

FREE STATE PROVINCE



DEPARTMENT OF LOCAL GOVERNMENT AND HOUSING

SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: Developmental local governance and integrated human settlements in the Free State

MISION: To strengthen and monitor Local Government towards accelerated quality service

| KEY SERVICE TO BE IMPROVED | SERVICE BENEFICIARY | CURRENT STANDARD | | DESIRED STANDARD | |
|---|---------------------|--|---|--|---|
| | | Quantity: | Currently technical support is provided to 14 municipalities | Quantity: | Technical support to be provided to all (25) municipalities |
| Provide technical support to municipalities regarding Performance Management System | All municipalities | Quality: | Performance Management Guidelines | Quality: | Performance Management Guidelines |
| | | <ul style="list-style-type: none"> Consultation | Currently consultation with municipalities takes place 2 times annually | <ul style="list-style-type: none"> Consultation | Structured quarterly meetings to provide support on implementation of PMS |
| | | <ul style="list-style-type: none"> Access | Ad Hoc | <ul style="list-style-type: none"> Access | <ul style="list-style-type: none"> Establishment of helpdesk. After care support to all municipalities |
| | | <ul style="list-style-type: none"> Courtesy | <ul style="list-style-type: none"> Ad Hoc Respond telephonically to enquiries | <ul style="list-style-type: none"> Courtesy | <ul style="list-style-type: none"> Acknowledgement and response to enquiries in writing within 5 working days Respond telephonically to enquiries |
| | | <ul style="list-style-type: none"> Open & Trans | Provide information on how funds are | <ul style="list-style-type: none"> Open & Trans | <ul style="list-style-type: none"> Inform all municipalities on |

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| | | | managed | | services provided and how much services cost <ul style="list-style-type: none"> Inform all municipalities who the contact persons are regarding services rendered |
| | | <ul style="list-style-type: none"> Information | Ad Hoc | <ul style="list-style-type: none"> Information | <ul style="list-style-type: none"> Information provided to all municipalities through flyers/newsletters Structured METLOGA meeting twice a month to provide information to municipalities Quarterly progress reports to all municipalities |
| | | <ul style="list-style-type: none"> Redress | Ad Hoc | <ul style="list-style-type: none"> Redress | <ul style="list-style-type: none"> Complaints and compliments system in place ✓ Implement customer care operational plan/strategy ✓ Place suggestion boxes at all municipalities |
| | | <ul style="list-style-type: none"> Value for Money | 60 %Project Charters to show clients how we intend to improve service | <ul style="list-style-type: none"> Value for Money | 100%Project Charters to show clients how we intend to improve service |
| | | Time: | | Time: | July 2007-March 2008 |

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SERVICE CHARTER?

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|--|--|--------------|---|--------------|---|
| | | Cost: | Employee salaries | Cost: | Employees salaries |
| | | HR: | One employee currently i.e. approved structure | HR: | Ten PMS experts drawn from sector departments. Three internally and seven from other departments |

Quantify (R)

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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

 LINE MANAGER: _____
 DEPARTMENT: _____
 DATE: _____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF _____ FOR THE 2007/2008 FINANCIAL YEAR

 MEMBER OF THE EXECUTIVE COUNCIL: DEPARTMENT OF _____

DATE: _____

I APPROVE THE SERVICE DELIVERY IMPROVEMENT PLAN AND CONCOMMITANT FINANCIAL IMPLICATIONS, WHERE APPLICABLE, FOR THE DEPARTMENT OF
_____ FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: _____

DATE: _____