



the premier

Department of
the Premier
FREE STATE PROVINCE

DEPARTMENT OF THE PREMIER

SERVICE DELIVERY IMPROVEMENT PLAN

2012 /2013

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DEPARTMENT OF THE PREMIER

SERVICE DELIVERY IMPROVEMENT PLAN FOR THE 2012/2013 FINANCIAL YEAR

VISION: Leading the Free State Provincial Government in service excellence

MISSION: To service the people of the Free State by providing strategic direction to ensure co-ordinated and integrated service delivery within the Free State Provincial Government in accordance with the constitution.

PROBLEM STATEMENT: Lack of accountability, responsibility and commitment from the national departments (non-existence of Service Level Agreement)

LEGISLATIVE MANDATE

The legislation that governs the existence of the Department is the following:

- The Constitution of the Republic of South Africa, 1996
- The Public Service Act, 1994 (proclamation 103 of 1994)
- The Public Service Regulations, 2001
- The Intergovernmental Relations Framework Act, 2005 (Act No 13 of 2005)

STRATEGIC GOALS

- The Premier and the Executive Council are effectively supported in achieving government's goals and priorities
- Departments in the Free State Provincial Government are strategically guided and coordinated with regards to transverse corporate support functions
- Activities of departments and municipalities in the Free State Provincial Government are integrated and aligned towards the achievement of the goals and priorities of government

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD FOR 2012/13 Financial Year	
Develop and implement service standards for all services rendered at Thusong Service Centre's in the Free State Province.	National Departments Provincial Departments Local Authorities Citizens	Quantity: (How often and how much)	<ul style="list-style-type: none"> • 1 Thusong Service Centre (Kopanong Trompsburg) – best practice model for the Province. • Service Standards are currently being developed as standard operating procedure by OD directorate and the Draft Service Standards Operations will be submitted to EXCO for final approval during the 3rd Quarter which will cover all the programs in the Department 	Quantity:	<ul style="list-style-type: none"> ▪ Service standards to be developed and implemented at 7 Thusong Service Centres namely: <ul style="list-style-type: none"> • Kopanong (Trompsburg) • Hertzogville • Tseki (Phuthaditjhaba) • Namahadi (QwaQwa) • Botshabelo • Onalerona (Thaba Nchu) • Mokhare (Zastron)

			of the Premier.		
		<p>Quality: (Professional standards)</p>	<ul style="list-style-type: none"> • Draft service standards presently exist against which service delivery can be measured. 	<p>Quality:</p>	<ul style="list-style-type: none"> ▪ Service standards will be developed according to the Public Service Regulations and guidelines provided by the DPSA./Service Level Agreement developed by the Department of the Premier/Memorandum of Understanding ▪ Nine Thusong Service Centres should implement the agreed service standards by 31 March 2013. ▪ Staff from the C will train staff from Thusong Service Centres to develop and to implement service standards.

KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		<ul style="list-style-type: none"> • Consultation (How will you behave)	Meetings with Service Beneficiaries.	<ul style="list-style-type: none"> • Consultation 	<ul style="list-style-type: none"> ▪ Develop a manual/guideline to assist citizens how to identify a need and how to communicate a need to staff of a Thusong Service Centre. ▪ Meet on a monthly basis with the PISC, DISC and Management Team who renders different functions at the Thusong Service Centres.
		<ul style="list-style-type: none"> • Access (How will you be have)	Service Standards are currently being developed as standard operating procedure by OD directorate.	<ul style="list-style-type: none"> • Access 	<ul style="list-style-type: none"> ▪ Assistance will be available through the following mediums: <ul style="list-style-type: none"> • Telephonic • Written

