

DIRECTIVE ON SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

ISSUED BY THE MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION

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1. INTRODUCTION

1.1 In terms of section 3(2) of the Public Service Act (PSA), 1994 as amended, the Minister for Public Service and Administration (MPSA) shall give effect to subsection (1) of the PSA by making regulations, determinations and directives, and by performing any other acts provided for in the PSA.

1.2 Regulation 38 of the Public Service Regulations, 2016 (PSR) provides that an executive authority must establish and maintain a Service Delivery Improvement Plan (SDIP) aligned to the department's strategic plan.

1.3 In 2008 the then Minister issued a Directive to assist departments in preparing and implementing the SDIP (the 2008 Directive).

1.4 Since the issuing of the 2008 Directive, a review of the Directive was necessary to reflect the continuous improvement of the established norms and standards, alignment with the Operations Management Framework contemplated in regulation 36 of the PSR, the revised government-wide Strategic Planning and Annual Performance Planning cycle as introduced in the *Revised Framework for Strategic Plans and Annual Performance Plans* issued by the Department of Planning, Monitoring and Evaluation in 2019.

2. PURPOSE OF THE DIRECTIVE

The purpose of this Directive is to promote integration and efficiency across the public service and institutionalise regulation 38 of the PSR by providing timeframes, guidelines and uniform templates for the establishment and maintenance of an SDIP.

3. AUTHORISATION

This Directive is issued by the MPSA in terms of section 41(3) of the Public Service Act, 1994, read with regulation 38 of the PSR.

4. REPEAL OF THE SDIP DIRECTIVE OF 2008

The Service Delivery Improvement Plan Directive is hereby repealed and replaced by this Directive.

5. SCOPE OF APPLICATION

This Directive applies to all departments as contemplated in section 2 of the PSA.

6. SUBMISSION OF THE SDIP AND IMPROVEMENT PROGRESS REPORTS

6.1 Service Delivery Improvement Plan

6.1.1 All departments must utilise the SDIP guidelines at **Annexure A** and the prescribed template at **Annexure B** to develop and maintain a 5-year SDIP aligned to the departmental strategic plan.

6.1.2 The approved SDIP must be submitted to the Department of Public Service and Administration (DPSA) through the National School of Government (NSG) Web-enabled system, which is accessible on the NSG website by 30 September of the first year of the SDIP cycle.

6.1.3 The SDIP must be approved by the executive authority or delegated official (a copy of the approved delegations must be attached).

6.1.4 The SDIP must be made publicly available on the department's website.

6.2 Service Delivery Improvement (SDI) Progress Reports

6.2.1 The SDI progress report must be approved annually by the executive authority or delegated official (attach a copy of the approved delegations).

6.2.2 A department must submit the annual progress report by 30 June of each year.

6.2.3 All reports must be submitted to DPSA through the NSG Web-enabled system accessible on the NSG website.

7. THE ASSESSMENT OF THE SDIPs

SDIPs will be assessed by the DPSA, and feedback will, as far as possible, be provided to individual departments within 4 weeks of submission.

8. MONITORING OF SDIPs

8.1 Departments must monitor the implementation of SDIPs on a quarterly basis.

8.2 A department must continuously assess the efficiencies, effectiveness, impact and sustainability achieved through the set targets over the 5-year term of the SDIPs.

8.3 The Office of the Premier must monitor the progress of provincial departments' SDIPs on a bi-annual basis, at least within 6-month intervals, to ensure continuous improvement as per the determined annual targets.

9. REVIEW OF SDIPs

9.1 In the event of changes to the department's mandate (due to political or legislative changes, changes in the strategic plans or changes proposed by service beneficiaries), the SDIP must be reviewed and amended, if required.

9.2 Reviewed SDIPs must be signed and approved by the relevant executive authority and submitted to the DPSA within 60 days of approval of the amendments.

10. COMPLIANCE

Any non-compliance with this Directive shall be dealt with in terms of section 16A of the PSA.

11. DATE OF COMMENCEMENT

This Directive shall come into effect on the date of signature by the MPSA.

12. APPROVAL



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INKOSI EM BUTHELEZI, MP

MINISTER FOR THE PUBLIC SERVICE AND ADMINISTRATION

DATE: 12/06/25