniforms.

ICCVs discussed concerns with HCCs and these matters were presented at VC meetings. Some issues were referred to the DPWI for further intervention. The collaboration with HCCs and other stakeholders helps to drive improvements.

## THE TABLE BELOW SHOWS THE SITE VISITS CONDUCTED AT CORRECTIONAL CENTRES

REGION	SITE VISITS CONDUCTED	REPORTS SUBMITTED
CMR	1 206	536
ECMR	685	382
KZNMR	864	430
GP	620	308
LMN	723	342
WCMR	642	324
<b>Total</b>	<b>4 740</b>	<b>2 322</b>

Table 23: Site visits conducted

## COMPLAINTS

# HANDLED IN REGIONS

The ICCVs' independent oversight role is crucial in ensuring accountability and transparency, protecting human rights and preventing abuse and ill treatment of inmates. This role also promotes transparency and accountability within the correctional system.

The high volume of complaints and requests addressed highlights the importance of the ICCVs in providing a platform for inmates to voice their concerns and ensuring that these complaints are taken seriously and addressed. As a result, ICCVs contribute to maintaining trust and promoting a fair and just environment within correctional facilities. Some complaints and requests were escalated to relevant government institutions due to their complexity and the limitation of JICS's statutory mandate.

During this cycle, ICCVs handled 50 746 complaints and requests in comparison to 46 598 in the previous cycle, which represents a percentage increase of approximately 8.1%.



The table below outlines various categories of complaints and requests handled by ICCVs per region:

NATURE OF COMPLAINT HANDLED BY REGIONS	CMR	ECMR	KZNMR	GP	LMN	WCMR	TOTAL
Appeal	132	178	682	68	457	90	1 607
Assault (inmate- on-inmate)	179	175	150	550	124	170	1 348
Assault (official-on-inmate)	49	73	48	133	63	60	426
Assault (inmate on official)	6	8	7	14	4	6	45
Assault (sexual)	6	9	10	23	8	8	64
Attempted suicide	25	7	25	38	10	4	109
Bail	68	26	153	218	57	99	621
Communication with family	2 239	1 071	660	490	543	464	5 467
Conditions	78	137	41	373	65	134	828
Confiscation of possession	9	4	20	49	14	46	142
Conversion of a sentence	9	2	11	8	8	5	43
Corruption	2	1	1	1	0	0	5
Food	92	136	169	144	142	189	872
Healthcare	2 509	1 166	1 154	315	637	1 238	7 019
Hunger strike	16	1	5	3	8	2	35
Inhumane treatment	1	7	1	3	2	1	15
Legal representation	515	592	482	1 204	432	117	3 342
Medical release	1	3	8	5	11	5	33
Parole	47	52	97	121	45	80	442
Re-classification	18	13	67	63	38	17	216
Rehabilitation programmes	54	56	343	49	136	105	743
Remission	1	3	4	2	26	2	38
Request a social worker	1 127	900	622	625	1 537	446	5 257
Torture	0	0	0	0	0	0	0
Transfer	1 258	559	967	683	639	457	4 563
Other	3 330	2 574	1 894	3 482	3 637	2 549	17 466
<b>TOTAL</b>	<b>11 771</b>	<b>7 753</b>	<b>7 621</b>	<b>8 664</b>	<b>8 643</b>	<b>6 294</b>	<b>50 746</b>

Table 24: Complaints managed in regions

JICS tries to ensure that ICCVs are visible and takes steps to inform inmates about the role ICCVs play. Ultimately, JICS can only handle matters that inmates choose to bring to ICCVs. Some correctional centres also do not have appointed ICCVs, which may result in JICS reporting fewer complaints compared to DCS.

# Categories of complaints

There are 26 categories of complaints and requests based on JICS's complaints management system. The following are the most common: other (17 466), healthcare (7 019), communication with family (5 467), request for social worker (5 257), and transfer requests (4 563). Addressing these concerns is essential for maintaining a fair and humane environment within correctional centres.

**Other:** This category refers to miscellaneous concerns that do not fall within a fixed category but are nonetheless critical to the well-being of inmates. These complaints can vary from requesting toothpastes, soap, arranging for a visit from family members or following up on a previous complaint. Some of the complaints relate to requests to access the bank to transfer money or change beneficiaries. The officials at the unit level attend to the complaints. If they are not attended to, there is a referral system in place for matters to be finalised.

**Healthcare:** Addressing these issues can help alleviate inmate concerns, ensure access to medical care and promote better health outcomes.

**Communication with family:** Regular visits, phone calls or letters from families assist in successful reintegration and positively impact the mental health of inmates. The high cost of public transport makes it difficult for many family members to visit or travel to correctional centres regularly. This is especially the case when inmates are detained far from their families. In these cases, inmates are likely to request transfers closer to their families, especially if other means of communication are not readily available. The lack of functional Telkom telephones in many correctional centres exacerbates this.

**Request for social worker:** Social workers play a role in addressing underlying issues, providing counselling to inmates and assisting inmates in developing coping skills and building support networks with their families. They also play an essential role in the parole process. ICCVs dealt with 5 752 complaints and requests for social workers.

**Transfer:** Inmates often request transfers, as many are incarcerated far away from their families. Inmates through ICCVs referred 4 563 such requests to DCS, with a low approval rate. This may negatively impact the rehabilitation and well-being of inmates.

## URGENT COMPLAINTS HANDLED BY ICCVS

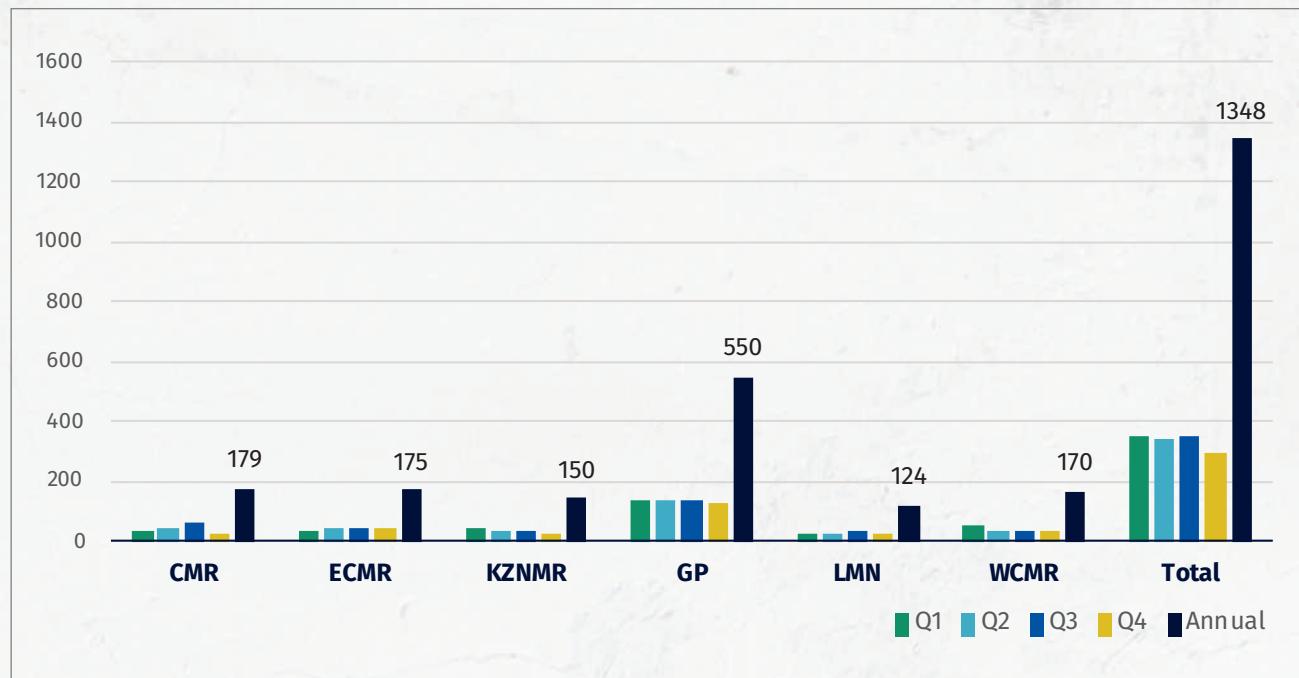
The complaints in this section are considered "urgent". Many involve violence, and DCS must report these incidents to the Inspecting Judge. ICCVs also play a crucial role in ensuring that these matters are prioritised.



Barberton Max

## ASSAULT (INMATE-ON-INMATE)

Power struggles, dominance and control, gang affiliation and personal conflicts drive these incidents. The safety of inmates and officials is compromised. DCS must address the underlying causes and implement effective prevention strategies to help reduce violence and improve the safety of inmates, officials and ICCVs within correctional centres.



Graph 23: Assault inmate-on-inmate complaints



BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

#### CASE STUDIES:

#### Case study 1:

At Boksburg Juvenile on 21 March 2025, an inmate was allegedly assaulted by other inmates during a fight. It is alleged that the inmates were fighting in a group when he was stabbed on the head and face. The inmate reportedly refused treatment; however, he was removed from the cell where the incident occurred and placed in another cell. After the ICCV's intervention, the inmate received medical treatment. The inmate requested to be transferred to another centre, and his application was processed. The inmate was not interested in opening a SAPS case.

#### Case study 2:

In Sasolburg, it is alleged that on 25 July 2024, at around 05h00 in D-unit, inmate NB was assaulted by inmate NZ. It is alleged that inmate R was refusing to smoke his cigarette with inmate NB, and inmate NB was insisting. Inmate NZ punched inmate NB because he was making noise and provoking inmate R. Inmate NB was left with bruised eyes, nose and cheek. Medical treatment was provided to the inmate.

#### Case study 3:

Inmate SN alleged that on 20 June 2024, he was physically attacked and stabbed with a broken piece of window glass by his cellmate without any provocation at Ncome Medium Correctional Centre, C Unit. The victim was assisted by other cellmates who retaliated against the perpetrator and assaulted him as well. The victim suffered multiple lacerations and abrasions on the head and chest. The inmate received medical treatment for the injuries he sustained.

#### Case study 4:

This incident happened on 8 March 2025, at East London Medium C. A female inmate, UM, was assaulted by another inmate, NS, who allegedly bullied her during a meeting, telling her to shut up because her mouth stinks and calling her a prostitute and a murderer. Other inmates joined in the attack on the victim. She sustained bruises on her shoulder and arm and bite marks on the left cheek. The victim was taken to the hospital on the same day for a medical examination. The victim wants to open criminal charges against the perpetrator. The centre is waiting for SAPS to open the case, and the ICCV is monitoring the situation as the inmate does not feel safe.

#### Case study 5:

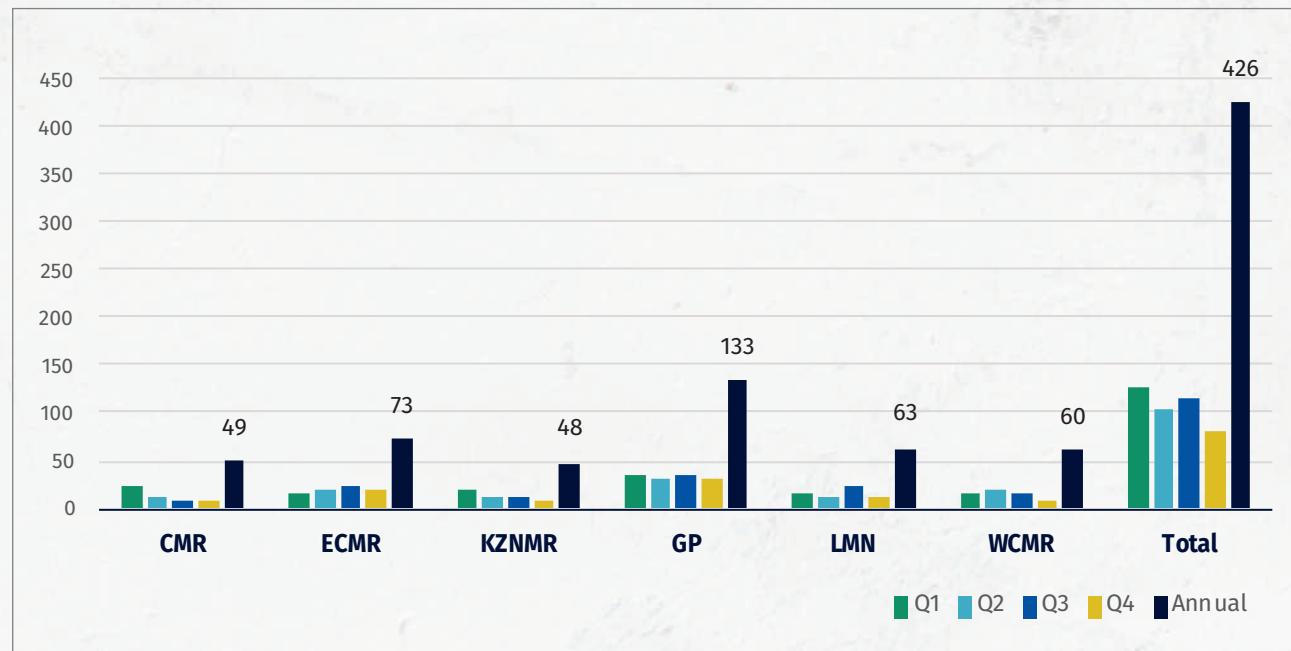
On 23 August 2024, at Hawequa, inmate MH was assaulted by his fellow inmates SK, AN, RD, and AS because he did not want to share his tobacco with them. They hit him on the head with a broomstick and punched him in the face. The inmate sustained a 1 cm laceration on the head. He was taken for medical treatment and opened a case with SAPS. He was accommodated in a single cell for safety.

#### Case study 6:

A female inmate at Mafikeng alleged that on 16 May 2024, she had a quarrel with another inmate and was pushed to the wall by that inmate. As a result, she sustained injuries and was taken to the local hospital. She was assisted in opening a case with SAPS.

## ASSAULT (OFFICIAL-ON-INMATE)

The assault of inmates by officials is unacceptable and warrants thorough investigations, which can assist in determining the validity of the allegations and inform appropriate actions. These assaults often occur during search and seizure operations or when inmates disregard instructions.



Graph 24: Assault official-on-inmate complaints



BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

#### CASE STUDIES:

#### Case study 1:

On 14 August 2024, one of the cell monitors at Belfast reported to the officials that two inmates had a disagreement and fought the previous night at around 22h00. The officials called both inmates to the reception area to explain what had happened, and one inmate was then allegedly assaulted by officials as a form of punishment. It is further alleged that both inmates were told to do frog jumps, which they did. One inmate became tired, which is when officials began beating him with a tonfa. This broke his arm and hand. The inmate was taken to the hospital for medical attention.

#### Case study 2:

On 11 June 2024, in Richmond, it is alleged that an assault on inmate ZL occurred at the HCC's office. Allegedly, the inmate was kicked until he landed on the floor. It is alleged that the assault occurred after an inmate enquired about being made to wait inside the van in cold weather for about 30 minutes.

#### Case study 3:

Inmate MN is currently serving his sentence at the Waterval Maximum Correctional Centre. Correctional officials allegedly assaulted him on 5 January 2025 after refusing to collect his food during the serving time and barricading the cell door. The inmate claimed that the correctional officials forced their entry into the cell and began assaulting him with a tonfa. The inmate was taken to the internal hospital for medical assessment and treatment of injuries sustained.

#### Case study 4:

On 5 May 2024 at Mt Ayliff, inmate LM alleged that an official assaulted him after they found out that he had a SIM card in his locker. On the way to the reception for the inmate to be charged, the inmate alleged that an official slapped and punched him on his face until his teeth were broken. According to the report provided

by the nurse, the inmate did not sustain any injuries, and he did not have any broken teeth, except for the toothache that he typically suffers from. The inmate declined to open a criminal case and accepted that he was wrong.

