

**SERVICE DELIVERY IMPROVEMENT PLAN TEMPLATE**

**Department:** Department of Environmental Affairs and Development Planning

**Component:** Directorate Strategic Environmental Management

**Vision:** To promote environmental protection and compliance by enforcing the relevant legislation within the context of sustainable development.

**Mission:** To establish a well trained cadre of environmental law enforcement officers who will enforce environmental legislation to the fullest extent of the law and foster an understanding of the need for environmental protection through co-operation with civil society and stakeholders.

Key Service <small>(Instructions or instructions you have with the client to satisfy requirements)</small>	Service Beneficiaries <small>(The subject of the service)</small>	Current Standard		Desired Standard	
Investigations on breach of environmental legislation (response and investigation time) <i>(circled)</i>	Public	Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighed or counted)</small>	Response time to all (100% general cases) on average is within 10 working days	Quantity:	Response time to all (100% general cases) on average within 7 working days <i>(circled)</i>
		Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be rendered)</small>	Response time to all (100% general cases) on average is within 10 working days	Quality:	Response time to all (100% general cases) on average within 7 working days

*(Handwritten marks: an arrow pointing to the '7' in the desired quantity, and the initials 'H/M')*


	<ul style="list-style-type: none"> <li>• Consultation <i>(What mechanisms are in place to consult with clients to collect their input)</i></li> </ul>	Complainants provide contact information and are contacted together with transgressors when site visits are undertaken and are furnished with contact details and copies of applicable documents, which they are free to comment on	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	Provide opportunities for parties to anonymously provide inputs i.e. via a website or hotline
	<ul style="list-style-type: none"> <li>• Access <i>(Where is the service provided)</i></li> </ul>	4 Leeuwen Street, Cape Town York Park Building, York Street - George	<ul style="list-style-type: none"> <li>• Access</li> </ul>	Web access as well as physical access
	<ul style="list-style-type: none"> <li>• Courtesy <i>(What mechanisms are in place to report on behaviour of employees)</i></li> </ul>	Contact Supervisor/Manager Correspondence to HOD/Minister	<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	Comments page on the web
	<ul style="list-style-type: none"> <li>• Openness &amp; Transp <i>(What mechanisms are in place to allow clients to see action over time)</i></li> </ul>	Contact Supervisor/Manager Correspondence to HOD/Minister Access to Information Act	<ul style="list-style-type: none"> <li>• Openness &amp; Transp</li> </ul>	Legal liability and document security precludes public access to documentation within the unit
	<ul style="list-style-type: none"> <li>• Information <i>(What mechanisms are in place to communicate relevant information with clients)</i></li> </ul>	Letters/e-mail with case officer detail Telephone	<ul style="list-style-type: none"> <li>• Information</li> </ul>	No proposed changes
	<ul style="list-style-type: none"> <li>• Redress <i>(What mechanisms are in place for clients to express a problem areas - complaints or complaints)</i></li> </ul>	Contact Supervisor/Manager Correspondence to HOD/Minister	<ul style="list-style-type: none"> <li>• Redress</li> </ul>	No proposed changes

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Why SDIP?

	<ul style="list-style-type: none"> <li>• Value for Money <i>(Is the service rendered at the most economical and efficient level)</i></li> </ul>	Within approved budget.	<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	Within approved budget.
	<ul style="list-style-type: none"> <li>• Time <i>(What is the current level of service (i.e. operating)?</i></li> </ul>	31 March 2007	<ul style="list-style-type: none"> <li>• Time</li> </ul>	31 March 2008
	<ul style="list-style-type: none"> <li>• Cost <i>(What is the cost of the service)</i></li> </ul>	R 2, 085m	<ul style="list-style-type: none"> <li>• Cost</li> </ul>	R 4, 798m
	<ul style="list-style-type: none"> <li>• Human Resources <i>(How many human resources are used to render the service?)</i></li> </ul>	9 employees	<ul style="list-style-type: none"> <li>• Human Resources</li> </ul>	22 employees

  
 SDIP Co-ordinator

2007-02-15  
 Date

  
 Director: T. GORDON

15/02/2007  
 Date

  
 Accounting Officer

12.2.07  
 Date



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Executive Authority

15.2.07

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Date

## SERVICE DELIVERY IMPROVEMENT PLAN TEMPLATE

**Department:** Department of Environmental Affairs and Development Planning

**Component:** Directorate Pollution Management

**Vision:** The enhancement of ambient air quality in order to secure an environment that is not harmful to the health or well being of the people.

