

Gauteng

**SDIP FOR: (The Department of Local Government)
FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008**

Vision: To ensure that Gauteng Province comprises viable local government and sustainable communities

Mission: The Department's mission is to:

- Monitor and support developmental local government
- Promote integrated service delivery; and
- Enable Gauteng to become a Globally Competitive City Region

Rephrase: "All clients will be attended to within 10 mins."

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Service Points	All Department's Clients and Customers	Quantity:	You will not wait for more than 15 minutes to be attended to	Quantity:	You will not wait for more than 10 minutes to be attended to
		Quality:	You will be attended to in a courteous, respectful and helpful manner.	Quality:	You will be attended to in a courteous, respectful and helpful manner and you will be attended by staff that has the knowledge, authority and responsibility to deal with your queries.
R		• Consultation	We consult our customers about the level and quality of service they expect from us to be able to make relevant and informed decisions on the services we deliver.	• Consultation	We will consult our customers about the level and quality of service they expect from us to be able to make relevant and informed decisions on the services we deliver.
		• Access	You shall have access to all common areas of the building through our disability friendly facilities	• Access	You will be guided by our clear and updated signage You shall have access to all common areas of the building through our disability friendly facilities
		• Courtesy	You will be attended to in a courteous, respectful and helpful manner.	• Courtesy	You will be attended to in a courteous, respectful and helpful manner by staff that is by staff that have the knowledge, authority and responsibility to deal with your queries

WOT IS THE KEY SERVICE?

G/R

ULMACK

How?
When?
Where?
How often?
SMART
QRTC.

		<ul style="list-style-type: none"> • Open & Transparency 	<p>We publish our performance against set standards on an annual basis. We will also submit quarterly and annual reports to Treasury and other relevant stakeholders in accordance with relevant prescripts</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>We will publish our performance against set standards on an annual basis. We will also submit quarterly and annual reports to Treasury and other relevant stakeholders in accordance with relevant prescripts</p>
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		<ul style="list-style-type: none"> Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days	<ul style="list-style-type: none"> Information 	We will give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days
		<ul style="list-style-type: none"> Redress 	Complaints received are acknowledged within 5 days	<ul style="list-style-type: none"> Redress 	Complaints received will be acknowledged within 48 hours. All complaints will be investigated and depending on the nature of the complaint, the complainant will be given regular progress reports until the issue is resolved.
		<ul style="list-style-type: none"> Value for Money 	N/A	<ul style="list-style-type: none"> Value for Money 	N/A
		Time:	N/A	Time:	N/A
		Cost:	N/A	Cost:	N/A
		Human Resources:	All staff of the Department	Human Resources:	All staff of the Department


SERVICE?

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>Local Governance</p> <p>?</p> <p>R</p>	<p>Communities/ Municipalities</p>	<p>Quantity:</p>	<p>We assist the communities with all their queries regarding government services within 5 working days of the queries being brought to our attention.</p>	<p>Quantity:</p>	<p>We will assist the communities with all their queries regarding government services within 2 working days of the queries being brought to our attention by 517 Community Development Workers (CDWs) deployed in all wards of the province.</p>
		<p>Quality:</p>	<p>We ensure active participation by communities in government programmes every year.</p>	<p>Quality:</p>	<p>We will ensure active participation by communities in government programmes through knowledgeable and well trained CDWs</p>
		<ul style="list-style-type: none"> • Consultation 	<p>We consult municipalities and communities during the process of implementing government policies that have an impact on local government such as the de-establishment of cross boundary municipalities</p>	<ul style="list-style-type: none"> • Consultation 	<p>We consult municipalities during the process of implementing government policies that have an impact on local government such as determination of powers and functions</p>
		<ul style="list-style-type: none"> • Access • Courtesy 	<p>We will publish on the provincial gazette information that is critical for access to stakeholders</p>	<ul style="list-style-type: none"> • Access • Courtesy 	<p>We will publish on the provincial gazette information that is critical for access to stakeholders</p>


