



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27 Stiemens
Street Braamfontein,
Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Email:
Enquiries@infoeregulator.org.za

MEDIA STATEMENT

INFORMATION REGULATOR WINS BCX DIGITAL INNOVATION AWARD FOR ITS eSERVICES PORTAL

21 NOVEMBER 2024

The Information Regulator (IR) has won the BCX Digital Innovation Award in the “Best in Society and Sustainability” Public Sector Category for its pilot eServices Portal Project. This follows the IR’s shortlisting in the Top 3, and the announcement made yesterday. The BCX Digital Innovation Awards recognise innovation in digital and technological excellence for the improvement of service delivery. The recognition of the IR’s eServices Portal through this award follows the accolades recently given to the IR’s Chief Information Officer (CIO), Mr. Tando Luyaba, as one of the world’s Top 200 CIOs for 2024 by the Global CIO Forum, which represents around 44,000 CIOs and CISOs from 52 countries.

The eServices portal is a cutting-edge digital platform developed to enhance compliance with PAIA and POPIA for both public and private entities while improving accessibility for the general public. Leveraging modern technology, the portal introduces a seamless, user-friendly interface that enables efficient transactions, and secure communication with the Regulator. These functionalities offered in the portal eliminate traditional barriers such as manual processes and physical paperwork, saving time and resources while ensuring compliance with information laws.

What sets the eServices project apart is its focus on innovation for societal benefit. By centralising and digitising critical compliance processes, the portal has empowered organisations to meet their legal obligations with ease and reduced administrative burden. For the public, it provides access to transparent and accessible information, fostering trust and accountability in governance. The use of robust security protocols also ensures that sensitive data is protected, reinforcing confidence in the system’s reliability.

This award also recognises the portal’s contribution to sustainability and its alignment with the principles of being “Best in Society.” By replacing paper-based workflows with a fully

digital solution, the eServices platform significantly reduces the environmental footprint of compliance activities. Moreover, the automation of processes minimises the need for extensive human intervention, enabling resources to be reallocated to other critical areas. This innovation demonstrates how technology can be harnessed to achieve both societal impact and environmental sustainability.

For media enquiries or interviews contact Nomzamo Zondi on 078 674 2598 / nzondi@inforegulator.org.za

ISSUED ON BEHALF OF THE INFORMATION REGULATOR OF SOUTH AFRICA.