



the dpsa

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TO ALL HEADS OF NATIONAL DEPARTMENTS AND PROVINCIAL ADMINISTRATION
CIRCULAR No 33 of 2025.

DETERMINATION AND DIRECTIVE ON THE IMPLEMENTATION OF DIGITAL PUBLIC SERVICES STANDARD

1. PURPOSE

The purpose of this circular is:

- 1.1. To issue the Determination and Directive on the implementation of Digital Public Services Standard.

2. INTRODUCTION

2.1. The purpose of the determination and directive is to formally authorize the use of the Digital Public Services Standard as a guide for implementing digital services. The Determination and Directive states that the Head of Department ensures that digital services align with the guiding principles outlined in the standard and that the implementation process adheres to the digital services lifecycle. This ensures that digital services are delivered effectively, efficiently, and in accordance with established best practices. The Digital Public Services Standard is attached in Annexure A.

2.2. Kindly note that the Determination and Directive are effective from the date of the signature of this circular and that the requirements thereof should be met within the period of the Medium-Term Expenditure Framework (MTEF).

2.3. Kindly contact Mr Nico Ntsimane on (012) 336 1287 or NtsimaneN@dpsa.gov.za

MR WILLIE VUKELA
ACTING DIRECTOR-GENERAL: DPSA
DATE 04/08/25