

MEDIA STATEMENT

REGULATOR GETS RECOGNITION AT THE GOVTECH DIGITAL PUBLIC SERVICE AWARDS

10 SEPTEMBER 2025

On Monday, 8 September 2025, the Information Regulator (Regulator) walked away with two first runner-up awards at the GovTech Digital Public Service Awards ceremony. There were over 150 nominations submitted with participants from leading organisations in the ICT space. Representing the Regulator to receive these awards, the Gov Tech conference was attended by Mr Tando Luyaba, the Chief Information Officer (CIO), and the Senior Manager IT Analysis, Mr Langithemba Mazibu.

The first award was for Digital Governance, which recognised the innovative work done through the Regulator's eServices and myRegulator portals. These platforms have transformed the Regulator from heavily manual processes to a modern, digital-first institution. It streamlined processes like the Information Officer registrations, Promotion of Access to Information Act (PAIA) annual reporting, security compromise notifications, complaints and query submissions, compliance self-assessments on the Protection of Personal Information Act (POPIA) and PAIA, and tools like the Personal Privacy Score. Internally, there are also automated business processes such as contract management and the corporate calendar.

The second award was for Digital Partnerships, which recognised the strategic collaboration that the Regulator established with the Companies and Intellectual Property Commission (CIPC). This includes the secure Application Programming Interfaces (API) integration that allows the Regulator to verify CIPC-registered entities in real time, ensuring accurate data when they register. It also includes the introduction of some of the Regulator's services directly on the CIPC BizPortal, which has reduced red tape by making compliance seamless while organisations are already engaging in their CIPC processes. This partnership has already seen compliance with POPIA and PAIA improve significantly. This award was particularly special because it tied directly into the theme of the conference:

"One Data. One Citizen. One Service Delivery Journey".

“While we did not secure first place, achieving two 1st runner-up awards in such competitive fields is a major recognition of the progress that the Regulator is making. It affirms that our digital transformation journey is being noticed, and appreciated by, peers and leaders in the public service and ICT sectors,” said the CIO, Mr Tando Luyaba.

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