

## **DEPARTMENT OF LOCAL GOVERNMENT AND TRADITIONAL AFFAIRS**

### **SERVICE DELIVERY IMPROVEMENT PLAN**

<b>CUSTOMERS</b>	<b>SERVICES</b>
<ul style="list-style-type: none"> <li>-MEC</li> <li>-Departmental staff</li> <li>-Learners/Students</li> <li>-Traditional Authorities</li> <li>-Municipalities</li> <li>-Public Entities</li> <li>- Kwanaloga</li> <li>-Community based organisations (CBO's)</li> <li>-Members of communities</li> <li>- NGO's</li> <li>- Ingonyama Trust Board</li> <li>- Traditional Leaders</li> </ul>	<ul style="list-style-type: none"> <li>- Provide for the functioning of the office of the MEC</li> <li>- Provide corporate support to the Department</li> <li>- Provide management and support services to local government within a regulatory framework</li> <li>- Support municipalities to be financially accountable and sustainable</li> <li>- Support municipal infrastructural development</li> <li>- Ensure the establishment of effective and efficient disaster management mechanisms</li> <li>- Support municipalities in the delivery of services</li> <li>- Promote and facilitate provincial spatial frameworks for development at municipal level</li> <li>- Promote orderly development</li> <li>- Promote effective and efficient integrated development planning</li> <li>- Render professional support to the Provincial Planning and Development Commission</li> <li>- Manage the institutional, administrative and financial framework of the Traditional Institution</li> <li>- Manage and register traditional land rights</li> <li>- Render support services to the House of Traditional Leaders</li> <li>- Improved access to community services</li> <li>- Empowered traditional leadership and support structures</li> <li>- Strengthened functional linkage with municipalities</li> </ul>

## **CONSULTATION**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Participation in National forums</li> <li>- Capacity building workshops with all municipalities and traditional authorities</li> <li>- Dissemination of service commitment charters to all interested parties</li> <li>- Regular interaction and information sharing with customers</li> <li>- Establish local intergovernmental for a</li> <li>- Consult on a one to one basis with municipalities and traditional authorities</li> </ul>	<ul style="list-style-type: none"> <li>-Number of capacity building programmes being implemented</li> <li>- Monthly meetings with municipalities and traditional authorities</li> <li>-Consult on one on one basis with municipalities and traditional authorities</li> <li>-Publish policies on interne/intranet</li> <li>-Arrange annual Local Government Conference</li> </ul>	<ul style="list-style-type: none"> <li>-New programmes are developed and implemented on a regular and ongoing basis</li> <li>- Currently in the process of drafting service commitment charters</li> <li>-Promote services on internet/intranet</li> <li>- Implementation of Promotion of Access to Information Act</li> </ul>

## **ACCESS**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Improve and extend inter/intranet web site</li> <li>- Regular interaction with municipalities and traditional authorities</li> <li>- Brochures produced on different initiatives</li> <li>- Conduct of capacity building workshops in both English and Zulu</li> </ul>	<ul style="list-style-type: none"> <li>- Inter/Intranet web site updated regularly</li> <li>- Monthly meetings with Municipalities and Traditional Authorities</li> <li>- One-on one training with municipal and traditional authority staff and political office bearers</li> <li>- Brochures have been produced and circulated</li> </ul>	<ul style="list-style-type: none"> <li>- Conduct capacity building workshops at local level in English and Isizulu where necessary</li> <li>- Make training materials in both languages available</li> </ul>

## **SERVICE STANDARDS**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Review standards in service commitment charters</li> <li>- Develop work plans (performance)</li> </ul>	<p>Service Standards not yet determined</p>	

agreements) with performance standards for functional units - Assess national norms and standards and set Departmental standards within such standards - Develop and conclude written protocols - Conclude formal memoranda of agreement defining specific performance standards		
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### **INFORMATION**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
- Prepare and distribute flyers on functions - Improve and extend inter/intranet web site - Use of intranet/internet - Newsletter to all municipalities and traditional institutions - Conduct empowerment and information dissemination workshops and conferences	- Flyers compiled and distributed - Inter/Intranet web site monitored and updated regularly - Wide promotion of intranet/internet - Produced and circulated on quarterly basis - Monthly meetings with municipalities and traditional authorities - Consult on one on one basis with municipalities and traditional authorities	-Promote services on internet/intranet -Publish policies on interne/intranet -Implementation of Promotion of Access to Information Act -Arrange annual Local Government Conference -Number of capacity building programmes being implemented

### **COURTESY**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
- Training on customer care - Train staff on protocol - Development of simplified and customer friendly questionnaires - Create respect for other	- Code of conduct has been distributed to all staff	- Training course being designed - Training to be done - Questionnaires to be developed

<p>cultures</p> <ul style="list-style-type: none"> <li>- Ensure dissemination of internal code of conduct and monitor compliance</li> </ul>		
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### **OPPENNES AND TRANSPARENCY**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Publish results of the customer questionnaire</li> <li>- Provide input to annual report</li> <li>- Report to Portfolio Committee and SCOPA</li> <li>- Develop and maintain EE plan</li> <li>- Implement Promotion of Access to Information Act</li> </ul>	<ul style="list-style-type: none"> <li>- Input to annual report provided</li> <li>- EE plan has been developed</li> </ul>	<ul style="list-style-type: none"> <li>- Results from customer questionnaire to be published</li> <li>- EE plan to be maintained</li> <li>- Access to Information Act to be implemented</li> </ul>

### **REDRESS**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Provide contact details of Management teams</li> <li>- Provide comments page on website</li> <li>- Feedback on capacity building workshops by way of evaluation forms</li> <li>- Resolve problems/complaints within stipulated timeframes</li> <li>- Empower staff to deal with complaints</li> </ul>	<ul style="list-style-type: none"> <li>- Published Section 14 manual into Promotion of Access to Information Act</li> <li>- Orientation course on Departmental activities and Public Service conducted with new appointees</li> <li>- Code of conduct given to each employee</li> </ul>	<ul style="list-style-type: none"> <li>- Staff to be trained on dealing with complaints</li> <li>- Regular feedback should be given to customers</li> </ul>

### **VALUE FOR MONEY**

<b>ARRANGEMENT</b>	<b>CURRENT</b>	<b>IMPROVED</b>
<ul style="list-style-type: none"> <li>- Improve business acumen</li> <li>- Encourage establishment of Shared Service Centers</li> <li>- Monitoring of funding in respect of project specific</li> </ul>	<ul style="list-style-type: none"> <li>- Grants are monitored</li> </ul>	<ul style="list-style-type: none"> <li>- Shared service centres to be established</li> <li>- Service Delivery Plan to be implemented</li> </ul>

<p><b>grants</b></p> <ul style="list-style-type: none"><li>- Implement Service Delivery Improvement Plan</li><li>- Risk status to be reviewed on a quarterly basis</li><li>- Align Provincial initiatives with National and Local programmes</li><li>- Coordinate formal training</li></ul>		
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