

OFFICE OF THE PREMIER

OTOP

SERVICE DELIVERY IMPROVEMENT PLANS

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VISION

The leader in excellence at the centre of a coherent pro-poor Provincial Administration.

MISSION

To ensure responsive integrated and sustainable service delivery to all in the Eastern Cape through strategic leadership, critical interventions and co-ordinated effective Provincial Government.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Payment of suppliers	Suppliers	Quantity:	400 suppliers per month	Quantity:	1000 suppliers <i>per month</i>
		Quality:		Quality:	
		• Consultation	One Supplier Day per annum, telephone fax, mail, brochures	• Consultation	Supplier Day, telephone fax, mail, brochures, email, one (1) roadshow per annum
		• Access	One Supplier Day, Visits to our offices, telephone, fax, mail, Electronic payments	• Access	One Supplier Day, Visits to our offices, telephone, fax, mail, website, <i>Same as above</i>
		• Courtesy	Answering of telephone within 5 rings	• Courtesy	Wearing of name tags by all officials, suggestion box, answering of telephone within 3 rings
		• Open & Transparency	Supplier Day, telephone fax, mail,	• Open & Transparency	Supplier Day, telephone fax, mail, brochures, email, roadshows, memoranda
		• Information	Supplier day, brochures, presentations	• Information	Supplier day, brochures, presentations, Visits to our offices, telephone, fax, mail Service Delivery Charter,
		• Redress	No system	• Redress	Suggestion boxes,
		• Value for Money	Determine cost per payment	• Value for Money	Payment of the right supplier at the right time,
		Time:	30 days	Time:	30 days
		Cost:	Within the allocated budget	Cost:	Within the allocated budget
		Human Resources:	3	Human Resources:	8

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Filling of vacant posts <i>G</i>	Components	Quantity:	117 vacancies	Quantity:	10 vacancies <i>REDUCE TO</i>
		Quality:		Quality:	
		• Consultation	Memoranda, Circulars, telephone, email, meetings	• Consultation	Memoranda, Circulars, telephone, email, meetings
		• Access	Memoranda, Circulars, telephone, email, meetings, visits to the components	• Access <i>IMPROVE?</i>	Memoranda, Circulars, telephone, email, meetings, visits to the components
		• Courtesy	Reactive approach	• Courtesy	Proactive approach
		• Open & Transparency	Memoranda, Circulars, telephone, email, meetings, visits to the components	• Open & Transparency	Memoranda, Circulars, telephone, email, meetings, visits to the components
		• Information	Meetings, Quarterly reports	• Information	Meetings, monthly reports
		• Redress	Attending to complaints as they come	• Redress	Suggestion box
		• Value for Money		• Value for Money	Reduction of labour turnover, Appointment of the right person at the right time.
		Time:	3 months	Time:	3 months
		Cost:	Within the available budget	Cost:	Within the available budget
		Human Resources:	6	Human Resources:	8


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KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Establishment of minimum Anti-Corruption Capacity <i>Project</i> <i>(R)</i>	All Departments	QUANTITY:	3 Departments	QUANTITY:	12 Departments
		QUALITY:		QUALITY:	
		Consultation	Policies and workshops	Consultation	Policies, workshops and one-on-one meetings with departments
		Access	Workshops and consultative meetings through PACC	Access	Workshops, consultative meetings through PACC meetings and One-on-one meetings
		Courtesy		Courtesy	
		Open & Transparency	Information sharing sessions	Open & Transparency	Information sharing session and one-on-one meetings
		Information	Brochures, booklets and posters	Information	Brochures, booklets and posters and policy documents
		Redress	Information sessions	Redress	Information sessions / feedback sessions / meetings
		Value for Money	Implementation in three departments	Value for Money	Implementation in all departments
		TIME:	2007 - 2008	TIME:	2007 - 2008
		COST:	Within the available budget	COST:	Within the available budget
		HUMAN RESOURCES	8	HUMAN RESOURCES	9

