

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

DEPARTMENT

- Vision:** To be pioneers in financial management and fiscal discipline within the public sector in South Africa.
- Mission:** To provide custodianship and distribution of public funds as well as quality financial management services, through
- Strengthening financial management capacity to achieve operational efficiency and promote accountability in government.
 - Attracting and retaining an appropriate technical skills base at Gauteng Treasury.
 - Providing technical assistance including analysing, monitoring, evaluating and advising customers to enable good financial planning and management.
 - Developing and implementing efficient internal systems and processes.
 - Investing and empowering Gauteng Treasury employees.

NO REM IMPROVEMENT.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
<p>Allocate resources in line with provincial government priorities and five-year plans.</p>	<p>GPG departments and agencies.</p>	<p>Quantity: <i>TIME</i> Table Adjustment budget in November and Main budget in February</p>		<p>Quantity: OK (Appropriate deadlines as prescribed by budget process and National Treasury)</p>	<p>? (V)</p>	
		<p>Quality:</p>		<p>Quality:</p>		
		<ul style="list-style-type: none"> • Consultation 	<p>Reactive (Driven by Treasury)</p>	<ul style="list-style-type: none"> • Consultation 	<p>Proactive process</p>	<p>SPECIFY (R)</p>
		<ul style="list-style-type: none"> • Access 	<p>E mail, tel</p>	<ul style="list-style-type: none"> • Access 	<p>Ok</p>	<p>(R)</p>
		<ul style="list-style-type: none"> • Courtesy 	<p>Acceptable ?</p>	<ul style="list-style-type: none"> • Courtesy 	<p>Ok</p>	<p>? (V)</p>
		<ul style="list-style-type: none"> • Open & Transparency 	<p>Clear guidelines provided.</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Ok</p>	<p>(R)</p>
		<ul style="list-style-type: none"> • Information 	<p>Information provided within 2 weeks.</p>	<ul style="list-style-type: none"> • Information 	<p>Information provided within 1 week.</p>	
		<ul style="list-style-type: none"> • Redress 	<p>When required.</p>	<ul style="list-style-type: none"> • Redress 	<p>Ok</p>	
		<ul style="list-style-type: none"> • Value for Money 	<p>Within budget</p>	<ul style="list-style-type: none"> • Value for Money 	<p>Ok</p>	
		<p>Time:</p>	<p>End Feb 2007</p>	<p>Time:</p>	<p>End Feb 2008</p>	
<p>Cost:</p>	<p>Budget</p>	<p>Cost:</p>	<p>Budget</p>			
<p>Human Resources:</p>	<p>15</p>	<p>Human Resources:</p>	<p>15</p>			

