

# Chief Executive Officer's Report

Ms M.A.F. Moja (Acting CEO)

“ Another year of service has gone by. We have included a detailed report of our performance against the annual predetermined objectives as an integral part of our financial report, however, it is worth reporting on additional activities or factors that influenced our performance during the year as well. ”



## Human Resources

For several years the NGB has been operating with a minimal staff complement. While this practice was positive to maintain limited resources allocated to the NGB annually, however the downside was increasing the risk of low capacity to unacceptable levels, in some instance creating the dependency of skill in one individual.

The Board recently approved a new human capital structure with the number of personnel that reduces the risk accordingly. Management therefore embarked on an aggressive recruitment process that resulted in three additional personnel joining the organisation early in the new year.

Staff development was carried out in the form of funds set aside for study bursaries and with staff taking the opportunity of ordering material they need for reference purpose, and enhanced the Resource Centre.

## Public Education and Awareness

The NGB has a legislated responsibility to educate the public in the odds of gambling and the negative socio-economic impact of the gambling industry on the society.

The Board previously joined forces directly with the National Responsible Gambling Program (NRGP) to educate the public and run an awareness campaign.

During the 2009/2010 financial year the Board undertook to execute this mandate with specific objectives. We engaged the services of a women led small enterprise to run a Public Awareness and Education campaign over a period of 14 weeks, with the emphasis on spelling out the myth of gambling, educating the public about illegal activities such as online (interactive) gambling and under-age gambling, responsible gambling and making the public aware of all services we provide in assisting members of the public who unfortunately fall victim to addictive gambling.

Management considers the campaign successful based on the outcome of media attention it attracted and the national coverage/footage it made from various types of media we employed to communicate the messages.

## Public Protection

The NGB is always conscious of providing policy advice and approvals that ensures protection of vulnerable members of the society. Hence the new "bet types" and amendments to betting rules were carefully considered on approval.

During the year, the Board fulfilled a role of mediator in resolving disputes within the industry.

## Internal Controls

Management reviewed Board processes with the view of redesigning current internal control systems employed to implement an encompassing system. The new system will ensure acceptable levels of business recovery and continuity in case of disaster and/or business interruption. We will be engaging the services of an agency to complete a Business Continuity Plan that will complement the Disaster Recovery Plan currently in place.

The NGB strives to implement the system of internal controls that reduces risks, and continue to manage strategic and business risk within the approved framework.

### **Additional Projects**

The NGB manages its operations and executes its mandate in a progressive manner. The Board submits a three year strategic plan and detailed annual plan for approval by the Minister of Trade and Industry. Management operationalise Board's commitments (objectives) and monitors performance quarterly throughout the year. However, regulating a dynamic industry like gambling and the impact it has on society, we do allow ourselves to deviate from planned deliverables to perform critical ad hoc projects.

During the year under review, the following additional projects were performed.

### **Verification of the Racing and Betting System**

The NGB considered the public's concerns over credibility of the system utilised to record racing bets. Our Racing and Betting team conducted an audit on the system and cleared allegations without any findings.

### **Verification of Accuracy of Racing and Betting Dividends**

Management further considered the public's concern with regard to the accuracy of dividends paid out (winnings) and losses recorded by the operators. Again, an audit of revenue was conducted and allegations were dismissed without any findings.

### **National Strategy to Suppress Illegal Activities**

The NGB developed a Memorandum of Understanding (MOU) to forge close relationship between gambling regulators and South African Police Services (SAPS) in an effort to combat illegal gambling activities effectively.

### **New Gambling Activities**

The Board is mandated to advise the Minister of Trade and Industry on policy to regulate new gambling activities. Management interact with a number of stakeholders including potential operators. The activities that are growing globally are virtual racing and televised poker tournaments. We engaged various stakeholders researching these activities and advised the Gambling Review Commission accordingly.

### **Future Enhancements**

Management noted the need to develop rules and regulations to guide the user of national databases. This process will be embarked on immediately after the final review of the National Gambling Act (No. 7 of 2004).

### **Appreciation**

I thank the Minister of Trade and Industry and Director General of **the dti**, the Board of the National Gambling Board, the staff of NGB, the Board and management of Zonke Management Systems (Pty), CEO's of provincial gambling boards and all operators for their support throughout the period.



**Ms MAF Moja**  
**Acting Chief Executive Officer**

# Newly appointed **CEO**

Chief Executive Officer: Ms B.P. Tyawa

