

No 7 Government Boulevard, Riverside Park, Ext 2, Mbombela, 1200, Mpumalanga Province, Private Bag X 11291 Nelspruit, 1200
Tel: +27 (0) 13 766 0000, Int: +27 13 766 0000

Lihovisi la Ndvunankhulu

I-Ofisi Lika Ndunakulu

Kantoor van die Premier

Ref 8/6/4 Enq: Jerry Sikhosana Tel: 013 766 2324

TO

Mr T MDAKANE

DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF

MPUMALANGA PROVINCE

FROM

Mr JK SIKHOSANA SENIOR MANAGER

**PST & SDI** 

SUBJECT

:

REQUEST FOR THE APPROVAL OF SERVICE STANDARD AND

SERVICE DELIVERY CHARTER OF THE OFFICE OF THE

**PREMIER** 

#### **PURPOSE**

To request the Director-General's approval for the Office of the Premier's Service Standard and Service Delivery Charter draft documents.

#### **BACKGROUND**

In terms of Chapter 3, Part 3 of the Public Service Regulation 2016, government institutions are expected to institutionalise the Operations Management Framework, of which Service Standard and Service Delivery Charter is part of the value chain. The said regulation, also makes provisions for the annual reviewal of the Service Standard and Service Delivery Charter. It is for this reason that the Public Service Transformation and Service Delivery Improvement Unit embarked on an intensive consultation with all the components in the Office of the Premier to produce credible Service Standard and Service Delivery Charter draft documents.

#### DISCUSSION

The process started with the invitation of all components by the Director General into consultative drafting sessions in a form of workshops as per the Department of Public Service and Administration guiding documents in place. The workshops were followed by



door to door visits to components that could not make it to the scheduled sessions. The compiled drafts were thereafter disseminated to different units for further inputs with a made known deadline date stipulated.

Kindly see the enclosed Office of the Premier's 2017-18 Service Standard and Service Delivery Charter's draft documents.

#### RECOMMENDATION

That the Director-General approves the 2017-18 Office of the Premier's Service Standard and Service Delivery Charter's draft documents.

MR JK SIKHOSANA SENIOR MANAGER PST & SDI/ DATE: //03/20/7

SUPPORTED/NOTSUPPORTED

Mr JS MGIDI	
DEPUTY DIRECTOR-GENERAL	
INSTITUTIONAL DEVEL ODMENT	

INSTITUTIONAL DEVELOPMENT
DATE:

APPROVED/NOT APPROVED

Mr T'MDAKANE

DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF MPUMALANGA PROVINCE

DATE: 22/03/2017





# SERVICE DELIVERY CHARTER 2017/18





#### 1.1. Vision

A strategic centre of excellence for effective and efficient governance.

#### 1.2. Mission

Provide strategic direction and support evidence based decision making through research, monitoring and evaluation, integrated planning, coordination of Government programmes and institutional development.

#### 1.3. Values

The staff and management of the Office of the Premier are guided in their work by the following values:

Professionalism
 Physical/Postal Address:

Competence
 No. 7 Government Boulevard, Riverside Park, Ext 2

Accountability
 Mbombela, 1200, Mpumalanga Province

Responsiveness
 Private Bag X 11291, Nelspruit, 1200

Innovation

Integrity

Punctuality

Diligence

**Contact Number:** 

Tel +27 (0) 13 766 0000, Int +27 13 766 0000

Website: www.mpg.gov.za

The National Anti-Corruption Hotline (NACH)

0800 701 701

Batho Pele Hotline 0860 428 392

**Hours of Operation** 

07h45 - 16h15

From Monday to Friday

#### **OFFICIAL SIGN-OFF**

It is hereby certified that this Service Charter:

- Was developed by Public Service Transformation and Service Delivery Improvement Unit in conjunction with all the Unit Heads in the Office of the Premier under the guidance of the Director General in the Office of the Premier of Mpumalanga Province.
- Was prepared in line with the current Annual Performance Plan of the Office of the Premier.
- Accurately reflects key services, quantity, quality, targeted group and area as well as the turnaround time committed to deliver services by the Office of the Premier.

JK SIKHOSANA

Date:

SENIOR MANAGER: PUBLIC SERVICE TRANSFORMATION AND SERVICE DELIVERY **IMPROVEMENT** 

Recommended by:

Mr JS MGIDI

DEPUTY DIRECTOR GENERAL: INSTITUTIONAL DEVELOPMENT

Approved by:

Date:

Date:

2017-08-25

2517-08-D

Mr T MDAKANE

DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF MPUMALANG

#### 2. We pledge ourselves to the following generic service standard:

The Office of the Premier and all its sections shall, as a minimum, meet the following service standards:

- Serve citizens promptly and courteously at all service delivery points;
- Provide friendly and helpful service;
- Help service users make the right choices in accessing services;
- Provide appropriate signage and information desks;
- Public servants shall wear name tags for easy identification;
- Answer calls promptly; A telephone shall not ring more than three times before it is answered.
- Ensure shorter queues at service delivery points by applying an effective and efficient Queue Management System in place which will be managed properly e.g. screening of queues by queue marshals etc.
- Respond to queries and complaints promptly;
  Complaints and Compliments Management System and Policy to be in place and managed effectively and efficiently.
- Respond to mail and email correspondence promptly;
- Resolve customer complaints fairly, consistently and promptly; and
- Encourage service users to make suggestions on how to better the services offered; Suggestion Boxes will be provided and monitored.
- The Office shall visibly display the following Batho Pele Call Centre and Anti-Corruption Hotline numbers: Batho Pele Hotline 0860 428 392 and National Anti-Corruption Hotline 0800 701 701.