#### Case study 5:

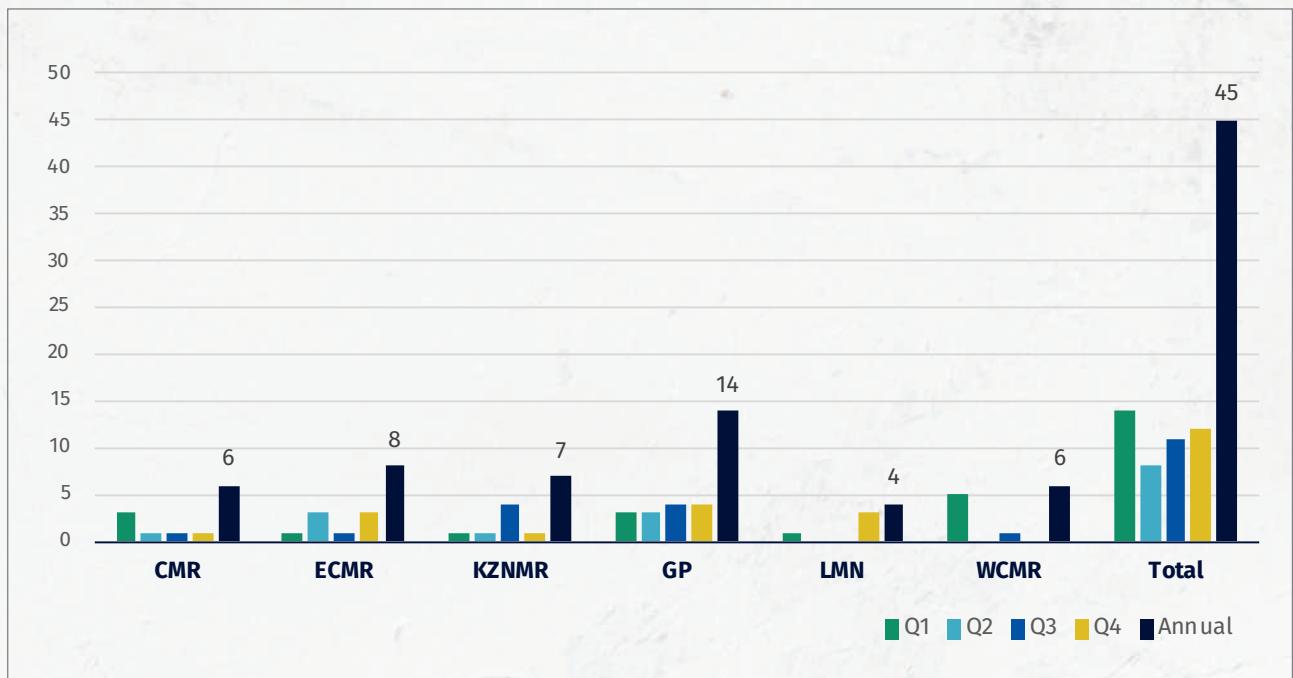
At Pollsmoor Medium A, inmate LG alleged that he was assaulted during an EST search on 4 September 2025. According to the inmate, he was instructed to lie down, and he was told to go to the bathroom, where he was questioned by the EST officials and asked to provide information. The inmate said that he did not have any information to share and was beaten by the officials. He sustained injuries to the left eye. He was taken for medical treatment and opened a case with SAPS. The inmate further mentioned that the EST officials were wearing masks, and he could not see them properly.

#### Case study 6:

It was reported that on 10 November 2024, around 09h00, inmates in one of the sections at Modderbee were arguing about the smoking rules in the cells. One of the inmates went to the officials and reported on the inmates who were arguing. The officials called inmate DN, and according to the inmate, assaulted him for no reason. The inmate further alleged that his arm was dislocated and that he was never taken to the hospital or given any medication to ease the pain. He was later blocked from registering his complaints in the complaints and requests book. When the ICCV checked the G337 register, he discovered that the inmate's injury was recorded as a "minor injury" on the register, which also recorded that he was provided with painkillers. The inmate indicated that he wanted to be assisted with opening a SAPS case. When the ICCV followed up, he discovered that the inmate had not been assisted yet.

### ASSAULT (INMATE-ON-OFFICIAL)

Disrespect, disorder, and violence in correctional centres can undermine safe custody and rehabilitation. JICS condemns the assault of officials. Addressing these challenges requires a comprehensive approach to restore order, safety, and rehabilitation-focused environments.



Graph 25: Assault inmate-on-official complaints



BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

**CASE STUDIES:**

**Case study 1:**

It was reported that on 25 November 2024, at about 07h50, an inmate from Odi was unruly in the unit during unlock. An official tried to calm the inmate, and the inmate allegedly took out a sharp object and stabbed the official on the left cheekbone. He also sustained an injury on the chin. Additional officials were called to disarm the inmate, but he continued to be unruly and arrogant and continued to threaten to stab other officials who tried to disarm him. Force was used to disarm the inmate, and in the process, a second official sustained a stab wound on the right arm. A third official sustained wounds on the scalp and side of the neck. Officials used security equipment to disarm the inmate, and the inmate sustained a swollen cut on the forehead and was taken to an internal hospital for medical treatment. The injured officials also received medical attention. The inmate was charged internally, demoted to B group and was later transferred to Kgosi Mampuru Maximum. A case was also opened with SAPS.

**Case study 2:**

On 12 August 2024, at Kimberley Correctional Centre, inmate IJ ran into the office and attacked official LM with a sharp object made from the front half of a toothbrush. Other inmates in the courtyard saw this incident and rushed to assist the official by attacking inmate IJ. Internal charges were opened against the inmate, and disciplinary processes were followed.

**Case study 3:**

On 29 October 2024, at Glencoe Correctional Centre, a correctional official was stabbed by an inmate in Unit C using a sharpened object believed to be a homemade knife. The incident resulted in heightened tensions within the unit. Correctional officials exercised minimum force to disarm the inmate and restore order. After regaining control of the centre, all inmates and officials who sustained injuries were taken to the internal hospital, and others were transferred to outside hospitals for further medical examination. Following the assault of the correctional official, the perpetrator, together with those inmates who were implicated in orchestrating the assault of the official, were subjected to disciplinary process and subsequently transferred to Ebongweni Super Max Facility because of their security classification and behavioural problems.

**Case study 4:**

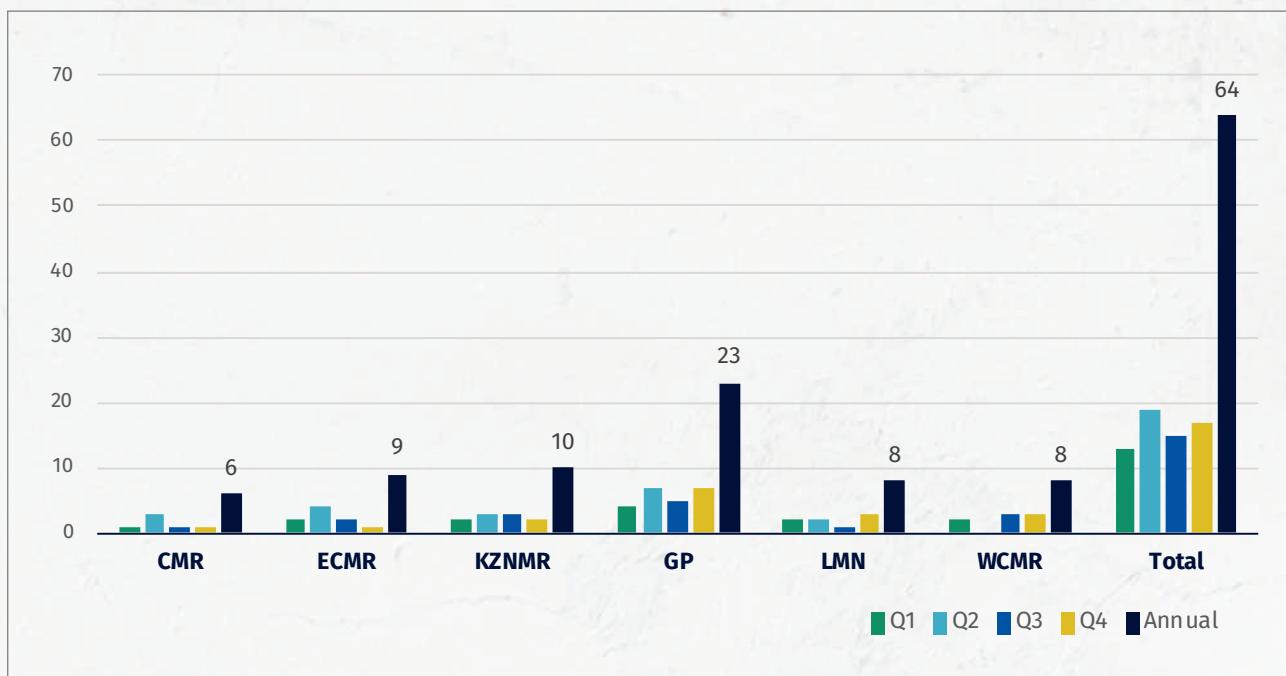
On 4 January 2025 at about 08h00, inmate LMM attacked official Mr JL by assaulting him with a sharp object while serving breakfast. During this incident, another official, Mr ET, noticed that his colleague was being attacked and intervened. He was also injured. Minimum force was applied to disarm the inmate. He was charged internally, segregated, and officials were taken to the hospital. The incident took place at St Albans Maximum. It was allegedly a gang-related incident.

**Case study 5:**

At Voorberg Med B, inmate JP attacked an official with his fist at about 09h30 on 12 December 2024. The inmate is a gang member and sustained injuries when officials called for backup from other units. He was referred to the public hospital for further treatment.

## ASSAULT (SEXUAL)

Sexual assaults in correctional centres are serious violations of human rights and dignity. These allegations require thorough investigations, support for victims, accountability for perpetrators and the implementation of preventive measures. JICS plays a crucial role in ensuring that correctional centres address these complaints with care and seriousness. Healthcare professionals and, in some instances, the National Department of Health (NDoH) provide critical assistance to victims.



Graph 26: Assault sexual complaints



Ekuseni

BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

#### CASE STUDIES:

### Case study 1:

An inmate from Kgosi Mampuru Local alleged that another inmate sexually assaulted him on 7 January 2025. The inmate also alleged that he had been sexually assaulted on 9 October 2024. He felt coerced to agree to the advances the perpetrator was making to him. The perpetrator was a cell monitor and belonged to the LGBTQI+ group. The inmate reported the matter on 10 January 2025, and he was taken to the hospital for treatment. He was later segregated and is attending ongoing therapy. The inmate opened a case against the perpetrator.

### Case study 2:

It is alleged that on 16 September 2024, at about 05h30 at Bizzah Makhate, inmate MK was sexually assaulted by inmate NJ. Inmate MK did not report the incident during physical count and inspection. He reported the matter later that day, at about 08h30, and officials immediately took him to the centre hospital for assessment. SAPS were called and they arrived at the Centre at 15h30. Inmate NJ was found guilty by the departmental disciplinary committee and segregated for thirty days at the special unit. He was released on parole on 29 October 2024. SAPS did not open a case because the victim declined to open a case.

### Case study 3:

At Durban Medium A Correctional Centre, a remand detainee, BN, alleged that on the day of his admission on 30 September 2024, he was sexually assaulted by an unknown cellmate in a dark cell that was without electricity. Inmates used burning sponges as a source of light. As a result, the inmate was unable to identify the perpetrator, especially because he was accommodated with unfamiliar people. The lack of light in the cell and laxity of safety measures contributed to the incident. JICS facilitated urgent medical examination, psychological counselling, and protective accommodation for the inmate. The inmate was released on bail before his matter could be finalised.

### Case study 4:

At St Albans Maximum, inmate ZM alleged that he was sexually assaulted by four inmates on 5 January 2025 at 21h45. The four inmates held him on his bed and sexually abused him. The inmate was taken to an outside hospital but refused to be examined by the doctor. The inmate has been moved to a single cell for his safety, and a SAPS case was opened against the four inmates.

### Case study 5:

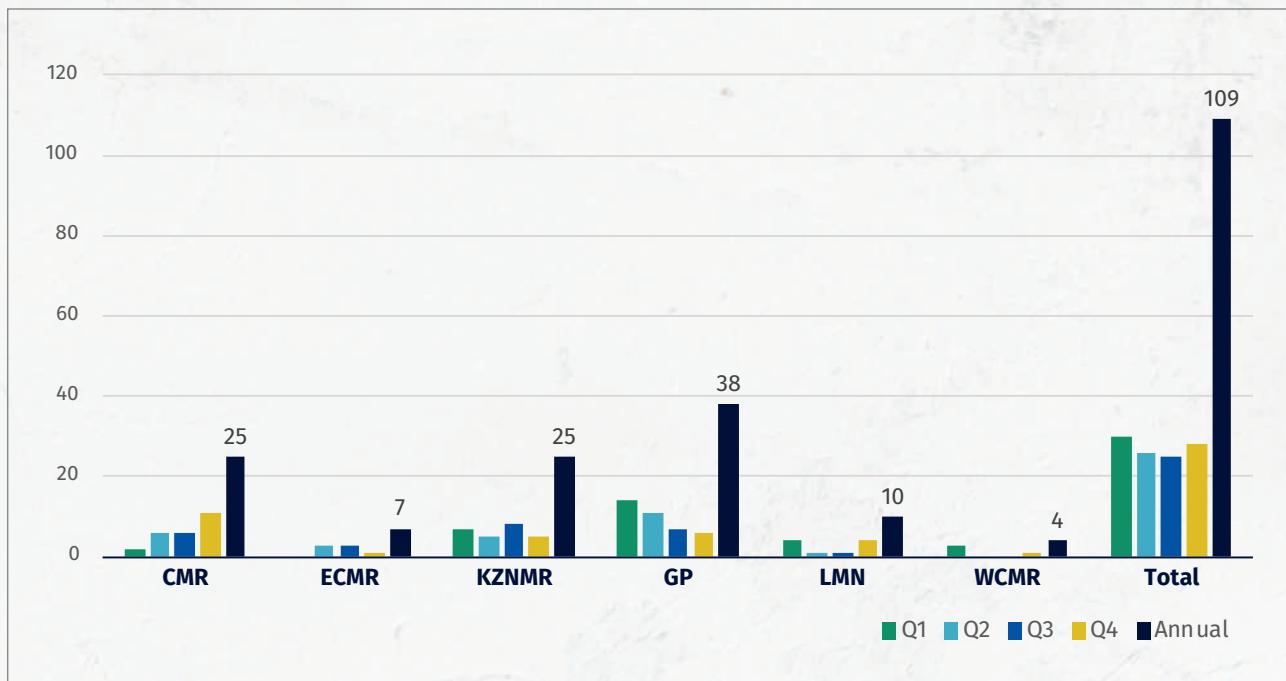
On 13 January 2025, at Pollsmoor Medium A, inmate JM alleged that he was sexually assaulted by a remand detainee three weeks ago at night. The inmate was unsure of the time and date of the incident, and he was scared to report it when it occurred. He was then referred to the clinic centre for primary healthcare and further referred to the public hospital for further examination and treatment. The perpetrator was taken to a different section. Inmate JM opened a case with SAPS.

### Case study 6:

An inmate from Ermelo Correctional Centre reported during May 2024 that he was allegedly sexually assaulted by an inmate known to him on several occasions. The inmate was referred to Ermelo Provincial Hospital, and the G337 injury register showed that the inmate was penetrated. An internal investigation was conducted, and the findings were that the perpetrator was arrested for rape and was older than the victim. It was recommended that disciplinary action be taken against the perpetrator, and a SAPS case was opened. Another recommendation was that the adult inmates are to be accommodated separately from the youth inmates.

## ATTEMPTED SUICIDE

Attempted suicide in correctional centres highlights the need for proper handling of inmate complaints and requests, mental health support services and staff training on mental issues. Improving conditions, complaints handling mechanisms and providing adequate mental health services will assist in preventing these incidents.



Graph 27: Attempted suicide complaints





BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

#### CASE STUDIES:

#### Case study 1:

At Krugersdorp CC, it was reported that on 29 November 2024, at around 10h40 at the hospital unit, a remand detainee allegedly overdosed on his ARV tablets. The inmate alleged that his family rejected him and so decided to overdose. The inmate was taken to the centre hospital emergency room, where he was attended by the centre nurses and was referred to an external hospital for further management.

#### Case study 2:

An incident of attempted suicide occurred in Odendalsrus Correctional Centre on 6 February 2025 at around 16h00. It is alleged that inmates suspected that inmate MT overdosed on his medication as he was behaving strangely. Inmate MT claims that his mother is somehow involved with other offenders and has even paid bail for one inmate previously. This is the reason for his distress. The inmate received medical attention and was then referred to a local hospital. He was also referred to a social worker.

#### Case study 3:

On 9 July 2024, inmate MD, incarcerated at Estcourt Correctional Centre attempted suicide by overdosing on his medication. It is reported that the inmate was found unconscious in his cell by officials conducting

their rounds. He was urgently taken to the internal hospital and eventually referred to an outside hospital for further observation.

#### Case study 4:

At Mdantsane Correctional Centre, an inmate attempted to kill himself by drinking Jaye's fluid that was given to inmates to clean their cells. This incident took place on 9 February 2025 at 00h00. A patrolling official saw this and immediately called for assistance. The inmate was referred to the nurse for medical assessment. The inmate said that he did this because he wanted to be released from the correctional centre. He is currently accommodated in the hospital section for close monitoring. The inmate is known for good behaviour. ICCVs were encouraged to monitor and assist in ensuring the inmate receives psychological help from professionals.

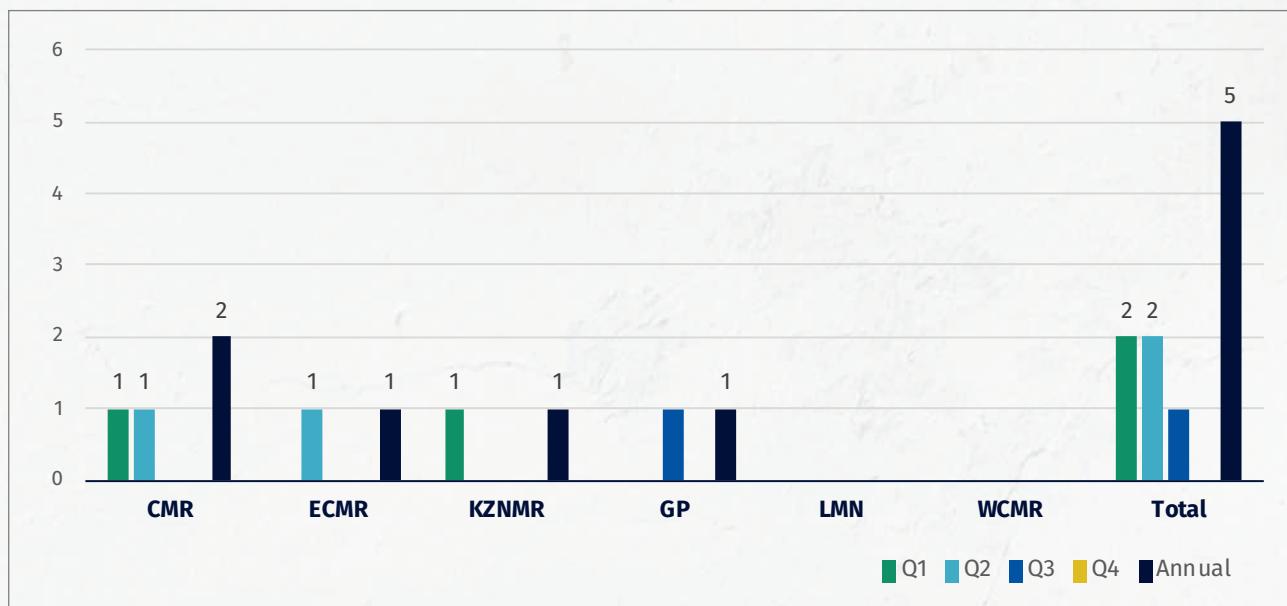
#### Case study 5:

At Hawequa Correctional Centre, inmate JDV attempted to commit suicide on 13 April 2024 because of the end of a romantic relationship. The inmate was referred to the social worker.

