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# **Portfolio Committee:- Public Service and Administration**

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**-Progress Report on the Delivery Agreement for  
Outcome 12-**

**23 November 2010**



# Outline of the Presentation

- Background
  - Outcome 12
  - 7 outputs for Outcome 12
- Finalisation of the Delivery Agreement
- Efficiency and effectiveness of the Public Service
- Anti-Corruption Capacity
- SITA Turnaround Strategy



## Background (1)

### Outcome 12:

- “An efficient, effective and development oriented Public Service and an empowered, fair and inclusive citizenship”



## Background (2)

### **7 Outputs for Outcome 12:**

- Service Delivery Quality and Access
- Human Resource Management and Development
- Business process, systems, decision rights and accountability
- Corruption tackled effectively
- Nation Building and National Identity
- Citizen Participation
- Social Cohesion

# Finalisation of the Delivery Agreement



- Delivery Agreement was signed on 14 October 2010 including the following delivery partners:
    - Ministers: 8 signed, 4 outstanding
    - Premiers: 6 signed, 3 outstanding
  - It is aligned with Performance Agreement signed with the President in April 2010; and
  - It is also aligned to work emanating from the President's meeting and task team of senior officials
  - Annual Performance Plan of DPSA aligned with the Delivery Agreement.
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# Efficiency and effectiveness of the Public Service (1)

## Problem Statement:

- Meeting the public's expectations and satisfaction which has declined from 75% in 2006 to 58% in 2008
- Government services are still not equally accessible to all South Africans especially those in rural areas.
- Appropriate implementation of the legislative and regulatory frameworks
- Enforcement of compliance is still lacking across the public service
- Training model for the Public Service – role of Palama
- Protracted disciplinary processes
  - of 21 depts sampled 50% take longer than 106 days to finalise
  - 369 on precautionary suspension – at a cost of R45.7m (April 2009 to March 2010)



# Efficiency and effectiveness of the Public Service (2)

## Response:

- Conduct user satisfaction survey – improve user satisfaction levels from 58 to 75 percent (DPSA, Stats SA, GCIS)
- Improve access to government services by developing norms and standards for maximum distance traveled to obtain a service (DPSA, DHA, SASSA)
- Improve recruitment, retention and career-pathing including conducting a Personnel Expenditure Review and ensure that all vacant posts are filled within 4 months, thereby reducing vacancy rate to 10 percent.
- Improve discipline management by improving the regulatory environment as well as the turnaround times to 60 days.
- Improve the extent and depth of skills in the public service by developing mandatory training programmes.
- Develop and implement an appropriate training model with PALAMA at the centre.



# Efficiency and effectiveness of the Public Service (3)

## Progress:

- Draft methodology for user satisfaction surveys has been developed and is being consulted with delivery partners (GCIS, Stats SA and Offices of Premiers)
- Draft access norms to government services are being developed by Basic Education, Home Affairs, SASSA and SAPS.
- Departments providing essential services are recruiting frontline supervisory staff to improve responsiveness.
- DPSA is developing a web based system to monitor compliance with the signing of PA's by SMS.
- A draft Principles of Public Administration and Financial Delegations has been developed by the DPSA
- The consultation on the mandatory training programmes has been commenced. The process of refining the draft list of programmes is underway.



# Efficiency and effectiveness of the Public Service (4)

## ■ Progress

- Working with DPME in the development of an institutional performance system – inform HOD performance and development.
- Preliminary work on the review of the recruitment practices in the Public Service completed and report developed.
- Train-the-trainer LR module developed. A set of proposals and recommendations developed for consultations on reducing the period it takes to finalise disciplinary cases.
- HR CONNECT is underway in a further 44 Depts – Western Cape February 2011 (5) and April 2011 (8).
- Currently working jointly with Health and NT to develop generic organisational structures for provincial depts of Health.
- PERSAL clean up is underway.



