

DEPARTMENT OF WATER AFFAIRS AND FORESTRY SERVICE DELIVERY IMPROVEMENT PLAN 2007/08

The Department of Water Affairs and Forestry is the custodian of South Africa's water and forestry resources. As a sector leader, the Department through this Service Delivery Improvement Plan commits itself to achieve its Constitutional obligations towards the people of South Africa through:

- The formulation and implementation of policies governing the sectors of water and forestry.
- Ensuring that all South Africans have access to clean potable water and sanitation
- Promoting sustainable, effective and efficient water resources management to ensure sustainable economic and social development.
- Promoting the sustainable management of the country's natural forest resources and commercial forestry for socio-economic benefits.

Through this Service Delivery Improvement Plan DWAF pledges to:

- Aim for excellence in the delivery of our services.
- Provide high quality and sustainable services that meet with accepted norms and standards.
- Respond to your requests within specified time frames.
- Annually review and improve service delivery processes that will influence the quality of our services

1. Draft sent to Analyst.
2. Template not used.
3. B P not integrated in this plan.

BATHO PELE COMMITMENT

Response to letters and phone calls

- Answer 95% of calls to the department within 5 – rings
- Activate 100% all staff voicemail facilities when unable to answer the call
- Reply to 80% of complaints/queries done via e-mail and voicemails within 48 hours
- Send letter of acknowledgement for complaints/queries done in writing within 5 working days from the day of receipt in 80% of cases.
- Send a progress report within 30 working days with full contact details of the person handling the matter.

☐ Keeping appointments

- If any employee of the Department makes an appointment with a customer, Department of Water Affairs and Forestry guarantees that the employee will keep the appointment at a mutually agreed time unless exceptional circumstances arise.

Payment of invoices

- Pay 90% of all invoices within 30 working days on receipt of correct completed invoices

Guaranteed service standards on DWAF major services

DWAF commits to deliver the following Services as per this Service Delivery Improvement Plan

| KEY SERVICES | SERVICE BENEFICIARIES | STANDARDS | Mechanisms to remove barriers to increased access to services | Methods for provision of information regarding service |
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| Support to municipalities in case of emergency situations | Local government SALGA DPLG Public | Respond to 90% of all requests for advice and/or support to municipalities in dealing with emergency incidents related to water supply and sanitation within 24 hours | | |
| Access to dams for recreational purposes | Public | Ensure equitable access to state dams for recreational purposes taking into account | Recreational Water Use Regulations developed to facilitate public | Recreational Water Use (RWU) manual on DWAF internet website |

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| | | safety requirements and zoning of dams for specific activities | participation in compilation of Resource Management Plans (RMPs) to ensure equitable access to state dams Developed a Memorandum of Agreement with Swimming South Africa to support awareness campagne to public for safe and equitable access to state dams | |
| Access to state forests | Public | Ensure approval or refusal of forestry | Website populated with RDM related | |

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| | | permits for activities in state forests within 30 days of receiving completed application | information Posters, brochures and toolkit developed and training given to regional office staff. | |
| Sale of timber | Public Forestry Enterprises | Ensure fair and transparent procedures for the sale of timber from state forests in support of BBBEE. | | |
| Issuing licenses: Water | Farmers, Mines, Forestry Farmers, Municipalities, Water Boards and Industries. | Accept or decline 70% of water use licence applications within six months from date of receipt of a correct and completed application: <ul style="list-style-type: none"> • Inform applicants | Streamline the process of water use authorisation through: <ul style="list-style-type: none"> • Assigning internal responsibilities and timeframes | <ul style="list-style-type: none"> • Make water use licence application guidelines available to applicants through Regional |

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| | | <p>within 1 month of receiving licence application if further information is required</p> | <p>for assessment, coupled to a tracking system.</p> <ul style="list-style-type: none"> • Developing user-friendly licence assessment guidelines and building internal capacity. • Developing external licence application information guidelines. | <p>Offices.</p> <ul style="list-style-type: none"> • Prompt responses to queries relating to processing of licence applications. |
| <p>Emergency intervention:</p> <ul style="list-style-type: none"> • Fire • Water | <p>Local Government Public</p> | <ul style="list-style-type: none"> • Support emergency fire fighting through the Working on | | |

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| Pollution incidents | | Fire Campaign. <ul style="list-style-type: none"> • Take action within 24 hours from being notified of significant water pollution incidents. | | |
| Provision of raw water | Water users | Provide raw water at agreed level of assurance | Posters, brochures and toolkit developed and training given to regional office staff. | |
| Support grants/subsidy to resource poor farmers | HDI farmers | Provide financial assistance on request by resource poor farmers if funds are available for: <ul style="list-style-type: none"> • Grants for capital cost for | The regulations to support resource poor farmers has been drafted and required the approval of the | The service provided will be marketed via the regional offices and the Co-ordinating Council for Agricultural |

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| | | <p>construction and/or upgrading of irrigation schemes</p> <ul style="list-style-type: none">• subsidies on operation and maintenance of waterworks and water resource management• subsidies/grants for acquiring water allocations for irrigation; viability studies and investigations on irrigation schemes; training of management committees of Water User | <p>Director General prior to publishing for comments. Once comments are received they will be considered and forwarded to the Parliament for final approval</p> | <p>Water. WUA and CMA's will also be used to market the grant offered.</p> |
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| | | Associations or other approved legal entities; rain-water tanks for family food production and other productive uses | | |
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