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KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:		Quantity:	
Events management <i>Function.</i> 	All provincial departments and Premier Related events	Quantity:	30	Quantity:	30
		Quality:		Quality:	
		• Consultation	Telephone, Email, faxes. memorandums	• Consultation	Memoranda, telephone fax, email. Project Desk
		• Access	Visits to our office, telephone, fax, email, OTP year calendar, District offices	• Access	Visits to our office, telephone, fax, email, OTP year calendar, District office
		• Courtesy	Wearing of name tags, answering of telephone within 5 rings quick response to requests	• Courtesy	Wearing of name tags , answering of telephone within 2 rings Quick response to requests.
		• Open & Transparency	Visits to our office, memoranda, telephone fax, email, OTP year calendar,	• Open & Transparency	Visits to our office, telephone fax, mail, email, memoranda OTP year calendar, Broachers, Internal Communication system, 2 Imbizo's
		• Information	Visits to our office, memoranda, telephone fax, email OTP year calendar,	• Information	Visits to our office, memoranda, telephone fax, email, website OTP year calendar,
		• Redress	Suggestion boxes	• Redress	Complaints desk. Suggestion boxes
		• Value for Money	Prompt response and ensure professionalism.	• Value for Money	Prompt response and ensure professionalism.
		Time:	Quarterly	Time:	Quarterly
		Cost:	Within the allocated budget	Cost:	Within the allocated budget
		Human Resources:	26	Human Resources:	33

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Issue bursaries to FET colleges <i>GT</i>	Eastern Cape Full time students	Quantity:	180	Quantity:	200
		Quality:		Quality:	
		• Consultation	Visits to FET colleges, Exhibitions, CEO Forum	• Consultation	Visits to FET colleges, Exhibitions, CEO Forum, Individual students
		• Access	FET Colleges and Application forms from institution,	• Access	FET Colleges and Application forms from service provider, Follow up visits
		• Courtesy	Follow up visits, Wearing of name tags, answering of telephone and personal enquiries,	• Courtesy	<u>Follow up visits,</u> Wearing of name tags, answering of telephone and personal enquiries,
		• Open & Transparency	Selection process by institutions and by FET HRD staff	• Open & Transparency	Policy development Tender process, media, intranet, Selection process by institutions and by FET HRD staff
		• Information	24 Roadshows targeting High Schools and FET colleges, Brochures, imbizos.	• Information	24 Roadshows targeting High Schols and FET colleges, Brochures, imbizos, and Media.
		• Redress	Open door policy, referrals, contact person in each FET	• Redress	Open door policy, referrals, Toll free number, Electronic Info
		• Value for Money	Provide financial assistance to the needy students resident in the Province at 30 per unit	• Value for Money	Provide financial assistance to the needy students resident in the Province at 28 per unit
		Time:	Twice a year	Time:	Twice a year ←
Cost:	Within the allocated budget R700 000	Cost:	Within the allocated budget- R800 000.		
Human Resources:	6	Human Resources:	7		

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Annual Report
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KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Establishment of the provincial Monitoring system <i>Protea</i> 	Premier, MEC,s, DG, HODs , Provincial SMS, EC Legislature and the Public	Quantity:	12 Departments	Quantity:	12 Departments
		Quality:		Quality:	
		• Consultation	Meetings , workshops	• Consultation	Meetings , workshops
		• Access	Website/ internet , reports	• Access	Website/ internet , reports
		• Courtesy	Monthly reports on progress	• Courtesy	Monthly reports on progress
		• Open & Transparency	Workshops, Meetings , Website/ internet , reports	• Open & Transparency	Passwords, training on the system
		• Information	Workshops, Meetings, telephone enquiries, e-mail, and faxes	• Information	Early communication of the system, Passwords provided to staff, training on the system
		• Redress	On request	• Redress	On request
		• Value for Money		• Value for Money	System aligned to the the departmental strategic plan
		Time:	Yearly	Time:	Yearly
		Cost:	Within the allocated budget	Cost:	Within the allocated budget
		Human Resources:	8	Human Resources:	9