**Mission:** To put into place strategies and management systems for the protection of the environment to effect to the statutory obligations in terms of the National Environmental Management: Air Quality Act No. 39 of 2004.

Key Service <small>(Instructions or instructions you have with the client to verify their needs)</small>	Service Beneficiaries <small>(The recipient of the service)</small>	Current Standard		Desired Standard	
		Quantity: <small>(Refers to the amount, number or aspects that can be measured, weighed or counted)</small>	Quality: <small>(Refers to the degree of excellence at which the service is rendered or to be assessed)</small>	Quantity:	Quality:
Capacity building (workshops) with municipalities for Air Quality management	Municipalities - Direct (Councillors and Officials) Public - Indirect		-2 -Basic AQM Training Workshops for all municipalities		-2 -Advanced AQM Workshops for all municipalities
			-Refresher courses to capacitate all municipal staff to accept newly imposed responsibilities in terms of NEM AQA		-Progressively build capacity by presenting more advanced courses on air quality management and enforcement.
		• Consultation <small>(What mechanisms are in place to consult with clients to obtain their input)</small>	-Quarterly Air quality officers forum -Information letters	• Consultation	-Quarterly Air quality officers forum -Information letters
		• Access <small>(Where is the service provided)</small>	3 Dorp Street, Cape Town	• Access	3 Dorp Street, Cape Town

*IMPROVE?*

*SPECIFIC N/A.*

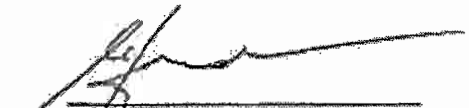
	<ul style="list-style-type: none"> <li><b>Courtesy</b> <i>(What mechanisms are in place to monitor behaviour of employees)</i></li> </ul>	-Evaluation Questionnaire -Direct contact with Supervisor/Manager	<ul style="list-style-type: none"> <li><b>Courtesy</b></li> </ul>	-Evaluation Questionnaire -Direct contact with Supervisor/Manager
	<ul style="list-style-type: none"> <li><b>Openness &amp; Transp</b> <i>(What mechanisms are in place to address concerns from stakeholders)</i></li> </ul>	Interactive workshops Evaluation questionnaires	<ul style="list-style-type: none"> <li><b>Openness &amp; Transp</b></li> </ul>	Interactive workshops Evaluation questionnaires Annual Report
	<ul style="list-style-type: none"> <li><b>Information</b> <i>(What mechanisms are in place to disseminate relevant information with others)</i></li> </ul>	Air quality officers forum	<ul style="list-style-type: none"> <li><b>Information</b></li> </ul>	Air quality officers forum Website Information letters
	<ul style="list-style-type: none"> <li><b>Redress</b> <i>(What mechanisms are in place for clients to address problems, needs, complaints or compliments)</i></li> </ul>	-Interactive workshops -Evaluation questionnaires -Direct contact with Supervisor/Manager	<ul style="list-style-type: none"> <li><b>Redress</b></li> </ul>	-Interactive workshops -Evaluation questionnaires -Direct contact with Supervisor/Manager -Cape Gateway (Provincial Helpdesk)
	<ul style="list-style-type: none"> <li><b>Value for Money</b> <i>(Is the service rendered at the most economical and efficient level)</i></li> </ul>	Within approved budget. Developed in-house	<ul style="list-style-type: none"> <li><b>Value for Money</b></li> </ul>	Within approved budget. Developed in-house
	<ul style="list-style-type: none"> <li><b>Time</b> <i>(What is the current level of service in terms of time)</i></li> </ul>	31 March 2007	<ul style="list-style-type: none"> <li><b>Time</b></li> </ul>	31 March 2008
	<ul style="list-style-type: none"> <li><b>Cost</b> <i>(What is the cost of the service)</i></li> </ul>	R134 500	<ul style="list-style-type: none"> <li><b>Cost</b></li> </ul>	R172 500
	<ul style="list-style-type: none"> <li><b>Human Resources</b> <i>(How many human resources are used to render the service)</i></li> </ul>	4 employees	<ul style="list-style-type: none"> <li><b>Human Resources</b></li> </ul>	6 employees

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SDIP Co-ordinator

2007-02-14  
Date

  
Director: Pollution Management

14/2/2007  
Date

  
Accounting Officer

14.2.07  
Date

  
Executive Authority

15.2.07  
Date