

FREE STATE PROVINCE



DEPARTMENT OF TOURISM, ENVIRONMENTAL AND ECONOMIC AFFAIRS

SERVICE DELIVERY IMPROVEMENT PLAN FOR 2007/2008 FINANCIAL YEAR

VISION: A prosperous Free State through sustainable economic growth and a healthy environment for all

MISION: To improve socio-economic livelihoods through economic and environmental programmes as well as governance system to Ensure job creation and poverty reduction within the Free State

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity: (How often or how much)	40 completed files per month	Quantity:	300 completed files per month
1. Processing of liquor licenses applications <i>GRANT LIQUOR LICENSES</i> <i>CA/R</i>	-Public -Hotels -Casino -Resorts -Taverns -Lodge	Quality: (Professional standards)	According to the Liquor Act and professional standards	Quality:	According to the Liquor Act and professional standards
		Consultation (How will you behave)	Ad-hoc visitations	Consultation	-Structured, monthly visitations to all outlets in the five (5) districts.
		Access (How will you behave)	None	Access	-Provide stakeholders to especially the communities with pamphlets - Develop and implement an electronic liquor applications processing system.
		Courtesy (How will you behave)	None	Courtesy	-Acknowledge receipts of all applications.

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					- Inform clients whenever there are circumstances which stall processes
		Open & Trans (How will you behave)	Share information on the costs involved with applications as prescribed by the Act	Open & Trans	-Ensure that district offices are operational and effectively run. - Make sure beneficiaries have contact details of officials servicing a particular area
		Information (How will you behave)	Ad-hoc basis	Information	-Use handbills (flyers) to disseminate information -Develop a website -Organise workshops on a quarterly basis -Publish service standards annually
		Redress (How will you behave)	Complaints addressed the chairperson of the Liquor Board	Redress	-Provide specific enquiries facilities both at head office and in the districts offices. -Development customer care procedure. - Ensure that beneficiaries are well informed about redress channels through handbills (flyers)
		Value for Money (How will you behave)	Cost differs from license to license	Value for Money	License fees are prescribed by the Liquor Act, revised by the department and approved by the Legislature.
		Time: (By when or how much per hour, day, month, year)	-	Time:	The implementation of the improvement plan covers the period April 2007 to March 2008.

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		Cost: (Within budget?)	Allocation of Rxxxxx with a shortfall of R580, 000.00	Cost:	R8, 7m including critical posts to be filled.
		HR: (Human resources needed)	Total number of posts – 75 Filled – 25 Vacant - 50	HR:	The list of critical posts is attached for reference
2. Visitor facilities	All tourists to the Reserves and resorts	Quantity:	Most of the Resort needs upgrading of buildings and equipment. Repainted Willem Pretorius and install new equipment.	Quantity	<ul style="list-style-type: none"> - Increase mid-week visitation by upgrade conference facilities for e.g. Philip Sanders. - New curtains and furniture at Sterkfontein Repairs to ablution facilities at Soetdoring. - The 5 chalets at Maria Moroka need new roofs. - More visitors will come to the Resorts if the standards have increased
		Quality:	According to building standards. Only 2 resorts with 3 – star grading	Quality	<ul style="list-style-type: none"> - The quality of equipment such as beds and bedding to be improved at Sterkfontein, Willem Pretorius, Sandveld and Philip Sanders. - Grade all Resorts annually and strive to upgrade all facilities to an at least 3-star upgrading - Training of staff in order to be more client focused
		Consultation	Have complaint/compliment	Consultation	- Implement a form that each visitor must

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			boxes in all Resorts		complete on departure to ask for inputs to enhance quality of service. - This forms to be readily available in each chalet.
		Access	Ensure easy access to all reserves & resorts at an affordable price	Access	- Ensure easy access to all reserves & resorts at an affordable price. - Some entrance roads to be upgraded by Department of Public Works, Roads & Transport.
		Courtesy	All visitors treated with respect & courtesy	Courtesy	- All frontline personnel trained in hospitality management in order to give better service.
		Open & transparent	Information on resorts available at each office.	Open & transparent	- Improve signage and also put signage at each reception office on prices charged. - Update brochures on Resorts and distribute to the Public
	INFO? →	Redress	No standard currently exist	Redress	- Implement a complaints procedure that must be easily available at each Resort office.
		Value for money	Tariffs on facilities relatively low against private facilities	Value for money	Annual price increases below inflation rate. Increase level of service in order to give better value for money.