## CORRUPTION

Corruption is a significant challenge facing DCS. Corruption contributes to the large amounts of contraband being smuggled into correctional centres, including cell phones, drugs and cash. There have been allegations that certain DCS officials demand bribes from inmates or their families for various services, including facilitating the smuggling of contraband. The persistence of corrupt activities in correctional centres compromises the safety and security of all in the correctional services environment.

To proactively combat corruption in the correctional centres, DCS carries out security operations, such as unannounced searches, whereby contrabands are confiscated, and action is taken against implicated inmates. Despite these efforts, contraband continues to enter facilities due to some corrupt officials, inadequate perimeter security, and challenges in obtaining sufficient evidence for criminal charges. However, in cases where evidence is sufficient, disciplinary action, including dismissal and criminal charges, is taken against those implicated. JICS notes the decline in the number of corruption-related complaints.



Graph 28: Corruption complaints



THE FOLLOWING ARE CASE STUDIES OF COMPLAINTS HANDLED BY ICCVS

#### CASE STUDIES:

#### Case study 1:

On 27 September 2024, an inmate from Boksburg attended the Tsakani Regional Court. He claimed that a DCS official who escorted him promised to give him R500.00 if he would smuggle in drugs when they got back to Boksburg Correctional Centre. The inmate agreed and was never given the R500.00 that the official promised.

#### Case study 2:

On 26 September 2024, at Mangaung Correctional Centre, inmate AN was found with a cell phone. He argued that an inmate consistently used a cell phone to defraud and communicate with people from outside. Furthermore, he claimed that inmates received cell phones from officials. One official also smuggles in money and drugs. Due to the seriousness of the allegations, the complaint was brought to the attention of DLS for further handling on 27 September 2024. DLS received the investigation report from Mangaung. DLS had finalised the matter by issuing a recommendation.

#### Case study 3:

A female remand detainee at Eshowe Correctional Centre claimed in October 2024 that a DCS official telephonically swindled her relatives and partners out of R20 000.00, on the pretext of needing funds for the inmate's legal representation. The money was deposited directly into the official's bank account, and she pocketed the funds for personal use.

The allegations were brought to the attention of the HCC, who instituted an internal investigation. Given the gravity of the allegations, the matter was subsequently referred to the DCS: Departmental Investigative Unit (DIU) for extensive investigation.

The investigation has since been finalised, and the implicated official is undergoing a disciplinary hearing. The hearing was held on 7-8 July 2025 and is currently postponed to 21-22 August 2025. JICS has a particular interest in this matter and is closely monitoring the case.

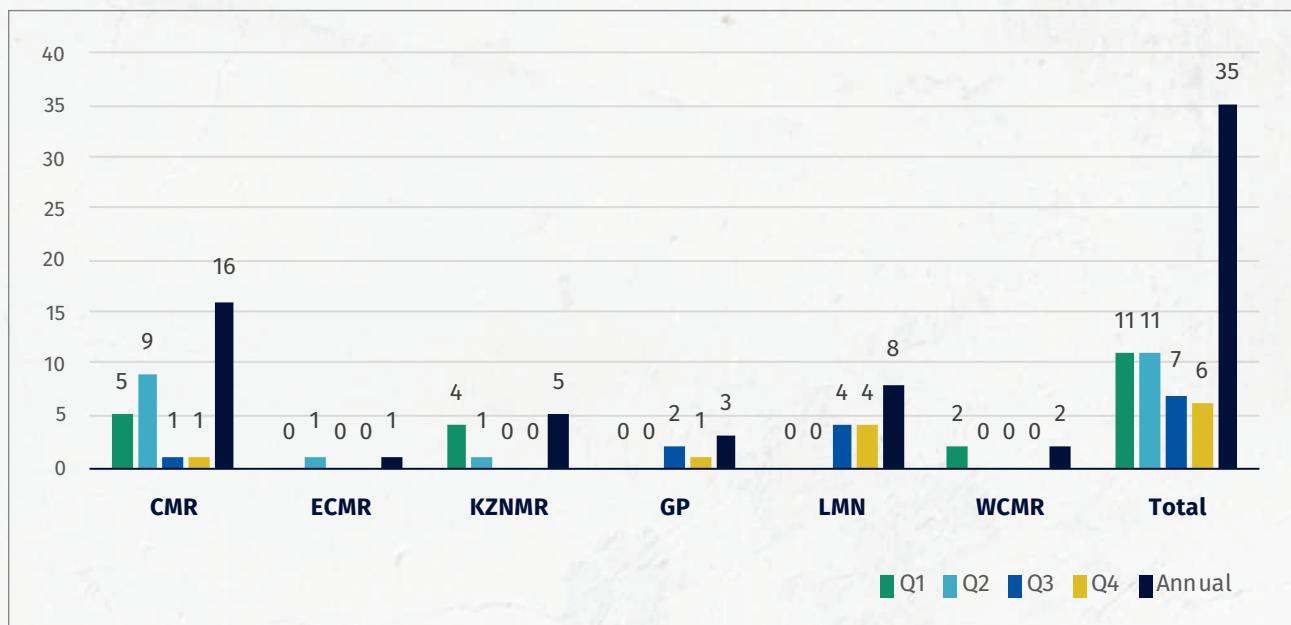
#### Case study 4:

At Kirkwood Correctional Centre, an inmate alleged that he heard an official making a deal with another inmate regarding the smuggling of a cell phone.

The inmate then reported the matter to a DCS official, requesting that the official search the alleged inmate, who had made a deal with the official; however, a search was conducted, and nothing was found. This incident took place on 20 September 2024.

## HUNGER STRIKE

Hunger strikes are generally a form of protest used by inmates to seek attention for their complaints and requests regarding allegations of inhumane treatment, conditions within correctional centres and dissatisfaction with the disapproval of their transfer requests. In some instances, inmates embarked on a hunger strike after having completed their minimum detention period to protest the lack of consideration of their profiles by the Correctional Services Parole Board (CSPB).



Graph 29: Hunger strike complaints



Mqanduli

BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

#### CASE STUDIES:

#### Case study 1:

On 21 October 2024, it was reported that an inmate at Middelburg Correctional Centre was on hunger strike and had not been eating since 16 October 2024. It was further reported that the inmate was also refusing to take his medication. The inmate was moved from the communal units to the hospital units and was monitored daily by the nurses. The ICCV was told that the inmate insisted on being released from the centre. When the ICCV interviewed the inmate, he said he was not sick and would not take the medication that the psychiatrist had prescribed. The inmate further said that he just wanted to go home because he had resolved his issues with his mother. At the hospital, they mentioned that the inmate was diagnosed with bipolar disorder and should be taking his medication. Recommendations were made for the inmate to be admitted to a psychiatric section at Ermelo hospital as an involuntary patient. The nurse called the hospital and was told that they did not have a bed available for the inmate at that time. The inmate began eating again on 24 October 2024.

#### Case study 2:

On 16 October 2024, inmate TM at Heilbron Correctional Centre wrote a letter expressing his dissatisfaction with the incorrect setting of his parole date and stating his decision to go on a hunger strike until the matter is resolved. The inmate stopped eating on 15 October 2024 at around 07h00 in the morning and was isolated on the same day. The ICCV and HCC intervened, and the inmate began eating on 18 October 2024.

#### Case study 3:

On 21 June 2024, inmate SB at Durban Medium B Correctional Centre embarked on a hunger strike after his parole was not approved because he did not have a fixed address. The HCC intervened by counselling the inmate, and he was informed that the local Case Management Committee was working on his matter to obtain a positive address. As a result of these interventions, the inmate abandoned the hunger strike. This matter was eventually resolved amicably.

#### Case study 4:

On 15 July 2024, inmate MD at East London Max wrote a letter to DCS to inform them that he would be embarking on a hunger strike. He had requested a transfer to Durban, closer to his family, from 12 September 2023. DCS informed him about the process and consequences of being on a hunger strike. The inmate was examined, placed at the hospital and later placed in segregation, where he was monitored. The DCS official who is responsible for the arrangement of inmates' transfers contacted Durban Westville in the presence of the ICCV to arrange for the transfer of the inmate, and the procedure of provincial transfer was explained to the inmate.

#### Case study 5:

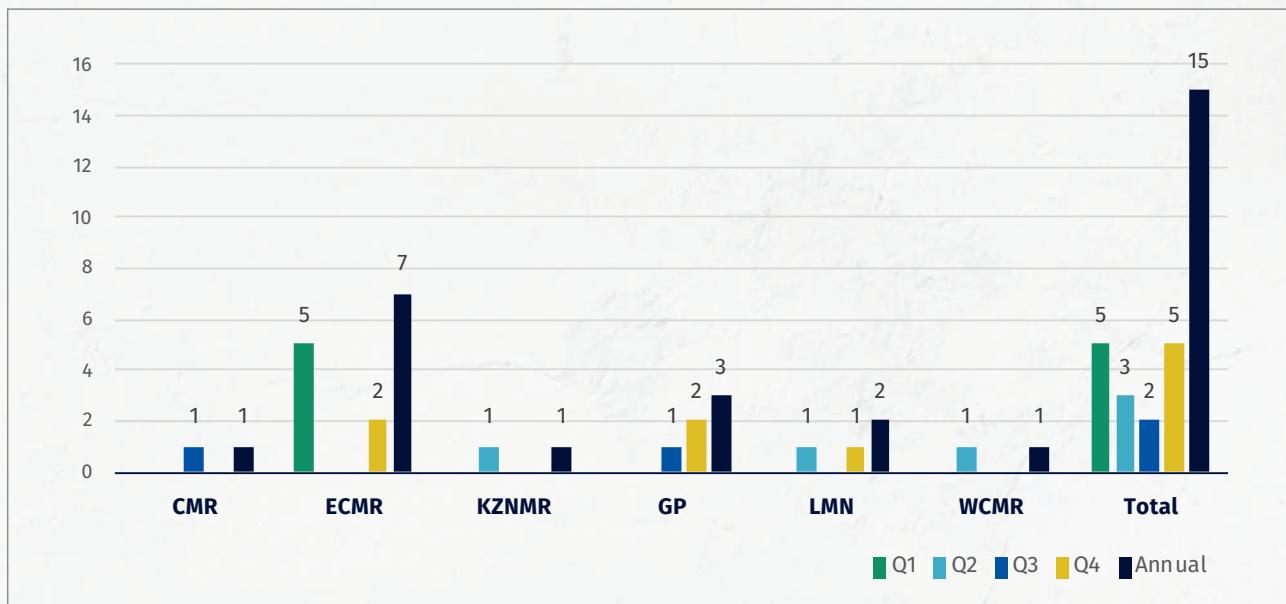
The inmate embarked on a hunger strike at Voorberg Medium from 9 September 2024. The inmate registered that he was not happy with the feedback he received for his transfer request. The inmate was examined by the medical staff and taken to single cells. The ICCV consulted the inmate, and the matter was taken further for a new transfer application. The inmate began eating again.

# Inhumane treatment

Inhumane treatment generally refers to actions or conditions that cause physical or mental suffering and or humiliation and that constitute a severe attack upon individual dignity.

Inhumane treatment within the correctional service environment may include the way inmates are searched, how they are treated and the conditions that they are subjected to, which have elements of psychological abuse and cruelty. When inmates are inhumanely treated, they may feel that their inherent value and worth are violated, causing them extreme debasement. JICS continues to strive to ensure the protection of the human rights of all inmates through its oversight duties.

The graph below reflects the number of inhumane treatment complaints that were dealt with in the regions. The graph is followed by case studies on reported incidents of inhumane treatment.



Graph 30: Inhumane treatment complaints



BELOW ARE THE HIGHLIGHTS OF THOSE MATTERS THAT WERE REPORTED:

**CASE STUDIES:**

**Case study 1:**

On 14 November 2024, inmate TR at Mangaung Correctional Centre alleged that official C inserted his finger in his anus because he was suspected of possessing a cell phone. The matter was reported to DLS, and the inmate was allowed to open a case. The follow-up on the SAPS case is ongoing. JICS has developed a register for these cases to be updated by SAPS, and SAPS reports on this during VC meetings.

**Case study 2:**

Inmate SM at Qalakabusha Correctional Centre uses a wheelchair because of his medical condition. He lodged a formal complaint with the ICCV regarding the treatment he allegedly received from a nurse at the internal hospital. He identified a nurse who mocked his medical condition, allegedly saying "from Polo to wheelchair" in a derogatory manner and laughing at his use of a wheelchair. The inmate has formally requested a transfer to another correctional centre because of the treatment. Actions like verbal abuse, mockery and humiliation contribute to psychological harm and can amount to inhuman treatment. This matter was referred to the HCC for further investigation.

**Case study 3:**

At Bizana Correctional Centre, inmate AM reported that on 24 December 2024, they were requested to move from one cell to another as a group and were beaten during this movement. He further alleged that upon arriving at the new cell, they were ordered to clean the wall while they were naked, and he could hear female voices. The inmates were then told to put on pants quickly and he accidentally took pants that did not fit him. He had no chance to put on underwear. This led to his pants continuously falling in front of females, and he was not allowed to change. The ICCV tried to assist the inmate, however, after the HCC had seen the inmate, he had no interest in taking the matter further.

**Case study 4:**

An inmate from Boksburg Correctional Centre complained to the ICCV that he was treated differently and mocked by officials for being a homosexual, and that his complaints were not taken seriously. This inmate was transferred to Kgosi Mampuru Central on 29 November 2024. None of the officials implicated were charged.

**Case study 5:**

At Voorberg Medium B, inmate DT mentioned that he went to the hospital on 22 July 2024 regarding a health problem. One of the nurses swore at him so he swore back. The head of the hospital said that the matter was addressed with the nurse on 6 August 2024, and she was sensitised and made aware of the professionalism required of her.

# Complaints from female inmates

Female inmates constitute a small percentage of the total inmate population, currently only 3.3%. As of March 2025, the total number of female inmates was 5 511, of which 3 202 are sentenced and 2 309 are remand detainees.

Though the number of females in correctional centres is relatively low, there was an increase of 896 from the previous year, which translates to a 15% increase. Female inmates are accommodated at designated female correctional centres or separate sections within male correctional centres. The nature of crimes committed ranges from serious crimes to economic crimes.

JICS continues to closely monitor treatment and conditions at centres accommodating female inmates. Female inmates are subjected to unfavourable conditions due to overcrowding and ageing infrastructure.

The total number of complaints/requests recorded from the female inmates was 2 090, of which 70 were related to conditions and feminine hygiene. Other complaints mostly related to requests for social workers, psychologists and communication with family. LMN recorded the highest number of complaints with a total of 507, followed by GP at 424, ECMR at 411 and KZNMR at 321. CMR and WCMR handled the fewest complaints, with a total of 229 and 198, respectively.



The table below provides an overview of the complaints received from female inmates in correctional facilities.

REGION	COMPLAINTS RECEIVED	COMPLAINTS RELATED TO FEMININE HYGIENE AND CONDITIONS	POPULATION: SENTENCED FEMALE INMATES	POPULATION: UNSENTENCED FEMALE INMATES
CMR	229	0	372	240
ECMR	411	37	302	149
KZN	321	0	528	278
GP	424	13	1 031	898
LMN	507	8	455	122
WCMR	198	12	515	622
<b>Total</b>	<b>2 090</b>	<b>70</b>	<b>3 203</b>	<b>2 309</b>

Table 25: Complaints received from female inmates during the 2024/2025 performance cycle

# Complaints referred to ICCVs and regions

Though inmates are allowed to lodge complaints at correctional centres, JICS Complaints Unit and Headquarters, including, frequently, the IJ, still receive complaints from inmates and their families, and at times their attorneys and pro bono intervenors. In some instances, complaints are received from organisations such as the Public Protector and the South African Human Rights Commission (SAHRC). JICS remains committed to facilitating the resolution of these complaints.

The Complaints Unit referred 322 complaints to the respective regions, of which 259 were resolved and 63 were still pending at the end of the performance cycle. All complaints were cascaded to the ICCVs, inmates were consulted, and DCS was engaged. There were a high number of transfer and parole-related complaints, which took time to finalise.

The table below provides an overview of the complaints referred to the regions by DLS.