# Furthermore, that;

❖ The Office of the Premier shall at all times observe the Code of Conduct for employees as contemplated in Chapter 2, Part 1, 2 and 3 of the Public Service Regulations 2016.

Complaints will be received through provided Suggestion Boxes or Complaints Registers or in person to the affected respective Units or Presidential Hotline 17737 or Batho Pele Hotline 0860 428 392 or National Anti-Corruption Hotline 0800 701 701.

Minor Complaints with less intensive investigation processes shall be resolved within 40 Working Days period!!!

Major Complaints with more intensive and complex investigation processes shall be resolved within Six Months period!!!

# Who benefits from this service charter?

Departments, Community, Employees and the Employer

#### 3. The List of Core Services the Office of the Premier Provides:

- Play an oversight role to other Departments and Municipalities in the Mpumalanga Province.
- Strengthen the role of the Mpumalanga Provincial Aids Council to address the incidence and prevalence of HIV/Aids in the Province.
- Monitor the implementation of the resolutions of the commission to identify and address the socio-economic conditions of farm dwellers.
- Facilitate a comprehensive assessment of Government's Efficiency and Effectiveness of the regional service delivery model.
- Institutionalize the implementation of the Provincial M&E system;
- Institutionalize the Mpumalanga International Relations Framework as a basis for coordinating strategic partnerships and leveraging resources for development
- Mainstream the socio economic issues of target groups into government programmes and project planning;
- Establish and monitor functionality of the Youth Development War room.
- Implement the anti-corruption strategy and continue to utilise the computerized tracking and management of cases in an effort to curb corruption in the Public Sector;
- Develop and utilize ICT as a mechanism to improve administration and service delivery
- Implement the Provincial Communication Plan stimulate public awareness on key government activities across the Province;
- Perform audit services for five cluster departments and monitor implementation to ensure the realization of a clean audit outcomes.

#### 3.1. ADMINISTRATION

 We shall provide an appropriate and effective coordination and monitoring of administrative and strategic matters to both Office of the Premier and the Mpumalanga Province in compliance with the Constitution, Outcome Based Approach and Provincial M&E Framework and produce 4 quarterly reports per annum.

# 3.1.1. Premier Support

• The Secretariat shall provide an effective and efficient programme management and coordination support to the Premier in executing his constitutional mandate in compliance with the Constitution on a daily basis.

### 3.1.2. Director-General Support

- The Director General shall provide Strategic leadership and direction by presenting such support to other intergovernmental structures such as the Premier's Co-ordinating Forum, EXCO, the Budget and Finance Committee, Premier's Advisory Committees, and the Provincial Management Committee etc.
- The Office of the Director-General shall provide internal and external support to sections within the Office of the Premier and to Departments in the Provincial Administration.
- The Office of the Director-General shall provide Planning and Programme Management in the Office of the Premier and to Departments in the Provincial Administration within Mpumalanga Province in line with the Medium Term Strategic
   Framework and Medium Term Expenditure Framework and produce four quarterly annually.

#### 3.1.3. Private Secretariat

- We shall report on the implementation of the resolutions of the Commission on farm dwellers to the Exco in compliance with the Mpumalanga Commission on Enquiry Act quarterly.
- We shall report on the establishment and performance of 6 sector fora (mining, forestry, agriculture, business sector, tourism and manufacturing and engineering) within Mpumalanga Province in accordance with Cabinet Resolution on an annual basis.

#### 3.1.4. EXECUTIVE COUNCIL SECRETARIAT

- We shall coordinate and render secretarial services to Exco and PCF during Council, Makgotla Committee and Fora
  meetings held in the Mpumalanga Province in accordance with the Constitution and the Intergovernmental Relations Act
  as and when required.
- We shall apply strictly measures to ensure security and confidentiality of Executive Council documents and decisions within MP daily.
- We shall organize and coordinate Executive Council and PCF meetings in the Mpumalanga Government as and when required in accordance with the Constitution and the Intergovernmental Relations Act and produce quarterly reports.

#### 3.1.5. INTERNAL AUDIT

- We shall issue 52 Internal Audit reports of DCSR, OTP, DCSSL, DHS and COGTA within Mpumalanga Province in line with Institute of Internal Auditors, PFMA and Treasury Regulations on an annually basis.
- We shall coordinate 4 Audit Committee meetings for DCSR, OTP, DCSSL, DHS and COGTA in line with Audit Committee
   Charter annually.

