



**MINISTRY  
SCIENCE & TECHNOLOGY  
REPUBLIC OF SOUTH AFRICA**

Private Bag X727, PRETORIA, 0001, South Africa. Tel: (+27 12) 843-6899, Fax: (+27 12) 349-1041  
Private Bag X9156, CAPE TOWN, 8000, South Africa. Tel: (+27 21) 465-4850/70, Fax: (+27 21) 461-1425

Ms G Fraser-Moleketi  
Minister of Public Service and Administration  
Private Bag X916  
PRETORIA  
0001

Dear Colleague

**DEPARTMENT OF SCIENCE AND TECHNOLOGY SERVICE DELIVERY  
IMPROVEMENT PLANS**

Kindly find attached the Department of Science and Technology (DST) Service Delivery Improvement Plans as requested by your Department. This is a noble initiative that will assist the public service to improve its service delivery capacity.

I would however, like to bring to your attention that the current framework that the Department of Public Service and Administration has developed is not uniformly appropriate across all government departments. For example, the Department of Science and Technology coordinates the National System of Innovation and deals directly with the Science Councils, Research Institutions and the Higher Education Sector. Therefore, it is a challenge to apply the entire Batho Pele framework in our case.

My Department has therefore developed a Service Delivery Improvement Plan focusing on internal services as the Department's activities involve very little direct service to the citizens.

I hope you will find this satisfactory

Yours sincerely

**MOSIBUDI MANGENA**  
MINISTER  
(#102665)

**SERVICE DELIVERY IMPROVEMENT PLANS FOR: THE DEPARTMENT OF SCIENCE AND TECHNOLOGY  
FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008**

*How - Quality  
Karya &  
Karya for  
Performance A*

**Vision:** To create a prosperous society that derives enduring and equitable benefits from science and technology.

**Mission:** To develop, coordinate and manage a National System of Innovation that will bring about maximum human capital, sustainable economic growth and improved quality of life for all.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
<p><i>OUTCOME</i></p> <p>Reduction of the vacancy rate.</p> <p><i>FILL VACANT POSTS</i></p>	DST employees and public.	<b>Quantity:</b>	Vacancy rate at 22%	<b>Quantity:</b>	Vacancy rate at 5%
		<b>Quality:</b>		<b>Quality:</b>	
		• Consultation.	Confirmation meetings with Group Executives on Job Evaluation and funding.	• Consultation.	Confirmation meetings with Group Executives on Job Evaluation and funding. Vacancy rate made an agenda item at EXCO meetings.
		• Access.	In person, telephonic and written between HR Practitioners and Management.	• Access.	In person, telephonic and written between HR Practitioners and Management. Intranet & Hummingbird
		• Courtesy.	Open door policy and one on one meetings.	• Courtesy.	Open door policy, one on one meetings and recruitment and selection policy
		• Open & Transparency.	Annual report and quarterly reports.	• Open & Transparency.	Annual report and quarterly reports. EXCO minutes and intranet.
		• Information.	Written and verbal.	• Information.	Written, verbal, intranet and EXCO.
		• Redress.	None .	• Redress.	Recruitment and selection Policy and accounting at the EXCO meeting.
		• Value for Money.	Unutilized funds and impact on service delivery.	• Value for Money.	Budgeted funds utilised and enhanced service delivery.
		<b>Time:</b>	31/03/ 2007.	<b>Time:</b>	End of 2007/08 financial year.
		<b>Cost:</b>	Funded posts.	<b>Cost:</b>	Funded posts
		<b>Human Resources:</b>	7	<b>Human Resources:</b>	6 (due to new Establishment)

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Effective and efficient management of DST tenders.	Bidders and or suppliers of good and services.	<b>Quantity:</b>	Currently awarding around 41% of contract value to HDI's.	<b>Quantity:</b>	To award over 50% of contract value to BEE's
		<b>Quality:</b>	Compliance with PPPA Regulations.	<b>Quality:</b>	Compliance with PPPA Regulations and the BEE Code of Good Practice.
	DST employees.	• Consultation.	Briefing sessions with interested bidders, email, telephonic and fax.	• Consultation.	Briefing sessions with interested bidders, email, telephonic, fax, and workshops with potential bidder and accredited DST service providers.
		• Access.	Government tender bulletin, briefing sessions with interested bidders, email, telephonic, fax and internet-DST website.	• Access.	Government tender bulletin, briefing sessions with interested bidders, email, telephonic, fax, internet DST website and media that targets BEE's.
		• Courtesy.	Email, open door policy and internet.	• Courtesy.	Email, open door policy, internet and customer satisfaction survey. Inform unsuccessful short listed bidders.






