

*SAFETY & SECURITY*  
**SDIP FOR: (Insert name of department/branch/component)**  
**FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008**

*OUTLINE  
 VERY GOOD SDIP  
 MAKE SURE BP PRINCIPLES  
 ARE MEASURABLE*

**Vision:** Provide the service vision of the department/branch/division.

**Mission:** Explain "How" the vision will be achieved.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		<b>Quantity:</b>	80 CPFs	<b>Quantity:</b>	89
<b>Quality:</b>		<b>Quality:</b>			
• Consultation	<i>BE SPECIFIC</i> communities	Ad hoc Structured Meetings	• Consultation	Monthly structured meetings	✓ G
• Access		On request	• Access	4 Mobile/Satellite stations	✓ G
• Courtesy		Name tags, ranks, etc	• Courtesy	PLUS Customer care training by end June 2008	✓ G
• Open & Transparency		Full information	• Open & Transparency	Community radio	✓ SMART
• Information		Ad hoc	• Information	Community radio; CDWs	
• Redress		Ad hoc	• Redress	Structured complaints mechanism with QOTC standards; Monthly meetings	✓
• Value for Money		Within budget	• Value for Money	Within budget	
<b>Time:</b>		March 2007	<b>Time:</b>	March 2008	✓
<b>Cost:</b>		Budget	<b>Cost:</b>	Budget	
<b>Human Resources:</b>		8	<b>Human Resources:</b>	8	

*GA*

**Signed:** ..... (Minister/MEC)

**Date:** .....

**Signed:** ..... (DG/HOD)

**Date:** .....