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Maintain fiscal discipline and monitor and evaluate financial performance.	GPG departments and agencies.	Quantity:	4 quarterly expenditure analysis	Quantity:	12 monthly expenditure analysis
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	Reactive	<ul style="list-style-type: none"> • Consultation 	Quarterly expenditure review forums
		<ul style="list-style-type: none"> • Access 	e-mail, tel	<ul style="list-style-type: none"> • Access 	Ok
		<ul style="list-style-type: none"> • Courtesy 	Ad hoc	<ul style="list-style-type: none"> • Courtesy 	Monthly response letters
		<ul style="list-style-type: none"> • Open & Transparency 	Detailed analysis provided	<ul style="list-style-type: none"> • Open & Transparency 	Ok
		<ul style="list-style-type: none"> • Information 	Ad hoc	<ul style="list-style-type: none"> • Information 	Expenditure forums
		<ul style="list-style-type: none"> • Redress 	Ad hoc	<ul style="list-style-type: none"> • Redress 	Expenditure forums
		<ul style="list-style-type: none"> • Value for Money 	Within budget	<ul style="list-style-type: none"> • Value for Money 	Ok
		Time:	End March 2007	Time:	End March 2008
Cost:	Budget	Cost:	Budget		
Human Resources:	6	Human Resources:	12		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provide provincial social and economic research and analysis. G	GPG departments and agencies.	Quantity:	1 x PERO 1 x MTBPS 1 x SAM	Quantity:	4 x PERO 1 x MTPBS 1 x SAM 1 x Macro Economic Model
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	Reactive	<ul style="list-style-type: none"> • Consultation 	Quarterly economic forums
		<ul style="list-style-type: none"> • Access 	e-mail, tel	<ul style="list-style-type: none"> • Access 	Ok
		<ul style="list-style-type: none"> • Courtesy 	Ad hoc	<ul style="list-style-type: none"> • Courtesy 	Monthly response letters
		<ul style="list-style-type: none"> • Open & Transparency 	Training information and	<ul style="list-style-type: none"> • Open & Transparency 	Ok
		<ul style="list-style-type: none"> • Information 	Ad hoc	<ul style="list-style-type: none"> • Information 	Quarterly feedback
		<ul style="list-style-type: none"> • Redress 	Ad hoc	<ul style="list-style-type: none"> • Redress 	Economic forums
		<ul style="list-style-type: none"> • Value for Money 	Within budget	<ul style="list-style-type: none"> • Value for Money 	Ok
		Time:	End March 2007	Time:	End March 2008
Cost:	Budget	Cost:	Budget		
Human Resources:	5	Human Resources:	8		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Provide timely information and assistance to enable planning and budgeting processes. <i>R</i>	All municipalities and departments in the Province.	Quantity:	All requests attended to within 48 hours	Quantity:	All requests attended to within 48 hours
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	Proactive, tel, e-mail, personal visits, workshops	<ul style="list-style-type: none"> • Consultation 	Proactive, tel, e-mail, personal visits, workshops, roadshows
		<ul style="list-style-type: none"> • Access 	e-mail, tel	<ul style="list-style-type: none"> • Access 	Ok
		<ul style="list-style-type: none"> • Courtesy 	Acceptable	<ul style="list-style-type: none"> • Courtesy 	Ok
		<ul style="list-style-type: none"> • Open & Transparency 	Regular communication	<ul style="list-style-type: none"> • Open & Transparency 	Conduct roadshows
		<ul style="list-style-type: none"> • Information 	Regular communication	<ul style="list-style-type: none"> • Information 	Newsletters & interactive website
		<ul style="list-style-type: none"> • Redress 	Explain delays	<ul style="list-style-type: none"> • Redress 	Complaints desk
		<ul style="list-style-type: none"> • Value for Money 	Within budget	<ul style="list-style-type: none"> • Value for Money 	Ok
		Time:	End March 2007	Time:	End March 2008
Cost:	Budget	Cost:	Budget		
Human Resources:	15 (Municipalities) 23 (Provincial departments)	Human Resources:	18 (Municipalities) 30 (Provincial departments)		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Promote knowledge of the Treasury Regulations (16) pertaining to PPP's through a level of excellence in technical support to provincial government departments <i>RG</i> <i>Function?</i>	Senior managers in government departments and public entities that would enter into PPP transactions	Quantity:	Ad hoc	Quantity:	Meet at least 6 MEC's or departments by March 2008
		Quality:		Quality:	
		• Consultation	Via e-mail and telephone	• Consultation	Direct presentations and dialogue to senior management
		• Access	e-mail, telephone, direct conversation	• Access	OK
		• Courtesy	Professional in our behaviour at all times	• Courtesy	OK
		• Open & Transparency	Explain delays	• Open & Transparency	OK
		• Information	Via National Treasury website	• Information	Supply individuals with PPP information packs
		• Redress	Ad hoc	• Redress	Ad hoc
		• Value for Money	Within budget	• Value for Money	Within budget
		Time:	End March 2007	Time:	End March 2008
		Cost:	Budget	Cost:	Budget
Human Resources:	3	Human Resources:	9		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>To drive PPP deal flow by identifying project opportunities that yield value for all stakeholders</p> <p>R</p>	<p>Provincial departments</p> <p>-</p>	<p>Quantity:</p>	<p>Currently have five projects registered with National Treasury</p>	<p>Quantity:</p>	<p>Increase number of registered PPP's if <u>required</u>?</p>
		<p>Quality:</p>		<p>Quality:</p>	
		<ul style="list-style-type: none"> • Consultation 	<p>Ad hoc consultation with departments</p>	<ul style="list-style-type: none"> • Consultation 	<p>Visit departments to identify PPP opportunities</p>
		<ul style="list-style-type: none"> • Access 	<p>Via email</p>	<ul style="list-style-type: none"> • Access 	<p>Via consultation and presentation to departments</p>
		<ul style="list-style-type: none"> • Courtesy 	<p>OK</p>	<ul style="list-style-type: none"> • Courtesy 	<p>OK</p>
		<ul style="list-style-type: none"> • Open & Transparency 	<p>Explain PPP's</p>	<ul style="list-style-type: none"> • Open & Transparency 	<p>Visual presentation of PPP's</p>
		<ul style="list-style-type: none"> • Information 	<p>Via dialogue</p>	<ul style="list-style-type: none"> • Information 	<p>Via Gauteng Treasury PPP quarterly bulletin</p>
		<ul style="list-style-type: none"> • Redress 	<p>Informal via unit employees</p>	<ul style="list-style-type: none"> • Redress 	<p>Directed to HOD of Treasury</p>
		<ul style="list-style-type: none"> • Value for Money 	<p>Within budget</p>	<ul style="list-style-type: none"> • Value for Money 	<p>Within budget</p>
		<p>Time:</p>	<p>End March 2007</p>	<p>Time:</p>	<p>End March 2008</p>
		<p>Cost:</p>	<p>Budget</p>	<p>Cost:</p>	<p>Budget</p>
<p>Human Resources:</p>	<p>1</p>	<p>Human Resources:</p>	<p>4</p>		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p>Provide advisory services for PPP's covering Option and needs analysis, feasibility studies and advice on PPP procurement process</p> <p style="text-align: center;">R</p>	<p>Provincial departments</p>	Quantity:	N/A	Quantity:	Determined by new project flow in 2008
		Quality:		Quality:	
		• Consultation	Attending workshops	• Consultation	Via separate Technical, Legal and Financial resources to be employed in 2007
		• Access	Via email	• Access	Institute open door policy
		• Courtesy	Ad hoc	• Courtesy	Respond to requests within 24 hours
		• Open & Transparency	Provide full information	• Open & Transparency	OK
		• Information	Ad hoc	• Information	Detailed workshops by PPP personnel around PPP process and various stages
		• Redress	Ad hoc	• Redress	Via HOD of Treasury
		• Value for Money	Within budget	• Value for Money	Increased deal flow to PPP unit
		Time:	End March 2007	Time:	End March 2008
Cost:	Within budget	Cost:	Within budget		
Human Resources:	1	Human Resources:	4		

