

# **DEPARTMENT OF ECONOMIC PLANNING AND DEVELOPMENT**



## **SERVICE DELIVERY IMPROVEMENT PLAN 2007/2008**

## VISION

A competitive and adaptive economy that improves the quality of life of all the people in the province.

## MISSION

To facilitate, implement and co-ordinate integrated planning and stimulate sustainable economic development.

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Function

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	To reach 1, 8 million consumers through consumer education and resolve 75% of cases/complaints lodged.	Quantity:	To reach 2, 1 million consumers through consumer education and resolve 85% of cases/complaints lodged.
		Quality:	To provide effective and efficient consumer education to consumers throughout the province, and fair resolution of cases.	Quality:	To provide effective and efficient consumer education to consumers throughout the province, and fair resolution of cases.

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	Consultation	<ul style="list-style-type: none"> <li>• Workshops</li> <li>• Radio Slots</li> <li>• Road Shows</li> <li>• Walk-in</li> <li>• Telephonic</li> <li>• Written consultations</li> </ul>	Consultation	<ul style="list-style-type: none"> <li>• Workshops</li> <li>• Radio Slots</li> <li>• Road Shows</li> <li>• Walk-in</li> <li>• Telephonic</li> <li>• Written consultations</li> <li>• Campaigns targeting various sectors</li> </ul>
	Access	Offices in Nelspruit, Witbank, KwaMhlanga & Bushbuckridge.	Access	Future offices to be opened at Gert Sibande. Utilize the multi purpose centre to reach consumers
	Courtesy	Currently there is no mechanism in place.	Courtesy	The creation of an SDIP component within the departmental organogram will attend to this principle.
	Openness & Transparency	Ad hoc arrangements when the department host event and through the annual report and budget and policy speech	Openness & Transparency	<ul style="list-style-type: none"> <li>• Holding of departmental izimbizo</li> <li>• Granting of more phone in programmes on radio targeting more community radio stations</li> <li>• Publication of reports and distribution to municipalities</li> </ul>
	Information	<ul style="list-style-type: none"> <li>• Pamphlets</li> <li>• Presentations</li> <li>• Radio Slots</li> <li>• Consultations</li> </ul>	Information	<ul style="list-style-type: none"> <li>• Pamphlets</li> <li>• Presentations</li> <li>• Radio Slots</li> <li>• Consultations</li> <li>• Izimbizo</li> <li>• Production of brochures</li> </ul>
	Redress	Currently there is no complaint mechanism in place.	Redress	The creation of an SDIP component within the departmental organogram will attend to this principle.
	Value for money	R1 870 659	Value for money	

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		Time:	12 months	Time:	12 months
		Cost:	R1 870 659	Cost:	R7,6 m
		Human Resources:	16	Human Resources:	

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Services Enterprise Development

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Small and medium enterprises, Cooperatives, Financial and non financial support institutions

<b>Quantity:</b>	To empower and sustain 5 small and medium enterprises and develop 2 cooperatives	<b>Quantity:</b>	To empower and sustain 10 small and medium enterprises and develop 5 cooperatives
<b>Quality:</b>	To develop and support sustainable small and medium enterprises throughout the province on an ongoing basis.	<b>Quality:</b>	To develop and support sustainable small and medium enterprises throughout the province on an ongoing basis.
<b>Consultation</b>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Radio Slots</li> <li>Road Shows</li> <li>Walk-in</li> <li>Telephonic</li> <li>Written consultations</li> </ul>	<b>Consultation</b>	<ul style="list-style-type: none"> <li>Workshops</li> <li>Radio Slots</li> <li>Road Shows</li> <li>Walk-in</li> <li>Telephonic</li> <li>Written consultations</li> <li>Campaigns targeting various sectors</li> </ul>
<b>Access</b>	Offices in Nelspruit, Witbank & Bushbuckridge.	<b>Access</b>	Future offices to be opened at Gert Sibande. Utilize the multi purpose centre to reach consumers Better linkages and presence within state owned entities
<b>Courtesy</b>	Currently there is no mechanism in place.	<b>Courtesy</b>	The creation of an SDIP component within the departmental organogram will attend to this principle.

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		Openness & Transparency	Ad hoc arrangements when the department host event and through the annual report and budget and policy speech	Openness & Transparency	<ul style="list-style-type: none"> <li>• Holding of departmental izimbizo</li> <li>• Granting of more phone in programmes on radio targeting more community radio stations</li> <li>• Publication of reports and distribution to municipalities</li> </ul>
		Information	<ul style="list-style-type: none"> <li>• Pamphlets</li> <li>• Presentations</li> <li>• Radio Slots</li> <li>• Consultations</li> </ul>	Information	<ul style="list-style-type: none"> <li>• Pamphlets</li> <li>• Presentations</li> <li>• Radio Slots</li> <li>• Consultations</li> <li>• Izimbizo</li> <li>• Production of brochures</li> </ul>
		Redress	Currently there is no complaint mechanism in place.	Redress	The creation of an SDIP component within the departmental organogram will attend to this principle.
		Value for money	91% of the allocated budget utilised	Value for money	96% of the allocated budget utilised
		Time:	12 months	Time:	12 months
		Cost:	R 10,4 m	Cost:	R 15,97 m
		Human Resources:	12	Human Resources:	31

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Function

Information Management	Business, media, communities, other government institutions	Quantity:	To provide accurate information to business, media, communities and other government institutions throughout the province within ten days of receipt of such request for information	Quantity:	To provide 90% information to business, media, communities and other government institutions throughout the province within ten days of receipt of such request for information
		Quality:	To provide accurate information to business, media, communities and other government institutions throughout the province within ten days of receipt of such request for information	Quality:	To provide accurate information to business, media, communities and other government institutions throughout the province within ten days of receipt of such request for information
		Consultation	Internal units of departments	Consultation	Other government departments and agencies. Internal units of Department. Other non governmental clients.
		Access	Internally via department network Externally via internet and published booklets	Access	Intranet Internet Publications
		Courtesy	Currently there is no mechanism in place.	Courtesy	The creation of an SDIP component within the departmental organogram will attend to this principle.
		Openness & Transparency	Information made available through publication and Information made available upon request	Openness & Transparency	Information made available through publication and Information made available upon request in all 3 DEDP district offices

		Information	Economics data and reports from official government stats as well as reputable data vendors	Information	Economics data and reports from official government stats as well as reputable data providers
		Redress	Currently there is no complaint mechanism in place.	Redress	The creation of an SDIP component within the departmental organogram will attend to this principle.
		Value for money	Process 75% of requests within 7 working days	Value for money	Process 90% of requests within 7 working days
		Time:	12 months	Time:	12 months
		Cost:	R 5 m	Cost:	R 5 m
		Human Resources:	6	Human Resources:	8