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					<p>Lower prices increase visitor numbers.</p> <p>Lower prices give the opportunity for all to visit the Reserves and Resorts in order that it does not become the playground for the rich</p>
		Time	The sub-directorate responsible for Resorts deal on a full time basis with the Resorts	Time	All amendments to be made an explained in the document above will be implemented by end April 2007. <i>28</i>
		Cost	<p>The budget used for management of Resorts is R12, 8 million.</p> <p>Funds that are spend on infrastructure development and upgrading amount to R25,9 million</p>	Cost	Budget available for expenditure on Resort management amount to R14,6 million and funds available for infrastructure development and upgrading amount to R36 million.
		HR	The Unit dealing with Resort management have 258 posts of	HR	13 vacancies are funded to be filled

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			have 258 posts of which 89 are vacant		in this Sub Directorate for 2007/8
3. Processing and issuing of environmental authorizations in terms of new environmental impact assessment regulations	Private Developers Consultants Industry CBOs NGOs National Departments <ul style="list-style-type: none"> • Regional Departments Provincial Departments Local Authorities <ul style="list-style-type: none"> • District Municipalities • Local Municipalities • Parastatals 	Quantity	10 environmental authorisations	Quantity	32 environmental authorisations
		Quality (Professional standards)	- Reports are compiled according to Environmental Impact Assessment (EIA) regulations	Quality	- Reports are compiled according to Environmental Impact Assessment (EIA) regulations
		Consultation	- Hold pre-consultation meetings with applicants and consultations to discuss the processing of environmental authorizations. - Done on ad-hoc basis. Majority of people are not aware of the EIA process and the	Consultation	- Hold pre-consultation meetings with applicants and consultants to discuss the processing of environmental authorizations. - Hold workshops on quarterly basis with regard to processing

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			regulations		
		- Access	<ul style="list-style-type: none"> - Ad-hoc basis. Majority of Private developers have access on the processing of environmental authorizations - Large number of general public does not access to the process. 	- Access	<ul style="list-style-type: none"> - Visitation of all district, local municipalities and public at large to inform them about easy access to the process.
		- Courtesy	<ul style="list-style-type: none"> - Acknowledgement of applications not done according to the required standards in the regulations. - People are not informed about the backlog. 	- Courtesy	<ul style="list-style-type: none"> - Acknowledgement of applications done within two weeks stipulated in the regulations. - People will be informed about the backlog if their applications are not processed in time.
		- Openness and transparency	<ul style="list-style-type: none"> - None. No costs attached to the processing of environmental authorizations. - The matter is still being discussed at MINMEC level. 	- Openness and transparency	<ul style="list-style-type: none"> - People will be informed about the cost once decision has been taken to recover administration fees on the processing of environmental authorizations.
		- Information	<ul style="list-style-type: none"> - Is shared telephonically on ad hoc basis. Sometimes people come to the office to get first hand information regarding type of documentation to be submitted for processing of applications. - Majority of people 	- Information	<ul style="list-style-type: none"> - Disseminate information by means of flyers with specific standards required. - Organized workshops held quarterly to share information with people on the processing of authorizations. - Inform people through media to obtain gazette/published

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			do not know where to get Government Gazette on which EIA regulations are published		regulations at Provincial Gazette Office at Lebohang Government Building. - Develop web page containing information on the processing of authorizations.
		- Redress	- Some complaints are directed to the office of the Deputy director: Environmental Impact Management telephonically, by fax or e-mail. Some people sent their complaints to the office of the HOD/MEC. - Procedure on how to handle appeals internally not yet finalized. - Appeals are directed to the office of the MEC in terms of the regulations	- Redress	- Have a full-time Admin Clerk whose part of the job is to receive complaints from the public. - Establish specific complaints procedure in line with Customer Care Strategy of the province. - Appeals on approved projects lodged with the office of the MEC for consideration. - Inform people about the internal Appeal Procedure.
		- Value for money	- Insignificant. Some projects take time before they are processed.	- Value for money	- Appoint staff to ensure speedy processing of applications and issuing of authorizations.
		- Time		- Time	1 April – March 2008
		- Cost	- Existing cost to render services is as follows: Salaries: R1, 727,032.00	- Cost	- The cost to render the desired services will be as follows: Salaries: R2, 098,000.00
		- HR: (Human Resources needed)	The existing filled posts responsible for the processing of	HR:	The human resources needed to ensure efficient processing of

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			environmental impact assessment applications and issuing of environmental authorizations are as follows: 1 Assistant Director 2 Principal Environmental Officers 1 Environmental Officer		environmental authorizations are as follows: 2 Assistant Directors 9 Environmental Officers 1 Admin clerk
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I AGREE TO IMPLEMENT THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2007/2008 FINANCIAL YEAR

LINE MANAGER: DEPARTMENT: TOURISM, ENVIRONMENTAL AND ECONOMIC AFFAIRS

DATE: _____

I AGREE WITH THE SERVICE DELIVERY IMPROVEMENT PLAN FOR THE DEPARTMENT OF TOURISM, ENVIRONMENTAL AND ECONOMIC AFFAIRS 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 TOURISM, ENVIRONMENTAL AND ECONOMIC AFFAIRS FOR THE 2007/2008 FINANCIAL YEAR

HEAD OF DEPARTMENT: T. B. KHUNYELI

DATE: _____