MANAGEMENT REGIONS	NUMBER OF COMPLAINTS	NATURE THE OF COMPLAINTS	COMPLAINTS PENDING	REMARKS
CMR	59	Communication with family x2, Conditions x1, Confiscation of possessions x1, Conversion of sentence x1, Food x4, Healthcare x4, Other x17, Parole x3, Rehabilitation programmes x2, Transfer x20	6	ICCV plays a crucial role in engaging with HCCs in the quest to resolve these complaints, and updates are mostly communicated with relevant parties as required.
ECMR	18	Communication with family x1, Health care x2, Food x1, Transfer x3, Confiscation of possession x1, Medical parole x1, Conversion of sentence x1, Parole x3, Other x5	2	All complaints have been attended to and finalised. Only two complaints are outstanding; however, they are receiving attention from the relevant CCs.
KZNMR	14	Transfer x5, Confiscation of possession x1, Rehabilitation Programme x1, Parole x3, Medical Release x1, Conversion of sentence x1, Food x1, Health/Food x1	11	Inmates' complaints were dealt with sufficiently. The three pending complaints are still under investigation, and they relate to medical release and transfer requests.
GP	103	Transfer x31, Parole x19, Other x17, Healthcare x10, Rehabilitation programme x8, Communication with family x5, Confiscation of possessions x5, Food x5, Conditions x1, Appeal x1, Conversion of sentence x1	19	Pending complaints are awaiting feedback on the outcomes from the respective delegated authorities.
LMN	101	Transfer x42, Other x17, Parole x15, Healthcare x10, Food x6, Confiscation of possessions x3, Conditions x3, Rehabilitation programme x2, Communication with family x1, Conversion of sentence x1, Reclassification x1	22	The pending complaints are related to transfers and parole and are awaiting feedback on the outcome.
WCMR	27	Communication with family x2, Conditions x1, Confiscation of possessions x1, Medical Parole x1, Reclassification x1, Inhumane Treatment x2, Transfer x3, Healthcare x6, Other x7, Parole x3	3	Most of the complaints have been resolved. The outstanding complaints require feedback from NCCS, medical parole and healthcare.
<b>Total</b>	<b>322</b>	<b>-</b>	<b>63</b>	<b>-</b>

Table 26: Complaints referred to DMR by DLS

# VISITORS' COMMITTEE MEETINGS

## AND STAKEHOLDERS' ENGAGEMENTS

Stakeholder engagement plays a crucial role at JICS as it seeks to foster relationships with various stakeholders that enable JICS to make better decisions and gain trust from inmates. As mandated by Section 94 of the CSA, VC meetings are established and held once per quarter to engage with relevant stakeholders to discuss and resolve inmates' complaints and to discuss matters related to correctional issues.

For the 2024/2025 performance cycle, JICS successfully held 148 VC meetings across its regions, which comprised ICCVs, stakeholders such as SAPS, DCS, DOH, DPWI, National Prosecuting Authority (NPA), Department of Home Affairs (DHA), Legal Aid South Africa, and NGOs, amongst others. VC and stakeholders' engagement is an important area of reporting for DMR, in terms of the VC and stakeholder engagement SOP and JICS's Annual Performance Plan (APP).

**THE TABLE BELOW PROVIDES A BREAKDOWN OF THE VC MEETINGS THAT WERE HELD IN EACH REGION FOR THIS FINANCIAL YEAR:**

REGION	PLANNED VC MEETINGS	ACTUAL NUMBER OF VC MEETINGS HELD	REASONS FOR DEVIATION FROM PLANNED MEETINGS	CORRECTIVE STEPS IF MEETINGS ARE NOT HELD
CMR	32	32	None	N/A
ECMR	20	20	None	N/A
KZNMR	28	28	None	N/A
GP	20	20	None	N/A
LMN	24	24	None	N/A
WCMR	24	24	None	N/A
<b>Total</b>	<b>148</b>	<b>148</b>	<b>None</b>	<b>N/A</b>

Table 27: VC meetings held for the performance cycle 2024/2025

**One of the primary functions of VC meetings and stakeholder engagement is to discuss and address unresolved complaints. Some of the most common complaints include:**

**Transfer:** Some inmates are not incarcerated near their homes or families. This may be due to their security classifications and the length of their sentence. As a result, JICS receives many complaints about transfers.

**Communication with family:** There is a relationship between complaints about transfer and communication with family. As inmates are serving sentences far away from their families, they rely on communication via telephone. This poses a challenge as many telephones in correctional centres do not work.

**Request for professional staff:** Sentenced inmates require professional services, such as those offered by psychologists, psychiatrists and social workers, whose reports are required for parole applications. A shortage of these staff gives rise to complaints.

# Presentation of JICS 2023/2024 Annual Report to the regions

A total of 13 Annual Report presentations were conducted for the 2024/2025 performance cycle by JICS senior management. These presentations took place across all regions.

This allowed JICS to engage various stakeholders on the progress that JICS has made, including JICS's independence and reporting on inspections and investigations conducted. Management further outlined challenges, such as the impact of limited budget allocation and difficulty setting up transversal systems during JICS's transition to a national government component. During these engagements, comments, suggestions, and recommendations were made.

**Justice, Crime, Prevention and Security (JCPS) Cluster interventions, Case Flow Management Forum/Provincial Efficiency Enhancement Committees (PEEC), District Efficiency Enhancement Committees (DEEC), and Director of Public Prosecutions (DPP)**

JICS has established a strong cooperative framework with key government departments, Chapter 9 institutions, and NGOs that have vested interests in the correctional environment. JICS actively participates in various forums, including the Regional Case Flow Management Forum, PEEC, and Provincial Forensic Mental Health Inter-Sectoral collaborative meetings. Stakeholders collaborate, share valuable insights and best practices, and develop strategies and sustainable solutions to address systemic challenges.



**The Annual Report 2023/2024 was presented on the following dates in the regions:**

- **22 October 2024**  
at Kutama-Sinthumule in Limpopo
- **24 October 2024**  
at Nelspruit in Mpumalanga
- **6 November 2024**  
at Mahikeng in the North West
- **7 November 2024**  
at Klerksdorp in North West
- **7 November 2024**  
at Johannesburg in Gauteng
- **5 November 2024**  
at St Albans Correctional Centre in the Eastern Cape
- **6 November 2024**  
at East London Correctional Centre in Eastern Cape
- **11 November 2024**  
at Kimberley in the Northern Cape
- **12 November 2024**  
at Bizzah Makhathe Correctional Centre in Free State
- **21 November 2024**  
at Durban Correctional Centre in KwaZulu-Natal
- **28 November 2024**  
at Kokstad Correctional Centre in KwaZulu-Natal
- **19 November 2024**  
at Allandale Correctional Centre in the Western Cape
- **21 November 2024**  
George Correctional Centre in the Western Cape

There were 19 meetings in the regions with representatives from various departments, such as the Departments of Justice and Constitutional Development, the Office of the Chief Justice and Judiciary, SAPS, DCS, Department of Social Development (DSD), the Law Societies, National Prosecution Authority (NPA), Legal Aid South Africa and JICS. The meetings primarily focused on alignment and coordinating efforts to enhance court performance for smooth service delivery in the JCPS Cluster.

**The meetings attended and other issues discussed are articulated below as follows:**

**CMR:**

The District Enhancement and Efficiency Committee (DEEC) meeting was held in Upington on 5 April 2024. The ICCV represented JICS and reported on the DCS unlock totals and the challenges of overcrowding. JICS was requested to provide a list of RDs with bail less than 1000 and those awaiting trial for more than two years to the Acting Chief Magistrate.

A meeting with the SAHRC took place on 14 May 2024. The purpose was to promote accountability. SAHRC provided an overview of the 2023/2024 Annual Report, highlighting operational challenges. The agreement was that an MOU should be developed to collaborate with all stakeholders, and SAHRC will monitor it to avoid litigation.

On 22 May 2024, a stakeholder engagement was held with the SAHRC. JICS was given a platform to elaborate on its mandate and role. JICS outlined its methodologies used when inspecting and monitoring conditions inside correctional facilities. Inputs and recommendations were made for improving conditions and preventing fatalities in correctional facilities.

A DEEC meeting was held in Upington on 12 July 2024. DSD highlighted challenges with different reports that include Child Justice Form 9, Children's Court Form 38 reports and pre-sentencing reports. They indicated that contact is made with the individuals responsible for devising a solution. Non-availability of interpreters in courts is a huge challenge. Other challenges were the malfunctioning air conditioners, office cleaning, security, stationery, and recording machines. The ICCV reported on the unlock totals for Upington Correctional Centre.

A stakeholder meeting was held with the SAHRC on 30 September 2024. The increasing number of appeals

complaints by inmates and those received by email and phone call directly from inmates was a concern. The decision was taken at the PEEC meeting that inmates' complaints that the HCC does not screen should not be attended to. Minutes of the meeting where this decision was taken will be requested by the PEEC secretary. All stakeholders should work together to ensure that inmates receive the necessary assistance. It was agreed that these complaints should also be attended to, as these complaints are often made by family members.

**ECMR:**

JICS participated in the PEEC that was held virtually on 12 April 2024 and 22 July 2024. PowerPoint presentations were prepared on the operations of ECMR, while the DCS Regional Office provided detailed statistics in the presentation on the status of the region. Matters under discussion were overcrowding, the fast-tracking of cases of remand detainees held in detention longer than two years, the clusters with high numbers of RDs conducting assessment of those cases, the shortage of Judges attending to long outstanding cases on the court roll, and DPWI outlined the status of maintenance and repairs in the region. Mthatha and Gqeberha Judiciary reported on their budget and courts under renovation. JICS also presented on the concerning issue of high numbers of state patients that are within DCS facilities, projects that JICS is involved in, and inspections and investigations conducted.

The East London DEEC meeting was held on 25 April 2024. The NPA discussed the challenge of delayed cases because accused persons constantly change lawyers. DCS raised concerns about the amount of contraband found on inmates who attend court; therefore, SAPS was requested to conduct a proper search. DCS outlined that they have a challenge when it comes to feedback on the application of Section 49G of the Criminal Procedure Act 51 of 1977 to reduce overcrowding in their respective centre. DCS officials were advised to send those applications directly to the senior prosecutor's office for a quick response.

On 24 May 2024, JICS senior and regional management had a meeting with the Acting Chief Magistrate of East London to promote judicial visits to correctional centres.

**KZNMR:**

JICS and Legal Aid SA held a bilateral meeting on 24 May 2024 aimed at strengthening the intersectoral relationship between the organisations and sharing their institutional programmes, goals, and potential areas for collaboration. The visits of Legal Aid SA practitioners and para-legal officers to correctional centres, complaints/requests related to legal representation, and prolonged delay of feedback from Legal Aid SA were discussed during the meeting. The meeting yielded positive results. As a result, Legal Aid SA is represented in all JICS VC meetings, and they are actively involved in inmates' matters and have improved responsiveness on matters referred to them.

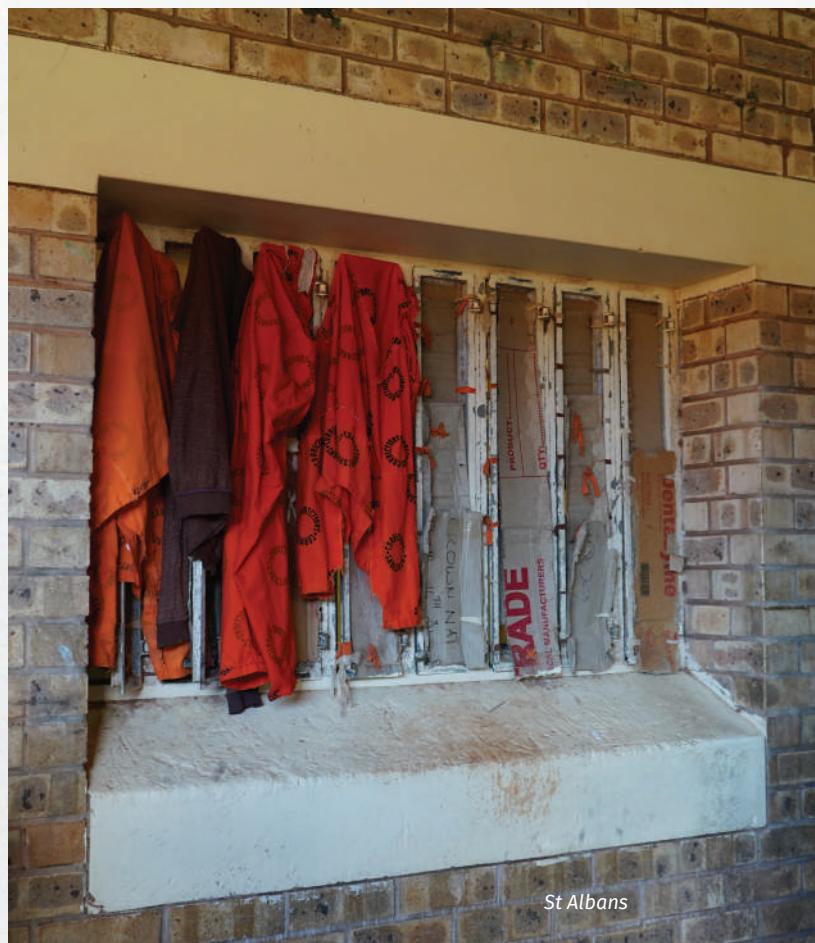
JICS met with Chief Magistrates from Durban, Pietermaritzburg, and Verulam Magistrate Courts on 20 June 2024, to strengthen the judicial oversight in correctional centres. JICS encouraged visits of Magistrates to correctional centres quarterly to get first-hand experience on the conditions of correctional centres, and to promote and advance the human rights of those who are behind bars. JICS's proposal was unanimously welcomed, and JICS shared the tool that would be utilised to collate data during Magistrates' oversight visits. All reports emanating from Magistrates' oversight visits will be shared with all stakeholders with a particular interest in correctional matters to deal with all systematic issues raised.

JICS attended the KZN PEEC meeting on 18 July 2024. Overcrowding in correctional centres, the high number of remandees with bail less than R1 000 and strategies to reduce overcrowding in correctional centres were tabled by the Sub-Committee: Overcrowding Committee. The impact of Section 63A and 49G applications in addressing overcrowding was also raised. The plight of state patients who are detained was discussed, as well as complaints of remandees who return from courts after lock-up time and are not served hot meals.

On 8 November 2024, JICS attended the Legal Aid SA Forum for its 2023/2024 Annual Report presentation, to showcase its successes and achievements during the reporting period. Whilst Legal Aid SA was celebrating its accomplishments, it transparently shared with the meeting its shortcomings, which were ascribed to the stringent cost containment measures that were in

place, which disabled Legal Aid SA from finalising other projects. Legal Aid SA aimed to engage and collaborate with stakeholders on similar initiatives.

The Forensic Mental Health Intersectoral meeting was held on 11 November 2024 in Townhill, Pietermaritzburg. Reports on challenges and achievements in the management of declared state patients from Fort Napier Psychiatric and Madadeni Hospitals were tabled and discussed at length. Consequently, the meeting explored and developed practical strategies that would be executed by psychiatric hospitals to adequately address the shortage of beds, which resulted in prolonged stays of patients in correctional centres. Another issue discussed was the prioritisation of forensic psychological training for DCS officials to equip them with basic skills in the management of state patients. The DOH facilitated this training. The DOH engaged the DOJ to prioritise the filling of vacancies of psychiatrists to address the plight of state patients.



**GP:**

The Gauteng PEEC meetings were attended on 14 August 2025 and 20 February 2025. Court performance reports and reports from respective stakeholders were presented.

On 29 July 2024, JICS attended the EEC for Pretoria High Court, where Court Recording Technology machines were received and assessed, challenges regarding the shortage of foreign interpreters, and court online challenges were discussed. The attorney's associations were requested to send a report to the Chief Registrar outlining these challenges.

On 30 July 2024, a meeting with the Gauteng Judge President on virtual court sittings for unrepresented inmates was convened. The Gauteng Judge President, DCS Gauteng Acting Regional Commissioner, Regional Head, Area Commissioners, some HCCs and JICS attended the meeting. The Judge President indicated that there is an influx of motion applications from unrepresented inmates, most of which are non-compliant with the court directives. He also mentioned that there was a judgment from the Constitutional Court for applications from unrepresented inmates to be dealt with. DCS was requested to establish facilities at correctional centres for virtual court sittings. DCS indicated that virtual court sittings can also eliminate the smuggling of contraband from courts. It was proposed that there should be a separate roll to deal with detained refugees' cases. Alternative accommodation should be sought instead of them being incarcerated at DCS facilities. The Judge President also raised a concern about the high number of detained refugees.

On 7 March 2025, a Legal Aid Gauteng Provincial Stakeholder Forum was attended. The Gauteng Provincial Executive presented the Annual Report for the 2023/2024 financial year. It was reported that there has been an increase in the number of people assisted, including land claims-related cases. Some of the challenges raised were budget cuts, lack of relief component, long-pending cases, case finalisation rate at regional courts, missing records, and delays in reconstructions. The DOJ requested Legal Aid to send a list of outstanding records for transcription. Legal Aid made an undertaking to assist with the facilitation of section 49G applications.

**LMN:**

The PEEC meetings were attended as follows: at Mpumalanga on 4 April 2024 and 25 September 2025, at Limpopo on 20 June 2024, 19 September 2024 and 13 March 2025, and at Northwest on 6 December 2024 and 14 March 2025. The Mpumalanga REEC meetings were attended on 13 June 2024 and 12 September 2024 for the Highveld and on 11 June for the Lowveld. During these meetings, court performance reports were presented.