# Anti-Corruption Capacity (1)

## Problem Statement:

- There is a perception of corruption in the public service
- There is great frustration about the delayed response of departments in fighting corruption especially in managing conflicts of interest and tender irregularities.
- In cases, whereby wrongdoing is identified, sometimes it takes several months for disciplinary processes to be initiated and finalised.
- Officials are often suspended on full-pay for months and sometimes for years.
- Significant inconsistencies in the type of sanctions applied for similar offences.
- Allegations of corruption reported to the anti-corruption hotline are also referred back to departments for follow-up, but because departments do not have sufficient investigative capacity, initial investigations are never completed.

# Anti-Corruption Capacity (2)



## Response:

- Build anti-corruption capacity through the establishment of the Special Anti-Corruption Unit
- Implement the Public Sector Integrity Management Framework in the whole of government
- Inter-Ministerial Committee has been established to coordinate anti-corruption efforts within the Public Service.
- Multi-Agency Working Group has been established to deal with fraud and corruption in the procurement processes.
- Public Sector Anti-corruption Capacity Building Programme

# Anti-Corruption Capacity (3)



## Progress:

- The Concept document for the establishment of the Special Anti-corruption Unit has been completed. The proposed structure of the Unit has also been approved.
- We are in the process of appointing relevant skilled personnel.
- Established a working relation with the Special Investigation Unit (SIU) provide investigative, prosecutorial and training services.
- The Unit will be launched on 25 November 2010.
- Training for General Employees has been conducted in six provinces and 320 employees have been trained.
- The Public Sector Integrity Management Framework has been drafted. Further consultations on the Framework will take place on 25 November 2010.

# Anti-Corruption Capacity (4)

## ■ Progress

- ❑ BUSA training programme commenced in July in Mpumalanga & Gauteng
- ❑ Draft Public Service Pledge developed
- ❑ IFMS:HR module has been designed to include the capturing of financial disclosure forms and to track disciplinary cases linked to corruption.
- ❑ The Phase 2 Report was approved by the OECD Working Group on Bribery in International Business Transactions
- ❑ The Action Plan developed, approved by IMC – awaiting Cabinet approval
- ❑ The first meeting of the Implementation Review Group took place in Vienna, South Africa will undergo review in 2012.



# SITA Turnaround Strategy (1)

## Problem Statement:

- Efficiency and effectiveness of SITA
- Stability of the organisation
- Poor procurement practices and governance
- Inconsistent and high costs of acquisitions of ICT products and services
- Execution of Regulatory functions
- Employer of choice in the industry

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# SITA Turnaround Strategy (2)

## Response:

- Finalisation of the SITA Turnaround Strategy
    - Be the Proficient lead agency in public sector ICT
    - Effective and integrated public sector Supply Chain Management
    - Competitive pricing and financial stability
    - Effective ICT Regulator
    - Effective Governance and Monitoring
    - Employer of choice in ICT industry
  - Strengthening of SITA governance structures and Executive
  - Review of the procurement processes and pricing model of SITA
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# SITA Turnaround Strategy (3)

## Progress:

- SITA Turnaround strategy completed.
  - Full Board is constituted.
  - Executive Managements appointments continuing. COO appointed.
  - Implementing the strategy and attending to Auditor General audits.
  - Operating costs largely contained.
  - Operationalising stakeholder relationship management;
    - Visits of the Portfolio Committee to SITA; Parliamentary engagements
    - GovTech 2010 – successfully held
    - International stakeholder engagements
  - Developed a Costing and Pricing policy to guide competitive pricing
  - Engagements with Vendors to reduce costs.
  - Implemented management of current contracts with suppliers.
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# **Process Map - draft legislation for Integrated/Single Public Service**

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# *Process Map for draft Bill*

- Complete internal consultation: *Jan '11*
  - Publish draft Bill for consultation: *Feb '11*
  - Consult stakeholders: *Feb-April '11*
  - Pre-Cabinet certification by State Law Advisers: *April '11*
  - Cabinet's approval for introduction in Parliament: *May/June '11*
  - Certification for introduction in Parliament by State Law Advisers: *July '11*
  - Introduction in Parliament: *July '11*
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