



**MINISTRY: PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA**

NATIONAL ASSEMBLY

QUESTION FOR ORAL REPLY

QUESTION NO.: 117.

Mr M L D Ntombela (ANC) to ask the Minister of Public Service and Administration:

In view of the finding in the Public Service Commission reports that one of the burning issues is a low level of submission of service delivery plans, what steps has he taken against perpetual offenders, in the interest of moving forward?

NO2183E

REPLY:

The steps include institutionalisation of improvement mechanisms, which include;

- a) The enhancement of the service delivery planning building blocks to strengthen the development, monitoring and reporting of the SDIP.
- b) Advocacy at Executive Management Committee (EXCO) meetings, Heads of Departments (HODs) meetings, the Forum of Directors General of South Africa (FOSAD) Meetings and Governance and Administration (G&A) cluster meetings. Further work include consultations through a series of SDIP workshops on issues highlighted as been a challenge towards the development of realistic, credible and effective SDIPs were addressed extensively.

- c) Strengthened implementation and reporting through a detailed integrated annual technical service delivery improvement programme for individual and sector departments. These include strengthened SDIP sector approach and through dedicated cross-cutting teams with the requisite technical skills and competencies.
- d) Enhanced SDIP integrated coordination, facilitation and hands-on support through the collaborative efforts of all the key stakeholders that include the DPSA; National School of Governance; Offices of the Premiers; departments' top management involvement, and the cascading of the SDIPs especially to frontline institutions.
- e) The development and implementation of responsive enablers such as the SDIP Step-By-Step Manual, Check List, Frequently asked questions, and the recently launched Service Delivery Improvement forum. The SDI Forum seeks to provide a space for technical engagements and sharing of good practices, identify areas of improvement in the SDIP process, the tools and systems for monitoring, evaluation and impact.
- f) Leverage on the ICT and innovation process that will enable the system to be user-friendly and responsive with immediate turn-around times whilst being cognisance of the resource constraint.