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>To provide a proactive legal service to the Provincial Executive, Director-General and the administration</p> <p><i>RE-ACTIVE FUNCTION</i></p> <p><i>R</i></p>	Provincial Executive, Director-General and Provincial Departments	Quantity:	25	Quantity:	ALL
		Quality:		Quality:	
		• Consultation	At department's offices	• Consultation	Wherever required
		• Access	At most times	• Access	Always
		• Courtesy	Responding to request for legal advise within due course	• Courtesy	Respond to such request immediately
		• Open & Transparency	Office in each Department	• Open & Transparency	Each office must be clearly marked and all staff informed of legal advisors
		• Information	Correspondence: letters, faxes, e-mails	• Information	Online database of legal advisors and telephone numbers
		• Redress	Director-General	• Redress	Director-General and Premier
		• Value for Money	Advice given as and when required	• Value for Money	Proactively advise Departments
		Time:	Within 24 hours	Time:	immediately
		Cost:	Within the allocated budget	Cost:	Within the allocated budget
		Human Resources:	38	Human Resources:	48

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Conduct M&E Audit and publish their findings R	All departments	Quantity:	12 departments	Quantity:	12 departments
		Quality:		Quality:	
		• Discussion	M&E Website , correspondence,	• Consultation	Wherever required
		• Access	Service delivery mediators, News letters, Clusters within departments using reps.	• Access	Service delivery mediators, News letters, Clusters within departments using reps.
		• Courtesy	Prompt response to requests	• Courtesy	Prompt response to requests
		• Open & Transparency	Website, News letter, Correspondence	• Open & Transparency	Website, News letter, Correspondence
		• Information	Meetings, Workshops, Newsletter,	• Information	Meetings, Workshops, Newsletter, Conferences
		• Redress		• Redress	Suggestion boxes.
		• Value for Money	Within the allocated budget	• Value for Money	
		Time:	Once every quarter	Time:	Once every quarter
		Cost:	Within the allocated budget	Cost:	Within the allocated budget
		Human Resources:	7	Human Resources:	8

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:		Quantity:	
Improvement & transformation of provincial administration. <i>Function or Process</i> R	<ul style="list-style-type: none"> All IBT Components All 12 departments 	Quantity:	4 Components 12 Departments	Quantity:	5 Components (as per new organogram) 12 Departments
		Quality:		Quality:	
		<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> Weekly meetings - One on One Monthly combined GM's management meeting Meetings with various departments. 	<ul style="list-style-type: none"> Consultation 	<ul style="list-style-type: none"> Weekly meetings - One on One Monthly combined GM's management meeting Quarterly combined for all IBT sms Branch Meeting twice a year for All IBT staff DDG to attend component's meeting (At least once a quarter) Meetings with Various departments.
		<ul style="list-style-type: none"> Access 	Easy access, telephone, faxes, e-mails, cell phones & consultancy services Easy access to a sufficient filing system	<ul style="list-style-type: none"> Access 	Easy access, telephone, faxes, e-mails, cell phones & consultancy services
		<ul style="list-style-type: none"> Courtesy 	<ul style="list-style-type: none"> Answering telephone within 5 rings Wearing name tags - daily Reactive approach Quick response to requests Regular follow-ups Office always has an official at reception to receive visitors. 	<ul style="list-style-type: none"> Courtesy 	<ul style="list-style-type: none"> Answering telephone within 5 rings Wearing name tags - daily Reactive approach Quick response to requests Regular follow-ups Office always has an official at reception to receive visitors.
<ul style="list-style-type: none"> Open & Transparency 	<ul style="list-style-type: none"> Easy access to information In/outgoing correspondence Emails Consultants supporting departments 	<ul style="list-style-type: none"> Open & Transparency 	<ul style="list-style-type: none"> Easy access to information In/outgoing correspondence Emails Consultants supporting departments 		

	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> Easy access to information In/outgoing correspondence Emails Consultants supporting departments 	<ul style="list-style-type: none"> Information 	<ul style="list-style-type: none"> Easy access to information In/outgoing correspondence Emails Consultants supporting departments
	<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> Attending to matters as they arise. 	<ul style="list-style-type: none"> Redress 	<ul style="list-style-type: none"> Attending to matters as they arise.
	<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Within the allocated budget 	<ul style="list-style-type: none"> Value for Money 	<ul style="list-style-type: none"> Within the allocated budget
	Time:	Per Annum (Scheduled Meetings)	Time:	Per Annum (Scheduled Meetings)
	Cost:	Within the allocated budget	Cost:	Within the allocated budget
	Human Resources:	3 DDG, PA & Secretary	Human Resources:	3 DDG, PA & Secretary