The Legal Aid Provincial Stakeholder Forum engagements were attended on 21 February 2025 in Polokwane and on 7 March 2025 in Mbombela, where the Annual Report for 2023/2024 for Legal Aid was presented. It was stated that there was a vast improvement in their backlog cases in the province of Mpumalanga and that only a few cases remain outstanding at the Mbombela High Court and Emalahleni.

**WCMR:**

PEEC Meetings were attended on 14 August 2024 and 24 February 2025. The engagements focused on the REEC Meetings attendance, reviewing operations at George and surrounding courts, section 49G enquiries and the low success rate, overcrowding resulting in pressure on facilities and inhumane conditions of detention, including inmates sleeping on mattresses on the floor or sharing beds. A submission was made at the meeting for consideration of judicial visits by lower courts. There were updates on reports regarding the case finalisation rate, delays in the treatment of mentally ill persons by psychiatric institutions, overcrowding that may lead to inhumane conditions of detention, the high cost of transcriptional records and other alternatives.

DEEC meetings were attended in Worcester and Caledon on 24 July 2024 and 20 February 2025. The discussion areas included overcrowding, conditions, speeding up 49G enquiries, bail applications, proper utilisation of audio remand visual system (ARVS), late court arrivals that are delaying court proceedings, consideration of no-custodial sentencing, rendering legal clinics at correctional facilities by Legal Aid SA and judicial visits by the entire justice cluster.

# COMMUNITY INVOLVEMENT

Community involvement is a cornerstone of a vibrant democratic society. It deepens democratic principles by involving communities in decision-making processes that impact the community's well-being. The CSA recognises the importance of community involvement. Section 13(7) permits the National Commissioner to allow community organisations, non-governmental organisations and religious organisations to interact with sentenced offenders in order to facilitate their rehabilitation and integration into the community." JICS recognises the importance of reaching the community by rolling out nationwide outreach programmes, hosting Women's Day celebrations, making donations, tree planting and playing a role in outreach programmes.

These initiatives aim to properly inform and empower communities with knowledge that will enable them to make meaningful contributions to the independent oversight and improvement of the correctional system.

A central focus of these outreach efforts is to increase awareness about the devastating effects of crime and its impact on the social fabric. The engagements accorded a unique opportunity to address critical issues such as overcrowding, rehabilitation, parole, and reintegration of inmates. This also highlights the fundamental importance of ensuring the humane treatment of incarcerated individuals. The outreach initiatives promote collaborative problem-solving and a shared sense of responsibility to ensure a fair, transparent, and humane correctional system.

JICS educates stakeholders about its statutory mandate and its integral role within the Social Justice Cluster of government. Through open dialogue and collaborative problem-solving, these outreach programs promote mutual understanding and collective responsibility in addressing the challenges within the criminal justice system. Ultimately, they serve to reinforce public trust and support the broader goal of social well-being and justice for all.



To fulfil this essential responsibility, JICS, through its regional offices, has undertaken the following key initiatives:

## CMR

### PLANT A TREE PROJECT

The region collaborated with the Department of Forestry, Fisheries and the Environment (DFFE) in the celebrations of Arbour Week and the marking of JICS's independence. Trees of independence were planted at Mangaung, Grootvlei Max and Grootvlei Medium Correctional Centres. The event was successful and was attended by various stakeholders.

### WOMEN'S DAY CELEBRATION

A Women's Day celebration was held at Bizzah Makhate Female Centre on 15 August 2024. The Area Commissioner expressed gratitude to JICS management for selecting his management area to host such an event. The event was a success and was attended by the Honourable Municipal Council Whip. In her keynote address, she commended the centre for its efforts to improve the lives of women through rehabilitation, training and skills development, identifying education as the fundamental driver of progress. The DOH provided inmates with health screenings that included pap smears and screenings for HIV/AIDS and other issues.

## ECMR

### EAST LONDON CAREER EXPO

On 14 and 15 February 2025, the region was invited to a career expo by the Department of Fisheries, Forestry, and the Environment, where learners were provided with career information and informed of the services that JICS offers. All attendees had an opportunity to explore the SA Agulhas II. This 15 0000-ton marine research ship is dedicated to the late Miriam Makeba, South African songwriter, singer and civil rights activist. JICS had an opportunity to engage with school children and stakeholders and spread awareness about JICS.

### WOMEN'S DAY CELEBRATION

On 13 and 14 August 2024, the region had a successful Women's Day event at East London Female Correctional Centre. JICS collaborated with different stakeholders, such as DCS, SAPS, DSD, and the Department of Employment and Labour, to celebrate women behind bars, showcasing their talents.

### PLANT A TREE PROJECT

In celebration of JICS's independence week, the region received a donation of indigenous (Melk and Yellowwood) trees from the DFFE. The region managed to plant trees as follows: 3 September 2024 at Kirkwood, 4 September 2024, Grahamstown and St Albans, and 5 September 2024 in East London. Various stakeholders, like DCS, the DFFE, and NGOs, attended these ceremonies.

### CRIME AND DRUG ABUSE AWARENESS CAMPAIGN IN GQEBERHA

On 4 September 2024, a successful crime and drug abuse awareness campaign was held, targeting four schools in New Brighton, Gqeberha. Institutions such as the Department of Education (DOE), DSD, SAPS, NPA, National Institute for Crime Prevention and Rehabilitation of Offenders (NICRO) and DCS participated in the event, which took place at the Nangoza Jebe Hall, New Brighton. A total of 800 learners were reached with awareness-raising, where two rehabilitated parolees shared their experiences and warned the learners against a life of crime. This took place under the auspices of the St Albans VC meeting.



## KZNMR

### PLANT A TREE PROJECT

JICS celebrated Arbour Day by launching the "JICS Plant a Tree for Independence" project. This project celebrated JICS's commitment to a healthy and sustainable environment. To roll out this initiative, trees were planted at Matatiele Correctional Centre on 10 September 2024 and at Newcastle Correctional Centre on 11 September 2024. JICS envisions that the growth of these trees will symbolise the development and progress of the organisation.

### WOMEN'S DAY CELEBRATION

On 6 August 2024, JICS celebrated its "Women's Day" differently by hosting a momentous event for female inmates at Newcastle Female Correctional Centre. A broad spectrum of stakeholders from private healthcare institutions, NGOs, DOH, DSD, DCS, Legal Aid SA, DCS, graced the event. Speakers encouraged female inmates to emulate the courageous women who protested apartheid pass laws in 1956. This was a successful event, and inmates engaged stakeholders on various issues and multiple avenues for accessing health and other assistance.

## NMR

### WOMEN IN CONFLICT WITH THE LAW

On 25 April 2024, officials from NMR attended a dialogue arranged by Just Detention International South Africa (JDI-SA), around the theme "women in conflict with the law". Former female inmates were given a platform to share their experiences, creative insights and speak out on how their experiences, challenges and successes while incarcerated. They shared their trauma, depression and anxiety. They further spoke about the challenges they experienced during their sentences and upon returning to their communities. The NMR Regional Manager gave a message of support to the attendees.

### SEXUAL ABUSE POLICY WORKSHOP

On 22 and 23 May 2024, JDI-SA, NMR and DCS Johannesburg Management Area held a workshop on the implementation of the sexual abuse policy assessment tool. This was a pilot workshop for the formulation of the tool to be used to monitor sexual abuse complaints within correctional centres in South Africa. JDI-SA designed a tool to interview designated DCS officials and inmates and intended to have a tour of the correctional centre facility. The plan was to divide the delegation into smaller groups, each with its specific interviewees and accompanying questionnaires. The delegation comprised 17 people from JICS and 16 from JDI-SA. The DCS officials interviewed were the Centre Coordinator Operational Support per centre, Case Officer per centre, Unit managers, security, Investigators and HCCs or delegates per centre. The objectives were reflections on the tool and process, identification of emerging themes or issues, recommendations on the way forward, and lastly, feedback on the two-day workshop.

### STUDENT ENGAGEMENT

A community engagement event took place on 26 July 2024 at Laudium Secondary School, in Pretoria. JICS spoke to grade 8 students to raise awareness about crime prevention and to motivate them to successfully navigate their high school journey.



### WOMEN'S DAY CELEBRATION AT ATTERIDGEVILLE CORRECTIONAL CENTRE

JICS hosted a Women's Day celebration at Atteridgeville Correctional Centre on 29 August 2024, where an MOU between DCS and Meals on Wheels was signed. Messages of support and encouragement were shared with the female inmates. The attendance of the Deputy Minister of Correctional Services, the Deputy Minister of Planning, Evaluation and Monitoring and other stakeholders enriched the event. JICS facilitated the donation of gift packs that contained sanitary towels and other feminine hygiene products. 23 boxes of sanitary towels were donated to Johannesburg Female on 3 July 2024.

### SENIOR MAGISTRATE'S VISIT TO NIGEL CORRECTIONAL CENTRE

The Senior Magistrate and the senior prosecutor visited the Nigel Correctional Centre on 13 September 2024 after the ICCV requested them to visit during the case flow meeting. During the site visit, they were alarmed by the number of foreign nationals and the overall overcrowding at the centre. The ICCV was given a chance to give her input on the strategies that can be employed to reduce overcrowding.

### PLANT A TREE PROJECT

Trees were planted at Johannesburg, Kgosimampuru and Atteridgeville on 5 and 9 September 2024 to mark the independence of JICS.

### COMMEMORATION OF NELSON MANDELA DAY

The ICCV from Potchefstroom was part of a team including youth from Potchefstroom RDF that visited the Tsharaganang Centre for Children with Disabilities on 18 July 2024 in commemoration of Nelson Mandela Day.

## WCMR

### WOMEN'S DAY CELEBRATION

The region hosted a successful Women's Day Celebration in Worcester on 15 August 2024. There were messages of support from various stakeholders and discussions of the programmes the organisation can assist with, as well as life after incarceration. The Centre is looking at opening the hair salon to the public and improving skills within the facility. The municipality will also be in partnership with the Centre to provide skills programmes. All stakeholders agreed to conduct a follow-up visit to the Centre.

### PLANT A TREE PROJECT

The region conducted a tree planting project in various schools, correctional centres and rehabilitation centres. The region received a total of 12 plum trees from the DFFE in Grabouw. The significance of planting the trees is aligned with JICS's independence, marking a path for the organisation to become a government component. Trees were planted at: Malmesbury Correctional Centre on 1 October 2024, Porterville Primary School on 2 October 2024, Victory Outreach Rehabilitation Centre on 3 October 2024 and Impendulo Primary School in Makhaza, Khayelitsha on 25 October 2024.

### STUDENT ENGAGEMENT

Various Crime Prevention Programmes were held at Crystal High School in Hanover Park (29 April 2024), Hlumelo High School at Mbekweni (19 August 2024), Matthew Goniwe High School in Khayelitsha (27 August 2024) and Porterville Primary School (2 October 2025). The programme focused on how crime can be prevented at schools, and the results of involvement in criminal activities that lead to incarceration. Stakeholders in the justice cluster, community organisations, and civil society came together during these programmes to assist learners and those who are already involved in certain activities and substances.



# Outreach Programme

## CMR

### DONATIONS

JICS, in collaboration with other stakeholders, donated dignity packs and shoes for primary school children at the Saint Joseph Primary School in Ficksburg on 16 July 2024. This was part of the Mandela Day celebrations.

CMR successfully hosted three community engagements in Ficksburg, Bizzah Makhate and Grootvlei. In these community engagements, school children in Ficksburg were gifted with school shoes, and female inmates in Bizzah Makhate were provided with intensive health services by NDoH.

## ECMR

### DONATION OF GAMES AT MQANDULI CORRECTIONAL CENTRE

Following an unannounced inspection conducted by the Inspecting Judge and senior management at Mqanduli Correctional Centre, inmates requested board games to keep them occupied. The Inspecting Judge facilitated a donation, and on 26 June 2024, the ECMR handed over the donated board games at Mqanduli on behalf of the Inspecting Judge.

## KZNMR

### DONATIONS

JICS continued its sanitary towels and book donation to correctional centres to contribute positively to healthcare, particularly menstrual hygiene amongst female inmates, restoration of the human dignity of inmates and rehabilitation path of inmates by cultivating a culture of reading and increasing literacy amongst inmates. Sanitary towels and toiletries were donated to Vryheid Female and Durban Female Correctional centres. Books were donated to Ncome Medium, Ncome Max and Ingwavuma Correctional centres to ensure inmates have access to reading materials.

## NMR

### DONATION OF SANITARY TOWELS

During May 2024, sanitary towels were donated to three correctional centres that house female inmates: Thohoyandou 10 boxes, Bethal 12 boxes and Nelspruit 11 boxes.

# ICCV training

As part of the training interventions by the directorate, DMR hosted a successful and first-of-its-kind ICCV refresher training from 3-7 February 2025 in Bloemfontein. This five-day training brought together 193 ICCVs nationwide, the Inspecting Judge, JICS senior management, regional management, VCCOs, JICS admin staff, IT manager, communications officials, and DCS, who formed part of the facilitators. The directorate can confidently confirm the positive results that are already being witnessed in terms of quality of work, accurate reporting, adherence to reporting timelines, and a high number of complaints that are being finalised because of this refresher training.

### TRAINING OF ICCVS BY JUST DETENTION INTERNATIONAL SOUTH AFRICA.

JKI-SA is one of the stakeholders with whom JICS has forged a good working relationship. They have been providing ICCVs with training on sexual violence in correctional centres. A total of 48 ICCVs were trained by JDI-SA on 28-30 October 2024, from the following regions: CMR 12, ECMR 6, KZNMR 3, NMR 22, and WCMR 5. These training sessions are essential and capacitate ICCVs to ensure the safety of LGBTQI+ inmates and enable the monitoring and reporting of sexual violence in correctional centres.

# POPULATION

## Inmate population

As of 31 March 2025, the inmate population was 166 008 excluding state patients. This total includes sentenced offenders, remand detainees, state patients, and immigration offenders. Tracking this population is vital for correctional centre management, understanding crime trends, and informing justice policy. The inmate population has surged, leading to overcrowding, dire living conditions, and inhumane treatment. Overcrowding strains the official-to-inmate ratio, which is exacerbated by severe staff shortages. This can hinder inmate access to exercise time outside of cells, medical care, rehabilitation, and essential services. Furthermore, limited opportunities for education, employment, sports, and library resources result in widespread idleness, increasing the likelihood of inmates engaging in violent behaviour.

2024-2025	REGION	REMAND DETAINEES		SENTENCED INMATES		STATE PATIENTS		TOTALS	INFANTS
		Females	Males	Females	Males	Females	Males		
	<b>CMR</b>	242	6 963	375	15 269	1	56	22 849	7
	<b>ECMR</b>	155	7 097	305	13 772	2	131	21 329	1
	<b>KZNMR</b>	286	7 863	531	17 538	1	49	26 218	10
	<b>GP</b>	914	16 882	1 153	21 632	1	21	40 581	32
	<b>LMN</b>	263	6 969	585	18 091	2	51	25 908	12
	<b>WCMR</b>	558	13 699	421	14 445	0	0	29 123	10
	<b>DMR total</b>	<b>2 418</b>	<b>59 473</b>	<b>3 370</b>	<b>100 747</b>	<b>7</b>	<b>308</b>	<b>166 008</b>	<b>72</b>

Table 28: Inmate population as at 31 March 2025

## Remand detainees with bail less than R1 000

Remand detainees make up a substantial part of the country's correctional facility population. ICCVs report a significant number of inmates with bail less than R1 000 and those detained awaiting trial for long periods. Regions confirmed a total of 2 670 remand detainees with bail less than R1 000 and 4 112 remand detainees incarcerated for over two years without bail or conviction. Some of these inmates are found not guilty and acquitted or have their charges withdrawn after prolonged periods of pre-trial detention.

HCCs facilitate applications to reconsider continued detention or bail amounts in terms of Section 49G of the CSA and Sections 62(f) and 63A of the Criminal Procedures Act 51 of 1977; however, these applications find limited success.

JICS has tabled this challenge to the Portfolio Committee and is working with the private sector on the establishment of a bail fund to assist inmates who cannot afford bail. Several meetings have been held with relevant stakeholders to address the Bail Fund Project, which will be piloted in the Western Cape.

## Declared state patients

Declared state patients are those individuals who lack the mental capacity to be considered criminally responsible or to stand trial. A total of 315 state patients are incarcerated in correctional centres around the country. This is a significant increase compared to the previous year, when JICS recorded a total of 204 state patients in correctional centres. Of this total, 308 are male and seven are female.

State patients should properly be detained in psychiatric hospitals. Courts are permitted to order their temporary detention in correctional hospitals, until bedspace becomes available in DOH facilities. However, state patients are spending months in correctional centres, which are significantly more overcrowded than DOH facilities. Correctional officials limited training and understanding of state patients needs and treatment. Their presence in correctional centres threatens their well-being and rights. They are vulnerable to neglect, abuse and mistreatment, including sexual assault.

### CMR:

A total of 57 declared state patients have been reported at Grootvlei, Kimberly and Bizzah Makhate, as these are the three correctional centres accommodating state patients in the region. Kimberley has the greatest number of state patients. Bizzah Makhate has the least and a female state patient.

### ECMR:

A total of 133 declared state patients was reported as of 31 March 2025 with two female state patients. The centres with the most state patients are Mthatha Remand, Butterworth, Kings Williams Town, Burgersdorp, Sada and St Albans. The centres with the least state patients are Barkly East, Bizana, Middelburg, Queenstown, Port Elizabeth and East London Med C.

