

the dti Batho Pele Second Quarter Report

01 July 2017 – 30 September 2017



the dti

Department:
Trade and Industry
REPUBLIC OF SOUTH AFRICA



BATHO PELE QUARTERLY REPORT

Projects	Progress
Service Delivery Improvement Plans (SDIP)	<ul style="list-style-type: none">▪ The department is implementing the last year of the current (2015/18) SDIP.▪ Some divisions have submitted their 1st draft SDIP for 2018/2021. Divisional SDIP are a prerequisite for the preparation of the departmental SDIP.
Batho Pele Forum	<ul style="list-style-type: none">▪ Due to unforeseen circumstances the Q2 Forum meeting could not take place. The meeting is scheduled to take place in Q3
Complaints and Complements Management	<ul style="list-style-type: none">▪ Complaints Management System is in place at Export Help Desk▪ Most complains receive are from foreign companies which require verification of South African Companies
Presidential hotline	<ul style="list-style-type: none">▪ The current existing cases are ageing from 2015/16 financial year. 100 out of 106 cases logged are for the dti agencies, cases were escalated and no feedback received so far.
Access	<ul style="list-style-type: none">▪ Access and signage is clearly visible inside and outside the department .
Name Tags	<ul style="list-style-type: none">▪ Not all employees have name-tags.▪ It is still a challenge to quantify the wearing of name-tags due to inconsistency from officials.▪ The department continues to encourage officials to wear name-tags.▪ The department is unable procure name-tags for officials who do not have them due to cost cutting.



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Projects	Progress
Disability Mainstreaming	<ul style="list-style-type: none">▪ The department is in the process of widening doors and construction of ramps in other buildings to accommodate wheelchairs. <p>The department held the following awareness campaigns and workshops on disabilities:</p> <ul style="list-style-type: none">▪ Disability awareness workshop▪ Deaf Awareness Month▪ Sign language▪ National Autism awareness month▪ Autism Spectrum disorders▪ Let's Talk Disability – Accessible Toilets▪ International Albinism Awareness Day
Unannounced Site Visits and Outreached events	<ul style="list-style-type: none">▪ the dti conducted 2 Outreach events for the purpose of educating citizen about how pieces of legislation such as the Liquor, National Gambling, Lotteries Amendment, National Credit, Consumer Protection, Copyright and Performers Protection, and Companies Acts benefit them, and how they can use the legislation to improve their living conditions.▪ 1 Outreach event took place in the Western Cape with companies that are involved in MTCR. The purpose of the outreach was to inform the companies of the legislative requirements of the Non-Proliferation Act as well as the inter-national obligations as per the MTCR.



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Projects

Unannounced Site Visits and Outreached events (continue....)

Progress

- 3 Outreach events were conducted by **the dti** to raise awareness of the services that are offered by the department through Trade and Investment South Africa division to South African companies.

16 Awareness Raising and Capacity Building Initiatives were conducted in the following areas:

- Musina
- Tzaneene
- Polokwane
- Malamulele
- Thohoyandou
- Nelspruit
- Ermelo
- Bushnuckridge
- Emalahleni
- East London
- Port Elizabeth
- Mafikeng
- Rustenburg
- Oudtshoorn
- George
- Ksnysna



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Projects	Progress
Public Service Month (PSM)	<ul style="list-style-type: none">▪ The department launched the PSM on 01 September 2017 through internal communication.▪ The PSM was popularised through posters in the bathrooms.▪ In celebrating PSM the dti together with its entities took their service to the people of Port Elizabeth. The purpose of the visit was to raise awareness and increase access to its services and those of its entities.
Health and wellness issues	<ul style="list-style-type: none">▪ The South African Blood Service visited the department where officials voluntarily donated blood for the purpose of saving lives.▪ The department has an active soccer team.▪ Some of the dti officials participated on The Big Walk that was organised by the department of Sport and Recreation. <p>The department hosted the following health related workshops:</p> <ul style="list-style-type: none">▪ Workplace health and safety▪ Management of expectant mothers▪ Workplace Wellness▪ Maternal health: Breastfeeding tips▪ Facts on Hepatitis▪ HIV and related illness▪ Cold snap expected this week▪ Lowering your Cholesterol▪ Beating Diabetes▪ Dealing with allergies▪ Anxiety and depression article▪ Oral hygiene▪ Wellness Session: The respiratory system

BATHO PELE QUARTERLY REPORT

Projects

Progress

Learning Networks

As part of learning networks the department held the following workshops and training sessions:

- Women's day celebratation
- Conversations with Women
- Conversations with Man
- Healthy choices Open day
- Mindful meditation workshop
- Anger Management workshop
- September: Albinism Awareness Month
- Disability Awareness workshop
- HIV and gender
- HIV policy questionnaire
- Forms of sexual harassment
- Positive Relationships session
- Financial management workshop

The department also hosted the brown bag seminar of the following topics:

- Manufacturing sectors Performance 2017 Q2
- Household financial consumption expenditure in South Africa:1970 to 2015



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Projects

Learning Networks

Progress

The department facilitated training/ workshop on local content with the following organisations:

- Western Cape suppliers;
- Western Cape Provincial Treasury and other departments;
- Department of Environmental Affairs;
- SASSA (Head Office as well as Gauteng, North West and Pietermaritzburg regions);
- Eastern Cape Department of Public Works, and Presidency.



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Projects

Progress

khaedu

Project Khaedu Programme scheduled as follows:

- Project Khaedu-Methods and Perspectives 6-10 November 2017
- Project Khaedu-Field Assignment 22-26 January 2018

BP Excellence Awards

- The department will participate in the National Batho Pele Excellence awards.



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Recommendations

- It is recommended that the acting GCOO approve the Q2 Batho Pele Report for submission to DPSA



Ms Poppy Kweyama

Acting CD: SM&EO

Date: 30 / 10 /2017



Ms Nontombi Matomela

Acting GCOO: ODG

Date: 30 / 10 /2017



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THE END...



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