					<ul style="list-style-type: none"> • E-mails • Meetings • Contact details of officials responsible for this project to be made available to all Service Beneficiaries. ▪ Service standards will be printed and exhibited at entrances to Thusong Service Centres.
		<ul style="list-style-type: none"> • Courtesy (How will you behave) 	Draft Service Standards Operations will be submitted to EXCO for final approval during the 3 rd Quarter, however the citizens are treated with respect	<ul style="list-style-type: none"> • Courtesy 	<ul style="list-style-type: none"> ▪ All requests for information will be formally acknowledged. ▪ Acknowledgement will be provided within one week of request. ▪ Training Centre Managers in customer care to address the complaints of Service Beneficiaries. ▪ Officials at all Thusong

					Service Centres will adhere to the newly developed service standards and will continue to treat the citizens with respect and dignity.
		<ul style="list-style-type: none"> • Openness & Transparency (How will you behave) 	Information on the cost to develop and to implement service standards is published on an annual basis in the Annual Report of the Department of the Premier.	<ul style="list-style-type: none"> • Openness & Transparency 	<ul style="list-style-type: none"> • Information on the cost to develop and to implement service standards is published on an annual basis in the Annual Report of the Department of the Premier. • New service standards to be indicated in the Annual Report to Citizens published in Sesotho, English and Afrikaans. • Service standards will be revised annually and communicated to

					all citizens.
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KEY SERVICE TO BE IMPROVED	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		<ul style="list-style-type: none"> • Information (How will you behave) 	<p>Structured meetings with Centre Managers on bi-weekly basis.</p> <p>Communication department has information on Public Platform through Hlasela TV and newsletters</p>	<ul style="list-style-type: none"> • Information 	<ul style="list-style-type: none"> • Service standards will be announced at the NISC, PISC, DISC meetings. • Service standards will be included in the Thusong Service Centre newsletter. • A Service Delivery Charter will specify what services and service standards the beneficiaries can expect will be developed.
		<ul style="list-style-type: none"> • Redress (How will you behave) 	<p>Only suggestion boxes are currently used to receive complaints/suggestions from the citizens with regard to service delivery.</p> <p>Intervention Unit through Public Liaison Officers and Premier's Hotline attended to all complaints and suggestion</p>	<ul style="list-style-type: none"> • Redress 	<ul style="list-style-type: none"> • Implement a formal complaints system to be utilized by Service Beneficiaries. • Service Beneficiaries informed in writing of the steps to be taken with regard to the complaint as well as a target date for dealing with the

					<p>complaint.</p> <ul style="list-style-type: none"> • A toll free number to be installed to enable citizens to lodge a complaint/compliment with regard to services rendered at Thusong Service Centres. • Key staff from Thusong Service Centre to attend the Batho Pele Change Management Engagement Programme to improve customer care and service delivery to the citizens. • Customer care template to be placed at all counters at Thusong Service Centres for citizens to complete and to indicate their satisfaction with the
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					services received.
		<p>• Value for Money</p> <p>(How will you behave)</p>	Service Standards are currently being developed as standard operating procedure by OD directorate	<p>• Value for Money</p>	Service standards are being developed incorporating financial constraints, departmental budget, departmental priorities, and cost per citizen to render services at the different Thusong Service Centres.
		<p>Time:</p> <p>(By when or how much per hour, day, month, year etc)</p>	Intervention Unit respond timeously to the queries and concerns raised through the hotline and public liaison officials.	<p>Time:</p>	End of 2013 financial year although the improvement will start in the 2012 financial year.
		<p>Cost:</p> <p>(Within budget)</p>	Present budget for Thusong Service Centre.	<p>Cost:</p>	Budget for improvements that will include training of Thusong Service Centre staff at the FSTDI. (R180 per official)
		<p>HR:</p> <p>(Human Resources needed)</p>	<p>1 Centre Manager</p> <p>1 Admin. Clerk</p> <p>2 Cleaner</p>	<p>HR:</p>	<p>1 Centre Manager</p> <p>1 Admin Clerk</p> <p>2 Cleaner</p> <p>Job Descriptions and Performance and Development Plans for all</p>

					staff in place
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Signatures and Contacts

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Ms E Rockman
Director General Free State Provincial Government

Date

Mr. ES Magashula
Premier of Free State Provincial Government

Date

WE CARE **WE BELONG** **WE SERVE**