STD.
R

SMART
QQTC

		<ul style="list-style-type: none"> • Open & Transparency 	We monitor and report on implementation of anti-corruption strategies and practices of good governance in municipalities on an annual basis.	<ul style="list-style-type: none"> • Open & Transparency 	We will monitor and report on implementation of anti-corruption strategies and practices of good governance in municipalities on an annual basis.
		<ul style="list-style-type: none"> • Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days	<ul style="list-style-type: none"> • Information 	We will give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days
		<ul style="list-style-type: none"> • Redress 		<ul style="list-style-type: none"> • Redress 	
		<ul style="list-style-type: none"> • Value for Money 		<ul style="list-style-type: none"> • Value for Money 	
		Time:		Time:	
		Cost:		Cost:	
Human Resources:		Human Resources:			

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Policy Monitoring and Evaluation <i>FUNCTION</i> 		Quantity:	We monitor the performance of municipalities and produce quarterly monitoring reports on municipal performance within 40 days of the end of each quarter.	Quantity:	We will monitor the performance of municipalities and produce quarterly monitoring reports on municipal performance within 40 days of the end of each quarter.
		Quality:	We comment on all municipal IDPs and make the MEC's comments on the IDPs available within 30 days of receipt of the IDPs.	Quality:	We will provide expert and quality comments from all GPG sector departments on all municipal IDPs and make the MEC's comments on the IDPs available within 30 days of receipt of the IDPs.
		<ul style="list-style-type: none"> • Consultation 	We conduct municipal engagements during IDP commenting process	<ul style="list-style-type: none"> • Consultation 	We will conduct quarterly municipal
		<ul style="list-style-type: none"> • Access 	We make available final municipal IDPs to all our clients via departmental website and on request	<ul style="list-style-type: none"> • Access 	We make available final municipal IDPs to all our clients via departmental website and on request within 7 days
		<ul style="list-style-type: none"> • Courtesy 		<ul style="list-style-type: none"> • Courtesy 	

		<ul style="list-style-type: none"> • Open & Transparency 	Our IDP process is open and transparent to all stakeholders	<ul style="list-style-type: none"> • Open & Transparency 	We encourage all interested stakeholders to take part in the IDP development process
		<ul style="list-style-type: none"> • Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days	<ul style="list-style-type: none"> • Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days
		<ul style="list-style-type: none"> • Redress 		<ul style="list-style-type: none"> • Redress 	
		<ul style="list-style-type: none"> • Value for Money 		<ul style="list-style-type: none"> • Value for Money 	
		Time:		Time:	
		Cost:		Cost:	
		Human Resources:		Human Resources:	

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Municipal Support <i>PCIR 2010</i> 	Municipalities and public	Quantity:		Quantity:	
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	We will implement Project Consolidate in all the 5 Project Consolidate municipalities according to the Project Consolidate Turn-around Strategies	<ul style="list-style-type: none"> • Consultation 	We will implement develop the municipal institutional support programme for all municipalities in consultation with sector departments and all municipalities
		<ul style="list-style-type: none"> • Access 	We will ensure the accurate account of Gauteng Provincial Government owned land through the yearly update of a reliable Land Asset Register and GIS mapping.	<ul style="list-style-type: none"> • Access 	We will ensure the accurate account of Gauteng Provincial Government owned land through the yearly update of a reliable Land Asset Register and GIS mapping.
		<ul style="list-style-type: none"> • Courtesy 		<ul style="list-style-type: none"> • Courtesy 	
		<ul style="list-style-type: none"> • Open & Transparency 	We will work openly with municipalities in an effort to develop their capacity to deliver quality services	<ul style="list-style-type: none"> • Open & Transparency 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 wor
		<ul style="list-style-type: none"> • Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days	<ul style="list-style-type: none"> • Information 	We give the public access to all information in accordance with the Access to Information Act (No 2 of 2002) within 14 working days
<ul style="list-style-type: none"> • Redress 	We will provide emergency support within 24 hours to an identified emergency area by district or local municipalities in the province	<ul style="list-style-type: none"> • Redress 	We will provide emergency support within 24 hours to an identified emergency area by district or local municipalities in the province		

		<ul style="list-style-type: none"> Value for Money 	We will establish partnership with other institutions such as SAICE and SAICA to strengthen the capacity of municipalities	<ul style="list-style-type: none"> Value for Money 	We will establish partnership with other institutions such as SAICE and SAICA to strengthen the capacity of municipalities
		Time:		Time:	
		Cost:		Cost:	
		Human Resources:		Human Resources:	

Signed: (Minister/MEC)

Date:

Signed: (DG/HOD)

Date: