

CORPORATE SERVICES - NORTH WEST

O.T.P. ?

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

Vision: The most efficient and effective Provincial Administration achieving integrated governance in S.A.

Mission: To provide leadership for integrated coordinated and efficient service delivery which enhances the growth and development of the people and the Province

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARDS	
		Quantity		Quantity	
		Quality		Quality	
Input into & participation in Provincial & decision making	The North West Community	Consultation	Radio & Talk shows, Imbizo's & Publication of North West Mirror	Consultation	In addition: Structured service delivery survey with clients. Scheduled meetings like Makgotla
		Access	Facilitation of strategic support of govt structures	Access	In addition: To improve access to services by updating distribution of Departmental Directory Services
		Courtesy	Written behaviour code	Courtesy	In addition: Publication of Departmental Service Delivery Charter
		Transparency	Information supplied in the departmental annual report & tabled in legislature	Transparency	In addition: Publish and distribute Provincial directory of services including all contact details
		Information Redress	Department provides written apology. Information in service charter	Information Redress	In addition: Introduction of complaints mechanism, e.g. help desk, Respond to queries within 30 days
		Value for Money	Compliance with relevant prescripts, eg. Budget	Value for Money	In addition: Improving planning of the budget
		Time:		Time:	
		Cost:		Cost:	

USE SMART & QQC STANDARD

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SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

Vision:

Mission:

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	AS REQUIRED	Quantity:	AS REQUIRED
PAYMENT OF SERVICE PROVIDERS G	ALL SUPPLIERS OF GOODS AND SERVICES e.g. Contractors, Consultants, Caterers, Hotels etc.	Quality:	AS REQUIRED	Quality:	AS REQUIRED
		Quality:	AS REQUIRED	Quality:	AS REQUIRED
		• Consultation	Telephone, In writing, Capex, Meetings.	• Consultation	In addition: Integration of meetings and provide input platform Workshop on process of payment, one-on-one, site meetings, and site inspections.
		• Access	Come physically. Phone	• Access	In addition: Introduce call centres; call centre number be available to all citizens
		• Courtesy	Acknowledge the service in writing, fax order form, Telephone, Meetings.	• Courtesy	In addition: Suggestion boxes; introduce feedback questionnaires, Avail call centre number.
		• Open & Transparency	Annual reports, Invite for budget speech.	• Open & Transparency	In addition: Avail annual reports to all citizens, Avail budget speech booklets.
		• Information	Policies available, Annual reports, website.	• Information	In addition: Introduce Leaflets, brochures; newsletters.
		• Redress	Dept provides written apology; who to contact incase of dissatisfaction, Telephone apology	• Redress	In addition: Introduce a complaints mechanism (you can be specific e.g. help desk, hotline, etc.)
• Value for Money	Within the PFMA Compliance or within relevant prescripts (PMDS)	• Value for Money	In addition: SMME development; improve planning; improve contract management		

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		Time:	March 2007	Time:	March 2008
		Cost:	Consider Salaries of responsible officials; telephone expense; actual expense The figure in Rand must be put in this column	Cost:	
		Human Resources:	06	Human Resources:	10
		Quantity:		Quantity:	
		Quality:		Quality:	
		• Consultation		• Consultation	
		• Access		• Access	
		• Courtesy		• Courtesy	
		• Open & Transparency		• Open & Transparency	
		• Information		• Information	
		• Redress		• Redress	
		• Value for Money		• Value for Money	
		Time:		Time:	
		Cost:		Cost:	
		Human Resources:		Human Resources:	

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