### KZNMR:

As of 31 March 2025, a total of 50 declared state patients were held in correctional centres, with Durban Med A, Pietermaritzburg Med A, Ladysmith, and Ncome Max having the most state patients.

### GP:

There were 22 declared state patients at the end of the reporting period and Kgosi Mampuru Local and Modderbee had the greatest number of state patients

### LMN:

There were 53 declared state patients with the greatest number of state patients at Witbank, Ermelo, Bethal, Middleburg and Polokwane

### WCMR:

No declared state patients.



## JICS INTERVENTIONS

The Inspecting Judge has consistently engaged the Minister of Health and Health Ombud on unacceptably long periods of detention of state patients in correctional centres. In April 2024, the Minister of Health acknowledged the severity of the issue and committed to implementing a detailed plan to expand the Department's capacity to accommodate state patients. JICS is following up on the implementation of this plan.

JICS has continuously raised concerns about the incarceration of state patients during PEEC meetings with the Judge Presidents of Limpopo, Mpumalanga, Free State, Northern Cape, KwaZulu-Natal, and Eastern Cape provinces. In Mpumalanga, at the PEEC meeting, the Judge President appointed a task team to investigate the slow admission process for state patients within the province.

The Inspecting Judge led an oversight visit to Sterkfontein Psychiatric Hospital for senior magistrates and the Chief Magistrate of the Southern Gauteng District. The visit aimed to discuss the availability of bed space for state patients and accused individuals referred for 30-day psychiatric observation who are long awaiting trial at correctional centres. Magistrates expressed that the hospital had greater capacity than they had been led to believe and committed to ordering that state patients be detained in hospitals rather than correctional centres. Following this visit, the Inspecting Judge wrote to the national and provincial Department of Health, to request urgent repairs to a storm-damaged ward at Sterkfontein

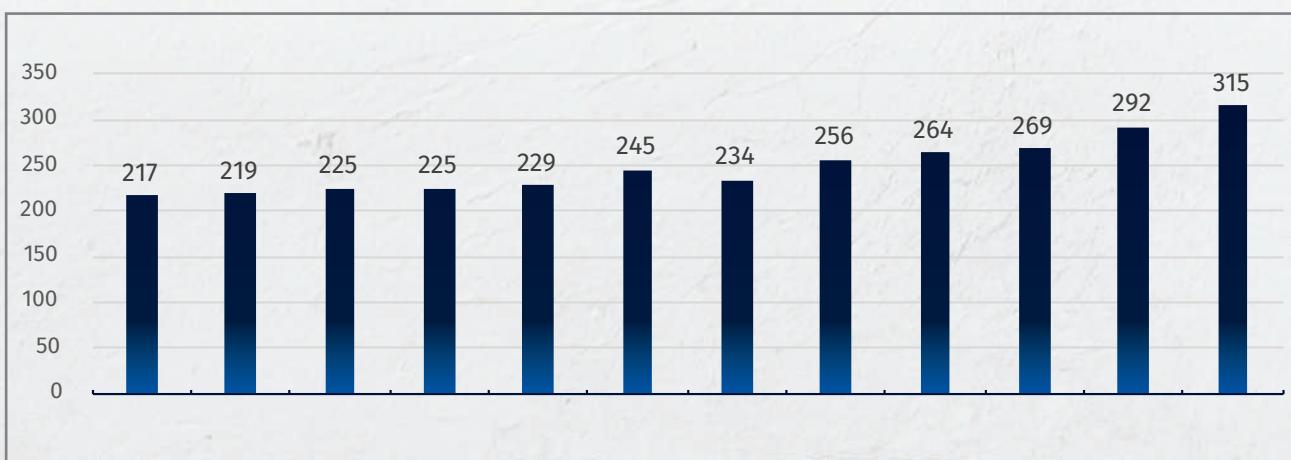
Hospital, previously used to accommodate state patients. In March 2025, the Minister of Health directed the Gauteng Department of Health to prioritise the ward's repair. Whilst the visit yielded some positive outcomes, long waiting periods for the placement of state patients and 30-day observation cases persist.

Following an insightful meeting on the topic with DCS officials, the Inspecting Judge wrote to Chief Justice Mandisa Maya and Judge President of the High Court Gauteng Division Dunstan Mlambo, suggesting that Judges and magistrates not order that state patients be sent to correctional centres at all, but that their order should embody a directive to state care facilities to receive them directly. The Chief Justice conveyed and endorsed these recommendations to the Judiciary during a Heads of Court meeting in April 2025.

A notable success was achieved in the Limpopo Province, where the number of state patients awaiting placement in psychiatric hospitals decreased from 16 at the commencement of the performance cycle to zero.

Although the total number of state patients has increased, it is important to note that some admissions to psychiatric hospitals have occurred. However, these admissions remain insufficient to alleviate the continued detention of state patients in correctional centres.

## STATE PATIENTS 2024/2025



Graph 31: Status of state patients during the performance cycle

## Non-nationals in correctional facilities

A total of 25 443 non-national inmates have been recorded in correctional centres as at 31 March 2025. This is a significant increase with consequential effects on the correctional system. Some of these effects are overcrowding, language barriers, delays in parole placements and ineffective facilitation of Victim Offender Dialogue (VOD).

NUMBER OF NON-NATIONALS INCARCERATED

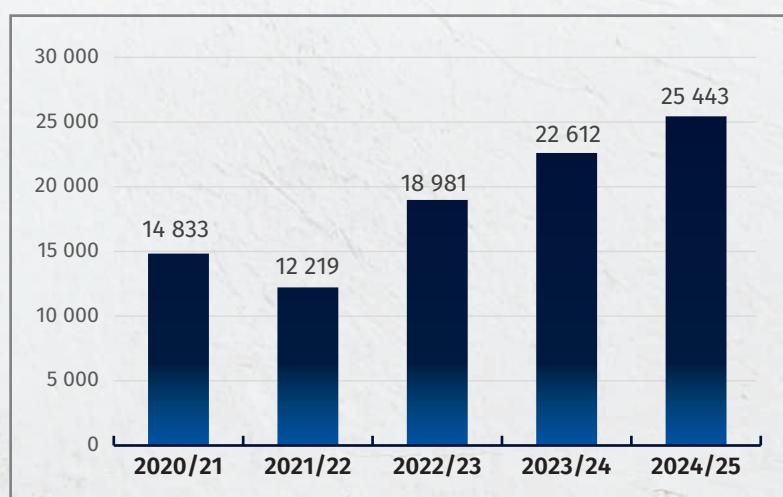
REGION	SENTENCED		REMAND DETAINEES		TOTALS
	Females	Males	Females	Males	
CMR	1 251	91	1 113	25	2 480
ECMR	236	10	389	8	643
KZNMR	1 079	44	627	34	1 784
GP	6 149	331	6 213	327	13 020
LMN	3 644	151	2 210	33	6 038
WCMR	400	20	1 019	39	1 478
<b>DMR total</b>	<b>12 759</b>	<b>647</b>	<b>11 571</b>	<b>466</b>	<b>25 443</b>

Table 29: Non-nationals incarcerated as at 31 March 2025

The regions with the highest number of non-nationals in correctional centres are Gauteng (13 020), LMN (6 038), and CMR (2 480). KZNMR (1 784), WCMR (1 478) and ECMR (643) have fewer incarcerated non-nationals.

**There has been an increase in the number of non-nationals incarcerated in South African correctional centres over five years. See the graph below:**

NON-NATIONALS INCARCERATED IN SA OVER 5 YEAR PERIOD



Graph 32: Non-nationals incarcerated over five-year period

There was a decline in 2021–2022, likely linked to COVID-19 border restrictions, fewer arrests, or repatriations. A sharp increase followed in 2022–2023 (+55%), suggesting relaxed lockdown measures, more border movement, and increased law enforcement activity. The number of non-nationals in prisons has risen **consistently** since 2022, with a nearly **34% increase over two years**.

The 2024–2025 figure (25 443) is the highest recorded, indicating growing challenges. The incarceration of foreign nationals in South African correctional centres has increased by 71% between 2021 and 2025. This trend poses a significant financial and operational burden on the Department of Correctional Services. If not addressed through bilateral deportation mechanisms, alternative sentencing, or regional migration policy reform, this trend will exacerbate prison overcrowding, escalate costs, and strain rehabilitative efforts. The challenge of foreign nationals has been brought before various quarterly stakeholder meetings and before the Portfolio Committee for reporting purposes.

Many non-national inmates have been convicted of immigration offences. Rather than being deported, they are sentenced to periods of incarceration in already overcrowded correctional centres.

### TOTAL NUMBER OF NON-NATIONAL LIFERS

A relatively small proportion of non-nationals in correctional centres are serving life sentences. At the end of this reporting period, the total number of non-national lifers was 1 246. The most represented nationalities are those from neighbouring countries, specifically Zimbabwe (428); Mozambique (385); and Lesotho (208). It is worth noting that out of the total 1 246 lifers, 587 are in the LMN region and 381 in the Gauteng region. These inmates face significant hurdles when it comes to parole consideration, such as address verification issues, a lack of documentation, limited access to rehabilitation programs, and language barriers. These hurdles contribute to delays in the submission and consideration of a lifer's profile reports.

REGION	TOTAL NON-NATIONAL LIFERS	NATIONALITIES
CMR	192	Algeria (1), Bangladesh (3), Congo (1), Denmark (1), Ethiopia (1), Ghana (1), Lesotho (93), Malawi (4), Mozambique (41), Pakistan (4), Swaziland (1) and Zimbabwe (41)
ECMR	33	Bangladesh (4), Congo (1), Germany (1), Kenya (1), Lesotho (7), Malawi (2), Mozambique (3), Nigeria (4), Pakistan (1), Swaziland (2), Tanzania (2) and Zimbabwe (5).
KZNMR	49	Botswana (1), Burundi (2), Congo (1), India (1), Lesotho (8), Malawi (14), Mozambique (10), Swaziland (2), Tanzania (2), Uganda (1) and Zimbabwe (7)
GP	361	Angola (1), Argentina (1), Bulgaria (1), China (2), Congo (5), England (1), Lesotho (38), Malawi (17), Mozambique (114), Namibia (1), Nigeria (15), Pakistan (2); Senegal (1), Somalia (1), Swaziland (4), Tanzania (1) and Zimbabwe (156).
LMN	587	Angola (2), Bangladesh (2), Botswana (1), Burundi (1), Congo (4), Egypt (2) Ethiopia (3) Lesotho (58), Malawi (11), Mozambique (215), Namibia (1), Nigeria (13), Pakistan (1), Rwanda (1), Russia (1), Somalia (1), Sudan (1), Swaziland (49), Tanzania (3) Uganda (3) and Zimbabwe (214).
WCMR	24	Angola (1), Burundi (2), Cameroon (1), Congo (3), Lesotho (4), Malawi (2), Mozambique (2), Namibia (1), Somalia (2), Tanzania (1), and Zimbabwe (5).
<b>DMR Total</b>	<b>1 246</b>	Algeria (1), Angola (4), Argentina (1), Bangladesh (9), Botswana (2), Bulgaria (1), Burundi (5), Cameroon (1), China (2), Congo (15), Denmark (1), Egypt (2), England (1), Ethiopia (4), Germany (1), Ghana (1), India (1), Kenya (1), Lesotho (208), Malawi (50), Mozambique (385), Namibia (3), Nigeria (32), Pakistan (8), Russia (1), Rwanda (1), Senegal (1), Somalia (4), Swaziland (58), Tanzania (9), Uganda (4), Zaire (1) and Zimbabwe (428)

Table 30: Non-national lifers incarcerated as at 31 March 2025

**CASE STUDY****Non-national parole placement**

The ICCV appointed at Grootvlei received a complaint from a non-national inmate, CN, requesting assistance with parole. The ICCV facilitated the complaint with the DHA. The inmate was visited by immigration officers for profiling and was provided with a date to be released on parole. On 26 June 2024, the inmate was transferred to community corrections for further facilitation of his parole and deported on 28 June 2024



# PART **D**

## » **CORPORATE SERVICES**

...

## THE PURPOSE OF

# CORPORATE SERVICES

The primary function of the Directorate of Corporate Services is to provide strategic organisational support and administrative services, enabling JICS to achieve its mandate effectively.

**This is accomplished through the coordinated efforts of its four sub-directorates:**

Human Resources, Information Technology, Communications & Media and Property Management. These sub-directorates work collaboratively to ensure that JICS has the necessary resources and capabilities to pursue its strategic objectives successfully.

**FUNCTIONS:**

**Human Resources:** To facilitate JICS's fulfilment of its mandate, Human Resources (HR) focuses on improving HR capacity and management. This includes initiatives aimed at strengthening organisational capabilities and ensuring efficient and effective HR practices.

**Information Technology Optimisation:** To ensure effective strategic alignment and enhanced business processes, Information and Communication Technology (ICT) focuses on optimising resources through the provision of reliable, integrated, and secure ICT infrastructure and business application systems, thereby creating business value.

**Communications & Media:** The Communications & Media sub-directorate is responsible for maintaining an efficient and effective communication system across both internal and external channels.

**This is accomplished through the following key functions:**

**Internal Communications:** To promote consistent communication practices throughout JICS, fostering a strong internal culture and actively promoting the organisation's vision, mission, and values. Senior management supports internal communication initiatives by encouraging staff participation in departmental programmes. Furthermore, a dedicated committee with branch representation facilitates open communication on internal matters.

**Media Relations:** Recognising the dynamic nature of media inquiries and the importance of clear and timely messaging, JICS prioritises prompt responses. Senior managers are empowered and expected to facilitate responses to media requests within 24 hours, ensuring accurate representation of JICS's position and key messages.

**Strategic Communication:** This unit plays a crucial role in managing strategic communication within JICS, empowering and informing staff on various organisational matters, including critical information that may impact employees.

**Property Management:** Property Management is responsible for providing JICS officials with safe and secure office accommodation.

# Human resource management and development

## **PURPOSE:**

To provide organisational support and administrative services in alignment with JICS's strategic goals.

**During the 2024/2025 financial year, HR concentrated its efforts on the following key areas:**

## **Filling of vacancies**

As directed by the Department of Public Service and Administration's (DPSA) Circular 20 of 2024 and the extension of austerity measures, no vacancies were advertised during the financial year.

## **Employment equity**

Women at Senior Management Service (SMS) levels: during the year under review, JICS had four employees at the SMS level, of which two were women, representing 50% of the total.

## **YOUTH**

As at 31 March 2025, JICS employed 98 youths aged 21-35, representing 34.87% of the workforce. This youth representation surpasses the national target by 3.5%. JICS will continue to support youth employment initiatives through the selection and recruitment programme.

## **PEOPLE WITH DISABILITIES**

At the end of the 2024/25 performance cycle, JICS employed three individuals classified as having disabilities, representing 1.06% of the total staff complement of 281. This falls short of the required 2% representation for people with disabilities by 0.94%. JICS's ability to address this matter during the 2024-2025 financial year was limited by the restrictions on filling vacancies, as outlined in DPSA Circular 20 of 2024.

Moving forward, JICS will prioritise establishing partnerships with organisations that serve people with disabilities. These partnerships will aim to raise awareness within JICS regarding relevant policies, strategies, and targets for the empowerment of people with disabilities.

## **Challenges**

The centralisation of the Personnel Salary System (PERSAL) and functions at the DCS Head Office continued to pose a challenge, hindering JICS's ability to meet service delivery targets.

JICS could not achieve its target of 2% representation for people with disabilities within its staff complement due to the austerity measures.

## HR ACHIEVEMENTS

During the 2024/2025 performance cycle, the HR division achieved a significant milestone in preparing JICS to be established as an NGC, set to commence operations independently from DCS at the start of the 2025/2026 performance cycle.

A critical aspect of this readiness involved the comprehensive configuration and testing of the PERSAL system, ensuring its seamless functionality and data integrity for the new component's distinct payroll and human resource management needs.

Beyond system readiness, the process of establishing the Departmental Bargaining Chamber of JICS, under the auspices of the General Public Service Sectoral Bargaining Council (GPSSBC), also commenced.

These concerted efforts have positioned HR to effectively support the organisation as a stand-alone NGC, ensuring a smooth transition and robust operational capability.

As at 31 March 2025, JICS had 311 approved funded positions on the fixed establishment. Of these, 268 positions were filled. JICS has 13 additional positions on its fixed establishment on contract.

During the 2024/2025 reporting period, JICS secured executive endorsement for its organisational establishment structure as an NGC. Following the concurrence by the Minister of Public Service and Administration (MPSA) on 20 May 2024, and the subsequent approval by the Minister of Correctional Services on 10 June 2025, the revised structure was officially adopted. This milestone reflects significant progress in strategic human capital development, with a total of 477 positions formalised, of which 74 support non-core functions and 403 align with the institution's core mandate.

Of the 477 positions, 179 remain unfunded. Funding for these positions will be motivated for in the MTEF period and the budgeting process.

## FUTURE HR PLANS/GOALS

Looking ahead, HR is committed to several key strategic objectives for the upcoming performance cycle. A primary focus will be to facilitate the expeditious approval from the Minister for the concurred functional organisational structure, as recommended by the Inter-Departmental Assessment Committee, ensuring it is officially recognised as an established National Government Component.

Furthermore, recognising the complexities of a new operational environment, the HR division will proactively address any unforeseen system-related challenges, particularly within the PERSAL system, ensuring that all issues that may arise once operating independently are identified and resolved with immediate priority.