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	Determined by need	Quantity:	Determined by need
		Quality:		Quality:	
		<ul style="list-style-type: none"> • Consultation 	Workshops (Mostly reactive)	<ul style="list-style-type: none"> • Consultation 	Workshops (Proactive)
		<ul style="list-style-type: none"> • Access 	Via email, tel, personal interaction	<ul style="list-style-type: none"> • Access 	Ok
		<ul style="list-style-type: none"> • Courtesy 	Acceptable	<ul style="list-style-type: none"> • Courtesy 	Ok
		<ul style="list-style-type: none"> • Open & Transparency 	Provide full information	<ul style="list-style-type: none"> • Open & Transparency 	Ok
		<ul style="list-style-type: none"> • Information 	On request only	<ul style="list-style-type: none"> • Information 	Proactive
		<ul style="list-style-type: none"> • Redress 	Ad hoc	<ul style="list-style-type: none"> • Redress 	Complaints procedure
		<ul style="list-style-type: none"> • Value for Money 	Within budget	<ul style="list-style-type: none"> • Value for Money 	Ok
		Time:	End March 2007	Time:	End March 2008
		Cost:	Within budget	Cost:	Within budget
		Human Resources:	15	Human Resources:	49

Provide well functioning and co-ordinated program and activities to ensure that treasury delivers on its role and mandate

Treasury management and employee

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