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N/A

SMART  
QOTC



		<ul style="list-style-type: none"> <li>• Open &amp; Transparency.</li> </ul>	Tender bulletin, internet, email, Bid evaluation committee and Bid adjudication committee. Briefing sessions. Compulsory signing of Declaration of interest form to avoid prejudice and favour.	<ul style="list-style-type: none"> <li>• Open &amp; Transparency.</li> </ul>	Tender bulletin, internet, email, Bid evaluation committee, compulsory signing of Declaration of interest form, Bid adjudication committee, briefing sessions and media targeting BEE's.
		<ul style="list-style-type: none"> <li>• Information.</li> </ul>	Tender bulletin, DST website.	<ul style="list-style-type: none"> <li>• Information.</li> </ul>	Tender bulletin, DST website and media targeting BEE's.
		<ul style="list-style-type: none"> <li>• Redress.</li> </ul>	Complaints procedure in the Treasury Regulation 16A.	<ul style="list-style-type: none"> <li>• Redress.</li> </ul>	Complaints procedure in the Treasury Regulation 16A Bid adjudication committee Internal Legal services.
		<ul style="list-style-type: none"> <li>• Value for Money.</li> </ul>	Open tender based on functionality and pricing Payment linked to milestones.	<ul style="list-style-type: none"> <li>• Value for Money.</li> </ul>	Open tender based on functionality and pricing Payment linked to milestones Market analysis and demand management.
		<b>Time:</b>	31/03/2007	<b>Time:</b>	31/03/2008
		<b>Cost:</b>	R3, 827,273.06	<b>Cost:</b>	R4,667,406.17
		<b>Human Resources:</b>	1	<b>Human Resources:</b>	3

FUNCTION

Effective work flow management.  
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	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
	All programmes within DST and the ministry.	<b>Quantity</b>	All submissions approved within 1 week DG-memos sent to the programmes within two days.	<b>Quantity</b>	All submission approved in 2-3 days DG-memos send out within one day.
		<ul style="list-style-type: none"> <li>• Consultation.</li> </ul>	Personal, email, telephonic and hummingbird (document and work flow management system). Distribution of hard copies of return date list. Reminders generated automatically by Hummingbird.	<ul style="list-style-type: none"> <li>• Consultation.</li> </ul>	Personal, email, telephonic and hummingbird. Distribution of hard copies of return date list. Reminders generated automatically by Hummingbird. Workshops to share knowledge on the drafting and processes of a submission.
		<ul style="list-style-type: none"> <li>• Access.</li> </ul>	Personal, email, telephonic and hummingbird. Daily access to Hummingbird.	<ul style="list-style-type: none"> <li>• Access.</li> </ul>	Personal, email, telephonic and daily access to Hummingbird.
		<ul style="list-style-type: none"> <li>• Courtesy.</li> </ul>	Ineffectiveness of service delivery addressed at EXCO meetings. Give feedback to clients on enquiries.	<ul style="list-style-type: none"> <li>• Courtesy.</li> </ul>	Ineffectiveness of service delivery addressed at EXCO meetings. Give feedback to clients on enquiries within 1-2 days.
		<ul style="list-style-type: none"> <li>• Open &amp;</li> </ul>	Workflow can be monitored on	<ul style="list-style-type: none"> <li>• Open &amp;</li> </ul>	Workflow can be monitored on

Transparency.

Transparency.

			Hummingbird All matters discussed at EXCO and OPCO are cascaded to Senior management. Minutes also available to all.		Hummingbird. All matters discussed at EXCO and OPCO are cascaded to Senior management. Minutes also available to all.
		<ul style="list-style-type: none"> <li>Information.</li> </ul>	Workflow can be monitored on Hummingbird. OPCO, EXCO, Senior management meetings minutes available to all on Hummingbird. Template of submissions available during induction.	<ul style="list-style-type: none"> <li>Information.</li> </ul>	Workflow can be monitored on Hummingbird. OPCO, EXCO, Senior management meetings minutes available to all on Hummingbird. Template of submissions available during induction. Workshop on submission processes.
		<ul style="list-style-type: none"> <li>Redress.</li> </ul>	Formal document sent to relevant people.  1:1 meetings arranged between DG and GE's.	<ul style="list-style-type: none"> <li>Redress.</li> </ul>	Formal document sent to relevant people. 1:1 meetings arranged between DG and GE's. Addressed at OPCO, EXCO and extended EXCO.
		<ul style="list-style-type: none"> <li>Value for Money.</li> </ul>	Efficiency on service delivery.	<ul style="list-style-type: none"> <li>Value for Money.</li> </ul>	Enhanced efficiency on service delivery for the Department.
		<b>Time:</b>	End of March 2007	<b>Time:</b>	End of March 2008
		<b>Cost:</b>	Budgeted	<b>Cost:</b>	No additional cost required
		<b>Human Resource:</b>	6	<b>Human Resource:</b>	6

Signed: W Mangana (Minister/MEC)

Date: 15/05/2007

Signed: M Nyware (DG/HOD)

Date: 21/3/2007

(#99988)