Finally, building on existing collaborations, we aim to strengthen our relationship with labour unions further, fostering an environment of open dialogue, mutual respect, and a constructive partnership.



JHB

## Human resources oversight statistics

### PERSONNEL-RELATED EXPENDITURE

The following table summarises the final audited personnel-related expenditure. It outlines personnel and training expenditure.

TOTAL EXPENDITURE	PERSONNEL EXPENDITURE	TRAINING EXPENDITURE	PROFESSIONAL AND SPECIAL SERVICES EXPENDITURE	PERSONNEL EXPENDITURE AS A PERCENTAGE OF TOTAL EXPENDITURE
R94 037 078.69	R72 569 173.87	R266 814.00	0	82.05%

Table 31: Personnel expenditure by the programme for the period 1 April 2024 to 31 March 2025

### EMPLOYMENT AND VACANCIES

The following tables summarise the number of approved posts on the establishment, the number of employees, vacancies, and the additional staff to the establishment.

**This information is presented in terms of two key variables:**

- Type of appointment (permanent and contract)
- Salary band

PROGRAMME	NUMBER OF POSTS ON APPROVED ESTABLISHMENT	NUMBER OF POSTS FILLED	VACANCY RATE	NUMBER OF EMPLOYEES ADDITIONAL TO THE ESTABLISHMENT
Permanent	86	76	11,63%	0
Contract	-	13	0%	13
ICCVs	225	192	14,67%	0
<b>Total</b>	<b>311</b>	<b>268</b>	<b>13,83%</b>	<b>13</b>

Table 32: Vacancy rate as at 31 March 2025.

SALARY BAND	NUMBER OF POSTS ON APPROVED ESTABLISHMENT	NUMBER OF POSTS FILLED	VACANCY RATE PER SALARY BAND	NUMBER OF EMPLOYEES ADDITIONAL TO THE ESTABLISHMENT
Lower skilled (levels 1-2)	1	1	0%	
Skilled (levels 3-5)	22	16	27,28%	
Highly skilled production (levels 6-8)	37	35	5,41%	
Highly skilled supervision (levels 9-12)	22	20	9,1%	
Senior management (levels 13-16)	4	4	0%	
Contract (Levels 1-2)		6	0%	6
Contract (levels 3-5)		5	0%	5
Contract (levels 6-8)		0	0%	0
Contract (levels 9-12)		1	0%	1
Contract (levels 13-16)		1	0%	1
ICCVs	225	193	14,23%	
<b>Total</b>	<b>311</b>	<b>282</b>	<b>9,33%</b>	<b>13</b>

Table 33: Employment and vacancies by salary band as of 31 March 2025

### FILLING OF SMS POSTS

The table in this section provides information on employment and vacancies as it relates to members of the SMS by salary level. It also provides information on advertising and filling of SMS posts.

SMS LEVEL	TOTAL NUMBER OF FUNDED SMS POSTS	TOTAL NUMBER OF SMS POSTS FILLED	PERCENTAGE OF SMS POSTS FILLED	TOTAL NUMBER OF SMS POSTS VACANT	PERCENTAGE OF SMS POSTS VACANT
Salary level 14	1	1	100%	0	0%
Salary level 13	3	3	100%	0	0%
<b>Total</b>	<b>4</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

Table 34: SMS post information as of 31 March 2025

## EMPLOYMENT CHANGES

The following table summarises turnover rates by salary band and critical occupations. Turnover rates indicate trends in JICS's employment profile.

SALARY BAND	NUMBER OF EMPLOYEES AT THE BEGINNING OF PERIOD (01 APRIL 2024)	APPOINTMENTS AND TRANSFERS INTO JICS	TERMINATIONS AND TRANSFERS OUT OF JICS	TURNOVER RATE
Lower skilled (levels 1-2)	1	0	0	
Skilled (levels 3-5)	19	2	3	14,2%
Highly skilled production (levels 7-10)	48	2	2	4%
Highly skilled supervision (levels 11-12)	7	0	0	
SMS Bands A (level 13)	3	0	0	
SMS Bands B (level 14)	1	0	0	
Contracts (levels 1-2)	6	0	0	
Contracts (levels 3-6)	9	0	4	44,4%
Contracts (levels 7-8)	0	0	0	
Contracts (levels 9-12)	1	0	0	
Contract (levels 13-16)	1	0	0	
Contract-(Level below 1)	0	0	0	
ICCV	207	0	19	9,18%
<b>Total</b>	<b>303</b>	<b>4</b>	<b>28</b>	<b>9,12%</b>

Table 35: Employment and vacancies by salary band as of 31 March 2025

### WHY CONTRACT STAFF LEFT JICS

PERMANENT STAFF TERMINATION TYPE	NUMBER	% OF TOTAL TERMINATIONS
Death	0	0%
Resignation	1	14,29%
Transfers	4	57,14%
Discharged due to ill health	0	0%
Dismissal-misconduct	0	0%
Retirement	2	28,57%
Abandonment	0	0%
<b>Total</b>	<b>7</b>	<b>100%</b>
Number of employees who left as a percentage of total employment		8,86%

Table 36: Reasons why permanent staff left JICS for the period 1 April 2024 to 31 March 2025

### EMPLOYMENT TERMINATIONS

CONTRACT STAFF TERMINATION TYPE	NUMBER	% OF TOTAL TERMINATIONS
Death	0	0%
Resignation	4	100%
Discharged due to ill health	0	0%
Dismissal-misconduct	0	0%
Retirement	0	0%
Abscondment	0	0%
Expiry of contract	0	0%
<b>Total</b>	<b>4</b>	<b>100%</b>
Number of employees who left as a percentage of total employment		23,53%

Table 37: Reasons why contract staff left JICS for the period 1 April 2024 to 31 March 2025

### WHY ICCVS LEFT JICS

INDEPENDENT CORRECTIONAL CENTRE VISITORS	NUMBER	% OF TOTAL TERMINATIONS
Resignation	16	84,21%
Dismissal-misconduct	2	10,53%
Abscondment	1	5,26%
<b>Total</b>	<b>19</b>	<b>100%</b>
Number of employees who left as a percentage of total employment		9,18%

Table 38: Reasons why ICCVs staff left the JICS for the period 1 April 2024 to 31 March 2025

## EMPLOYMENT EQUITY

The table below shows the employment equity status at JICS as at 31 March 2025. The statistics comply with JICS's approved employment equity plan.

OCCUPATIONAL CATEGORY	MALE				FEMALE				TOTAL
	AFRICAN	COLOURED	INDIAN	WHITE	AFRICAN	COLOURED	INDIAN	WHITE	
Senior Management (Level 13-14)	-	-	1	1	2	-	-	-	4
Professionally qualified and middle management (Levels 11 – 12)	3	1	-	1	2	1	-	-	8
Skilled technical and academically qualified workers, junior management, supervisors (Levels 7 – 10)	16	5	-	-	19	3	-	1	44
Semi-skilled and discretionary decision making (Level 3-6)	3	1	-	1	9	4	1	-	19
Unskilled and defined decision making (level 1 – 2)	1	-	-	-	-	-	-	-	1
Contract workers	1	-	-	1	8	2	1	-	13
ICCVs	59	6	-	-	111	13	2	1	192
<b>Total</b>	<b>83</b>	<b>13</b>	<b>1</b>	<b>4</b>	<b>151</b>	<b>23</b>	<b>4</b>	<b>2</b>	<b>281</b>
<b>Employees with disabilities</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3</b>

Table 39: Total number of employees (including employees with disabilities) in each of the following occupation categories as of 31 March 2025

## SIGNING OF PERFORMANCE AGREEMENTS BY SMS MEMBERS

All SMS members must conclude and sign performance agreements within specific timeframes. The table below shows information regarding SMS members' signing of performance agreements..

SMS LEVEL	TOTAL NUMBER OF FUNDED SMS POSTS	TOTAL NUMBER OF SMS MEMBERS	TOTAL NUMBER OF SIGNED PERFORMANCE AGREEMENTS	SIGNED PERFORMANCE AGREEMENTS AS PERCENTAGE OF TOTAL NUMBER OF SMS MEMBERS
Salary level 14	1	1	1	100%
Salary level 13	3	3	3	100%
<b>Total</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>100%</b>

Table 41: Signing of performance agreements by SMS members as of 31 March 2025

## LEAVE UTILISATION

The Public Service Commission (PSC) identified the need to carefully monitor sick leave within the public service. The following tables show the utilisation of leave.

### SICK LEAVE

SALARY BAND	TOTAL DAYS	PERCENTAGE DAYS WITH MEDICAL CERTIFICATION	NUMBER OF EMPLOYEES USING SICK LEAVE	PERCENTAGE OF TOTAL EMPLOYEES USING SICK LEAVE	AVERAGE DAYS PER EMPLOYEE
Lower skilled (Levels 1-2)	0	0	0	0	0
Skilled (Levels 3-5)	113	64.60%	13	16.46%	8.69
Highly skilled production (Levels 6-8)	290	72.41%	34	43.04%	3.67
Highly skilled supervision (Levels 9-12)	228	78.95%	19	24.05%	12
Senior management (Levels 13-16)	15	86.67%	3	3.80%	5
<b>Total</b>	<b>646</b>	<b>73.68%</b>	<b>69</b>	<b>87.34%</b>	<b>9.36</b>

Table 41: Sick leave utilised for the period 1 January 2024 to 31 December 2025

### TEMPORARY INCAPACITY LEAVE

SALARY BAND	TOTAL DAYS	PERCENTAGE DAYS WITH MEDICAL CERTIFICATION	NUMBER OF EMPLOYEES USING DISABILITY LEAVE	PERCENTAGE OF TOTAL EMPLOYEES USING DISABILITY LEAVE	AVERAGE DAYS PER EMPLOYEE	ESTIMATED COST
Skilled (Levels 3-5)	0	0	0	0	0	-
Highly skilled production (Levels 6-8)	12	100%	1	1.26%	12	R11 176.67
Highly skilled supervision (Levels 9-12)	11	100%	1	1.26%	11	R28 249.90
Senior management (Levels 13-16)	0	0	0	0	0	-
<b>Total</b>	<b>23</b>	<b>100%</b>	<b>2</b>	<b>2.52%</b>	<b>23</b>	<b>R39 426.57</b>

Table 42: Temporary incapacity leave (temporary and permanent) for the period 1 January 2024 to 31 December 2025

### ANNUAL LEAVE

SALARY BAND	TOTAL DAYS TAKEN	AVERAGE DAYS PER EMPLOYEE	NUMBER OF EMPLOYEES WHO TOOK LEAVE
Lower skilled (Levels 1-2)	44	44	1
Skilled (Levels 3-5)	334	23.86	14
Highly skilled production (Levels 6-8)	808	22.44	36
Highly skilled supervision (Levels 9-12)	597	28.43	21
Senior management (Levels 13-16)	114	28.50	4
<b>Total</b>	<b>1 897</b>	<b>147.23</b>	<b>76</b>

Table 43: Annual leave utilised for the period 1 January 2024 to 31 December 2025

It is important to note that the above table only reflects the leave taken between 1 January and 31 December 2024. The average days per employee do not consider any leave credits remaining from the 2024-2025 leave cycle.

## LABOUR RELATIONS

The following tables show the various labour relations matters dealt with in the year under review by all staff categories.

### MISCONDUCT AND DISCIPLINARY HEARINGS FINALISED

OUTCOMES OF DISCIPLINARY HEARINGS	NUMBER	PERCENTAGE OF TOTAL
Abscondment	1	16,66%
Disciplinary hearings finalised	5	83,33%
Pending	0	-
Appeal upheld	0	-
<b>Total</b>	<b>6</b>	<b>100%</b>

Table 44: Misconduct and disciplinary hearings finalised for the period 1 April 2024 to 31 March 2025

### TYPES OF MISCONDUCT ADDRESSED AT DISCIPLINARY HEARINGS

TYPE OF MISCONDUCT	NUMBER	PERCENTAGE OF TOTAL
Fraud/Corruption	1	16,66%
Absence without leave	2	33,33%
Conduct unbecoming	1	16,66%
Prejudice the administration, efficiency and discipline	1	16,66%
Abscondment	1	16,66%
<b>Total</b>	<b>6</b>	<b>100%</b>

Table 45: Types of misconduct addressed at disciplinary hearings for the period 1 April 2024 to 31 March 2025

### MISCONDUCT AND DISCIPLINARY HEARINGS FINALISED

GRIEVANCES	NUMBER	PERCENTAGE OF TOTAL
Number of grievances finalised	0	100%
Number of grievances pending	0	100%
<b>Total number of grievances lodged</b>	<b>0</b>	<b>100%</b>

Table 46: Grievances logged for the period 1 April 2024 to 31 March 2025

### TYPES OF MISCONDUCT ADDRESSED AT DISCIPLINARY HEARINGS

DISPUTES	NUMBER	PERCENTAGE OF TOTAL
Number of disputes upheld	-	-
Number of partially upheld	-	33,3%
Number of disputes dismissed	1	33,3%
Pending disputes	1	33,3%
<b>Total number of disputes lodged</b>	<b>2</b>	<b>100%</b>

Table 47: Disputes logged with councils for the period 1 April 2024 to 31 March 2025



## SKILLS DEVELOPMENT

JICS approved bursaries for seven staff members to pursue higher qualifications. The fields of study are shown below.

FIELD OF STUDY	NUMBER OF BURSARIES
BCom Law	1
LLB	1
Post Graduate Diploma in Public Management	1
National Diploma: Public Administration	1
Bachelor of Science (Hons) Information Technology	1
Diploma in Criminal Justice	1
Advanced Diploma in Management	1

Table 48: Bursaries granted to JICS staff for the academic year 2024

# Information Technology

## PURPOSE:

The Information Technology (IT) sub-directorate is critical to JICS's effective business process operation and strategic alignment through the provision of a reliable, integrated, and secure ICT infrastructure and support for business applications, encompassing essential hardware, software, and network components.

**ICT infrastructure transition:** During the 2024/2025 performance cycle, JICS initiated the migration of its ICT infrastructure from DCS to the State Information Technology Agency (SITA). Several Service Level Agreements (SLAs) were established with SITA to define service expectations, responsibilities, and standards throughout this transition.

JICS has continued to utilise key transversal systems through DCS, during the financial years, including BAS, LOGIS, and PERSAL, for its operations. The IT sub-directorate provides comprehensive network support across JICS and extends hardware, software, and network troubleshooting and support to regional offices.

## Projects

### DISTRIBUTION OF COMPUTERS FOR ICCVS IN THE CORRECTIONAL CENTRES

The IT sub-directorate has successfully installed 107 computer workstations across various correctional centres nationwide during the reporting period. These installations were strategically planned and executed in alignment with confirmed workspace availability for ICCVs.

Furthermore, JICS has commenced a progressive initiative to equip all ICCVs with tablet devices, replacing existing desktop computers. This strategic move is aimed at enhancing real-time online reporting to regional offices, ultimately improving the efficiency and timeliness of operational responses.

### DEVELOPMENT AND INTEGRATION OF JICS MANAGEMENT INFORMATION SYSTEM INTO DCS E-CORRECTIONS

The e-Corrections system has been implemented across numerous correctional centres to enhance DCS's capacity for mandatory reporting on critical areas such as deaths, mechanical restraints, segregation, and the use of force. JICS officials have been enrolled in this system, facilitating enhanced oversight of these mandatory reports submitted by DCS. However, challenges with e-Corrections rollout and compliance have led JICS to develop an internal reporting system to complement the functionalities of e-Corrections.



## DEVELOPMENT OF JICS MAIL SERVER AND WEBSITE

JICS has initiated a crucial project to migrate its Active Directory, email exchange, and website to a modern cloud server solution provided by SITA. This migration is necessitated by the current on-premises server infrastructure, which relies on outdated and unsupported technologies (Windows Server 2012 R2 and Microsoft Exchange Server 2010).

In addition to the above, JICS is in the process of establishing an independent data line through SITA, transitioning from the current DCS-managed line. Our ICT unit currently manages 359 active user profiles and mailboxes within the [jics.gov.za](http://jics.gov.za) domain.

To establish an independent digital presence, JICS has appointed a service provider to develop a new website separate from the current DCS-developed platform, which includes a link to the DCS URL "[jics.dcs.gov.za](http://jics.dcs.gov.za)." This will allow JICS to manage its online communication autonomously.

## Challenges

JICS's reliance during 2024/2025 on the DCS network infrastructure poses several operational challenges. Changes implemented within the DCS server environment may negatively impact the JICS network and email functionality. This was evident when the deployment of the JICS website on the shared server inadvertently affected DCS email services.

Moreover, previous DCS-led infrastructure changes have resulted in significant disruptions to JICS email services. A trial of the Mimecast firewall, lacking proper configuration for the JICS domain, caused a two-week network outage. Subsequently, the rollback to the Synaq firewall configuration, again without JICS-specific inclusion, led to a further three weeks of email downtime.

In addition to these intermittent disruptions, JICS offices experienced consistently slow network performance due to insufficient bandwidth, a direct consequence of the shared data line with DCS. This shared infrastructure also restricts JICS's capacity to increase network bandwidth to meet operational needs independently.

## Achievements

- JICS initiated the migration of its ICT infrastructure from DCS to SITA.
- Development of the JICS website separate from the current DCS-developed platform.
- Procurement of a wireless network CMR, KZNMR and ECMR.

# Communications and Media

## THE IMPORTANCE OF EFFECTIVE COMMUNICATION.

JICS places a high priority on the implementation of effective and innovative communication strategies to ensure all personnel are well-informed about their daily responsibilities, particularly concerning online security and information confidentiality. We recognise that transparent and concise communication is key to fostering a knowledgeable and compliant workforce.

JICS has a demonstrated history of effectively communicating staff roles in achieving shared objectives, leading to positive outcomes such as advancing public health initiatives and protecting the organisation's reputation. This approach also underscores our commitment to transparent reporting to stakeholders and raising public awareness.

Given the increasing speed and accessibility of information dissemination, JICS is committed to responsible, transparent, and meticulously accurate communication. Providing reliable data is essential for various societal stakeholders in their critical decision-making. Despite the inherent complexities, JICS remains dedicated to safeguarding the public interest in today's interconnected world.

## MEDIA ENGAGEMENT

Throughout the 2024/2025 performance cycle, JICS maintained a proactive and engaged relationship with the media. This involved the timely and comprehensive response to media inquiries, diligent monitoring of industry developments, the provision of pertinent information to both the public and our staff, and the active promotion of knowledge and awareness on matters relevant to our mandate.

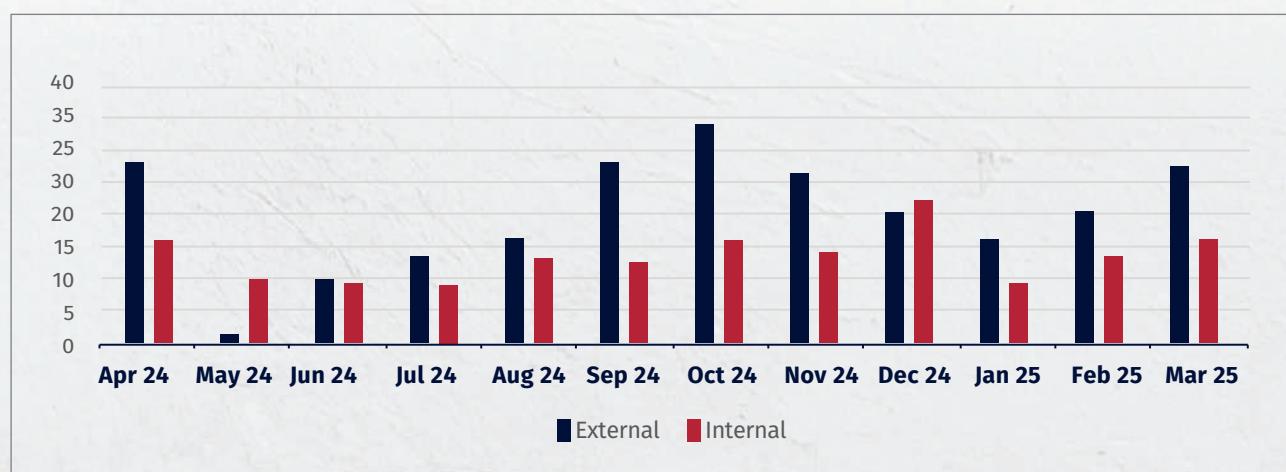
## INTERNAL COMMUNICATION

JICS employs a range of internal communication channels, including email and WhatsApp groups, to promote transparency and inclusivity within the organisation.

To effectively update and engage both staff and the public, the Communications sub-directorate strategically utilises various communication products, such as social media graphics, videos, and television and radio messages.

These established tools will remain key components of our communication strategy to ensure its continued effectiveness.

## NEWS CLIPPINGS/INTERNAL COMMUNICATIONS 2024/2025



Graph 33: Media engagement and internal communication for the 2024/2025 performance cycle

## Matters reported

### PUBLICATIONS

JICS quarterly reports and annual report: JICS successfully submitted its Annual Report 2023/2024 and summary to Parliament within the stipulated timeframe. Following its tabling, the Annual Report was presented to the Portfolio Committee on Correctional Services on 19 October 2024, resulting in a positive and productive engagement with the Committee.

### SOCIAL MEDIA PRESENCE

JICS established its official social media presence on Twitter on 1 March 2022, following the adoption of the Social and Digital Media Policy and Social Media Standard Operating Procedure. The platform was later rebranded as "X" in July 2023 under new ownership. To enhance JICS's social media visibility, directorates actively encourage staff content contributions to the X account. The growth of the former Twitter account, primarily focused on information dissemination in alignment with our mandate, is noted. However, ongoing changes to the X platform by its new ownership complicate the analysis of past performance trends.

## Campaigns

### BOOK CAMPAIGN

JICS has established a collaborative partnership with NICRO, wherein NICRO manages the logistical aspects of the book donation campaign. JICS continues to actively encourage and facilitate book donations from various stakeholders. During May and June 2024, NICRO efficiently coordinated the collection of donated books from contributors and their distribution to correctional centres in need, including Mqanduli Correctional Centre. NICRO has experienced some challenges obtaining affordable national courier services. In the interim, JICS regions facilitate donations, as exemplified by a donation to Elliotdale Correctional Centre.

	APR 2024	MAY 2024	JUN 2024	JUL 2024	AUG 2024	SEPT 2024	OCT 2024	NOV 2024	DEC 2024	JAN 2025	FEB 2025	MAR 2025
<b>Tweets</b>	15	13	9	11	7	19	10	21	10	10	23	5
<b>Mentions</b>	2	2	0	2	2	1	1	1	3	0	1	1
<b>New followers</b>	2	2	10	23	15	10	10	5	0	5	20	5
<b>Total followers</b>	838	840	850	873	888	898	908	913	913	918	939	944

Table 49 : Twitter/X engagements for 2024/2025



## Property management

### PURPOSE:

To provide JICS officials with safe and secure office accommodation.

The table shows an overview of the various office accommodation, JICS used from 1 April 2024 to 31 March 2025.

PHYSICAL ADDRESS	TYPE OF AGREEMENT	STATUS ON 31 MARCH 2024
<b>Western Cape Management Region:</b> 9TH Floor, Standard Bank Building, 1 Thibault Square, Cnr Long & Hans Strijdom Avenue, Cape Town	Lease Agreement	Lease agreement expires 30 April 2026
<b>Central Management Region:</b> 3rd floor, 62 Andrew Street, Bloemfontein	Lease Agreement	Lease agreement expires 31 July 2028
<b>KZN Management Region:</b> 8th floor, 275 Anton Lembede Street, Durban	Lease Agreement	Lease agreement expires 31 December 2026
ECO Park 349 Witch-hazel Street, Highveld Ext.70 Centurion, Including NMR	Lease Agreement	Lease agreement expires 30 April 2026

Table 50 : JICS property management for the financial year 2024/2025

### TEMPORARY ACCOMMODATION

JICS, ECMR has had temporary accommodation at the Magistrate Court, East London, since September 2018. The tender has not been advertised to date.

### COMMENTARY

The original tender for procuring alternative accommodation for the ECMR was officially canceled by the DPWI Regional Bid Adjudication Committee on 22 April 2024. A new tender was anticipated to be advertised on August 2, 2024, but this did not materialise.

Subsequently, it was determined that all new property procurements must be coordinated through the office of the Minister of Public Works and Infrastructure. A formal letter was sent to the Minister on 11 October 2024, requesting assistance in securing new office accommodation for the ECMR. Despite various follow-up efforts by the office of the Inspecting Judge, this matter remained unresolved when this report was compiled.

# PART



## » FINANCE AND SUPPLY CHAIN MANAGEMENT



**PURPOSE**

To provide financial administration and budget management for JICS.

The table below shows the total budget allocation for JICS for the 2024/25 financial year, with a total allocation of R114 607 000.

ITEMS	BUDGET
<b>Total Budget Allocation</b>	R114 607 000
<b>Compensation of Employees</b>	R72 741 000
<b>Goods and Services</b>	R41 847 000
<b>Transfers &amp; Subsidies</b>	R19 000
Table 51: Budget allocation for the 2024/2025 financial year	

**DETAILED EXPENDITURE REPORT**

ECONOMIC CLASSIFICATION	2022/23	2023/24	2024/25
<b>Current Payments</b>			
<b>Compensation of Employees</b>	R66 180 177.69	R69 855 830.78	R72 569 173.87
<b>Salaries &amp; Wages</b>	R60 090 119.52	R63 094 625.09	R65 378 011.64
<b>Social Contributions</b>	R6 090 058.17	6761 205.69	R7 191 162.23
<b>Goods &amp; Services</b>	R 11 014 371.48	R11 001 264.16	R23 398 894.49
<b>Administrative Fees Payments</b>			R234.46
<b>Advertising</b>	R115 484.60	R259 015.63	R3 064.32
<b>Assets less than the capitalisation threshold</b>	R92 552.00	R198 470.25	R103 472.90
<b>Bursaries: Employees</b>	R207 610.00	R191 465.00	R230 990.00
<b>Catering Departmental Activities</b>	R442 108.86	R320 253.29	R337 910.34
<b>Communication</b>	R898 909.03	R701 395.49	R1 526 435.53
<b>Computer Services</b>	R712 180.67	R734 601.67	R1 032 126.87
<b>Consultants and Professional Services: Business &amp; Advisory Services</b>	R337 836.00		
<b>Legal Services</b>	R464 154.38	R219 667.49	R931 317.50
<b>Entertainment</b>	R254.97	R1 724.00	
<b>Contractors</b>		R1 179.90	
<b>Fleet Services</b>	R882 335.46	R813 755.99	R940 593.18
<b>Inv: Cloth Mat Accessories</b>			R294 400.00
<b>Inv: Chem, Fuel, Oil, Gas, Wood &amp; Coal</b>	-		R500.00
<b>Inv: Material &amp; Supplies</b>	-	R33 264.87	R260 125.06
<b>Inv: Medical Supplies</b>	-		R1 441.89
<b>Consumable Supplies</b>	R177 412.56	R349 065.39	236 204.74
<b>Consumable: Stationery &amp; Printing</b>	R569 636.72	480 584.44	R461 415.27
<b>Property Payments</b>	R25 471.55	R586 970.04	R1 286 786.87
<b>Operating Leases</b>			R7 636 776.35
<b>Travel &amp; Subsistence</b>	R5 730 799.81	R4 950 720.74	R5 723 639.85
<b>Training &amp; Development</b>	-	R245 337.00	R266 814.00
<b>Operating Payments</b>	R324 360.00	R594 800.84	485 035.40
<b>Venues &amp; Facilities</b>	-	R336 244.00	1 639 609.52
<b>Transfers &amp; Subsidies</b>	R33 820.01	R225 553.24	R160 520.47
<b>Provincial and Municipalities</b>	R17 125.20	R15 012.00	R19 409.80
<b>Households (HH)</b>			
<b>H/H: Employee Social Benefits</b>	R16 694.81	R210 541.24	R141 110.67
<b>Payments for Capital Assets</b>	R993 883.93	R1 137 697.87	R3 608 775.82
<b>Machinery &amp; Equipment</b>	R951 203.52	R1 137 697.87	R3119 023.26
<b>Motor Vehicles</b>			
<b>Other</b>	R42 680.41		R489 387.91
<b>TOTAL</b>	R78 222 253.11	R82 220 346.05	R99 737 000.00

Table 52: 2022/23, 2023/24, 2024/25 - Expenditure reporting

# Expenditure

JICS's total expenditure for the period from 1 April 2024 to 31 March 2025 is detailed below:

EXPENDITURE INCLUDING COMMITMENTS	EXPENDITURE EXCLUDING COMMITMENTS	COMMITMENTS
R102 226 828	R99 737 000	R2 489 828

Table 53: Expenditure from 1 April 2024 to 31 March 2025

#### REMARKS:

The overall expenditure stands at 89.19%, compared to the ideal target of 100%, resulting in a deviation of 10.81%. The underspending is attributed to Section 42 transfers as per the Public Finance Management Act, which are still being recorded and accounted for under DCS accounts, as well as commitments that still reflect on our expenditure report. JICS had no access to transversal systems during the year under review, which would have enabled the processing of invoices received from external service providers. As an interim measure, arrangements were made with DCS to process payments on behalf of JICS. However, this arrangement proved to be challenging and required management intervention to ensure that both internal and external service providers were paid accordingly. Several invoices remained unpaid until the new financial year.

COMPENSATION OF EMPLOYEES	IDEAL	DEVIATION
99.76%	100%	0.23%

Table 54: Compensation of employees

#### REMARKS:

Standard item is in line with the deviation of 0.23% which is acceptable and within the National Treasury norms and standards.



GOODS AND SERVICES	IDEAL	DEVIATION
55.91%	100%	44.09%

Table 55: Goods and services

**REMARKS:**

The underspending is primarily attributed to section 42 items that remained recorded in the DCS financials during the 2024/25 financial year, as the transfers to JICS were only effected in the 2025/26 financial year. These items included expenditures related to property leases, ICT services, and property payments. Furthermore, JICS did not have access to the necessary operational systems during 2024/25 to facilitate the processing of supplier payments. The unavailability of these systems had a significant impact on spending, resulting in several invoices not being processed within the year under review, thereby contributing to the overall underspending of the 2024/25 allocation.

TRANSFERS AND SUBSIDIES	IDEAL	DEVIATION
849.29%	100%	-749.29%

Table 56: Transfers and subsidies

**REMARKS:**

The overspending is attributed to leave gratuities paid to former employees who terminated their service with JICS.

## SUB-DIRECTORATE: Supply Chain Management

**PURPOSE:**

The unit is responsible for providing procurement services and managing JICS assets.

**FLEET MANAGEMENT**

The table below shows the allocation of government vehicles to the JICS Regional Management Offices as of 31 March 2025.

OFFICE/MANAGEMENT REGION	ALLOCATION
Head Office	3
Northern Management Region	5
Central Management Region	5
KwaZulu-Natal Management Region	6
Eastern Cape Management Region	6
Western Cape Management Region	5
<b>TOTAL ALLOCATION</b>	<b>30</b>

Table 57 : Allocation of vehicles per region



Polsmoor

THE TABLE BELOW SHOWS THE UTILISATION OF STATE VEHICLES AS AT 31 MARCH 2025.

MAKE	MODEL	LICENSE NUMBER	YEAR	AGE	CLOSING ODO	CONDITION
<b>HEAD OFFICE</b>						
<b>BMW</b>	X5	HX24ZZGP	2018	7.3	120438	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 388	2020	5.11	54796	Good
<b>Toyota</b>	Etios 1.5 XI	CA 172 504	2019	6.2	55105	Good
<b>NORTHERN MANAGEMENT REGION</b>						
<b>Toyota</b>	Etios 1.5 XI	CA 170 172	2019	6.2	70580	Good
<b>Toyota</b>	Etios 1.5 XI	CA 175 078	2019	6.2	68065	Good
<b>Toyota</b>	Corolla Quest	CA 567 022	2015	10.2		Dispose
<b>Toyota</b>	Etios 1.5 XI	CA 778 201	2018	7.2	75966	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 427	2020	5.2	59521	Good
<b>KWAZULU-NATAL MANAGEMENT REGION</b>						
<b>Isuzu</b>	D-Max 250	CAA 330 583	2021	4.6	56756	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 419	2020	5.2	35941	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 401	2020	5.2	41663	Good
<b>Toyota</b>	Etios 1.5 XI	CA 645 414	2019	6.2	44490	Good
<b>Toyota</b>	Etios 1.5 XI	CA 647 764	2019	6.2	48451	Good
<b>Toyota</b>	Corolla Quest	CA 566 703	2015	10.2	149249	Dispose
<b>CENTRAL MANAGEMENT REGION</b>						
<b>Toyota</b>	Etios 1.5 XI	CA 458 394	2019	6.2	41306	Good
<b>Toyota</b>	Corolla Quest	CA 566 649	2015	10.2	114501	Dispose
<b>Toyota</b>	Etios 1.5 XI	CA 642 898	2019	6.2	46837	Good
<b>Toyota</b>	Etios 1.5 XI	CA 864 735	2018	7.2	50205	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 393	2020	5.11	70149	Good
<b>EASTERN CAPE MANAGEMENT REGION</b>						
<b>D-Max 250</b>	CAA 330 586	2021	4.3	38652	Good	
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 412	2020	5.11	52688	Good
<b>Toyota</b>	Etios 1.5 XI	CA 796 091	2018	7.2	101489	Good
<b>Toyota</b>	Etios 1.5 XI	CA 770 953	2018	7.2	107479	Good
<b>Toyota</b>	Etios 1.5 XI	CA 610 179	2016	9.2	120070	Good
<b>Toyota</b>	Etios 1.5 XI	CA 617 154	2016	9.2	100256	Good
<b>WESTERN CAPE MANAGEMENT REGION</b>						
<b>Volkswagen</b>	Polo 1.6 Sedan	CA 709 189	2013	12.2	135738	Dispose
<b>Volkswagen</b>	Polo 1.6 Sedan	CA 709 535	2013	12.2	131420	Dispose
<b>Toyota</b>	Etios 1.5 XI	CA 778 181	2019	6.2	33531	Good
<b>Toyota</b>	Etios 1.5 XI	CA 795 421	2018	7.2	48743	Good
<b>Volkswagen</b>	Polo 1.6 Sedan	CAA 235 393	2020	5.11	70149	Good

Table 58: List of all state vehicles and conditions



St Albans

HEAD OFFICE – CENTURION

Tel: 012 321 0303

PHYSICAL ADDRESS:

Eco-Origins Block C3, 349 Witch-Hazel Avenue,  
Highveld Ext 79,  
Centurion, 0169

CAPE TOWN

Tel: 021 421 1012

Fax: 021 418 1069

PHYSICAL ADDRESS:

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