#### 3.1.6. RISK MANAGEMENT

• We shall develop 4 risk management and fraud prevention reports for the Office of the Premier in compliance with Enterprise Risk Management Framework, Fraud Prevention Plan, Fraud Prevention Policy and Strategy annually.

#### 3.1.7. FINANCIAL MANAGEMENT

- We shall verify payroll for 38 units in the MP OTP in compliance with PFMA and Treasury Regulations on a monthly basis.
- We shall manage budget of all Section Heads for three programmes of MP OTP in accordance with PFMA, Treasury Regulations and Budget Guidelines monthly.
- We shall conduct Risk Management of all the officials in the MP OTP in compliance with Treasury Regulations on a monthly basis.

- We shall pay service providers within 30 days from the date of invoice for services rendered in the MP OTP in compliance with PFMA and Treasury Regulations.
- We shall Manage Assets of MP OTP in accordance with PFMA and Treasury Regulations monthly.
- We shall prepare and submit 4 Quarterly and one x Annual Financial Statements to Accounting Officer, Internal Audit, Audit Committee, Provincial Treasury, Auditor General, Legislature and public in terms of PFMA and Treasury Regulations annually.

#### 3.1.8. Security and Protocol Services

- We shall render Protocol Services to EXCO Outreach; EXCO Makgotla; PCF; SOPA and National and Provincial events involving the Premier in accordance with Premier's Schedule as and when required.
- We shall Coordinate and Facilitate four workshops on Protocol, Use and Management of National Symbols to three
   District Municipalities and Provincial Departments in the Mpumalanga Province annually.
- We shall execute the Minimum Information Security Standards to Government Departments in the Mpumalanga Province
  as and when required in accordance with Minimum Information Security Standards daily.
- We shall co-ordinate issuance of South African Diplomatic passports and request for visas for all qualifying Government employees in the Mpumalanga Province in compliance with the Department of Home Affairs National Standards as and when required.
- We shall provide a 24 hours access control and security at all the National Key Points and other Government Premises
  in the Mpumalanga Province in compliance with Based on the Control to Public Premises and Vehicle Act .(Act 53 of
  1985).

- We shall Provide Firearm Control Measures at all the Government Departments in the Mpumalanga Province in compliance with Section 3 of Control of Access to Public Premises & Vehicle Act 53 of 1985 daily.
- We shall Provide Control of Movement of Assets at all Government Departments within Mpumalanga Province in accordance with Control of Movement of Assets Act 53 of 1985 daily.
- We shall co-ordinate and Manage Security at all government Special Events to safeguard dignitaries, Officials and the public in the Mpumalanga Province in accordance with MISS and the Protocol Manual as and when required.
- We shall conduct Security vetting of all prospective government employees and current employees of the Mpumalanga Government in accordance with the State Security Agency Act daily.

#### 3.1.9. FORENSIC AND INTERGRITY MANAGEMENT

- We shall investigate reported cases of alleged fraud and corruption affecting citizens, Public Servants, Depts and
  Municipalities in conjunction with the Offices of the Auditor-General, PSC and SIU as well as all law enforcement
  agencies within Mpumalanga Province when requested. We will produce 4 reports annually which will be in accordance
  with all the relevant prescripts.
- Coordinate litigations affecting citizens, public servants, Depts and Municipalities within the Mpumalanga Province, incompliance with the Constitution and all other relevant prescripts/legislations and produce 4 reports annually.
- We shall create 16 awareness campaigns and conduct trainings on ethics, fraud and corruption within Mpumalanga
   Province in compliance with Anti-Corruption Strategies (National, Provincial and Local) and National Whistle blowing
   Policy annually.
- We shall coordinate and monitor the implementation of Provincial Anti-Corruption Strategy to 12 Mpumalanga Provincial Government Departments and produce reports on a quarterly basis.

### 3.2. Institutional Development

Strategic Human Resources; Legal Advisory Services; Government Communication and Information Services and Office of the Provincial Government Information Technology Office.

# 3.2.1. Internal Human Resources Management and Development (PMDS)

- We shall monitor 100% Compliance by Units on the submission of performance undertakings by officials on salary level 3-12 and SMS Members in the Office of the Premier in compliance with Public Service Act 1994 as amended; Public Service Regulations of 2016; Performance Management and Development System (PMDS) Policy by 31<sup>rst</sup> May of every year.
- We shall monitor 100% Compliance by Units on the submission of assessment reports on performance undertakings by
  officials on salary level 3-12 and SMS Members in the Office of the Premier in compliance with Public Service Act 1994
  as amended; Public Service Regulations of 2016; Performance Management and Development System (PMDS) Policy
  bi-annually.
- We shall co-ordinate the mentoring programme in the Office of the Premier involving 15 mentors and 15 mentees during the course of the financial year 2012/13.
- We shall monitor 100% compliance with the Workplace Skills Plan, Provisions of the Skills Development Act and Skills
   Levy Act by officials in the OTP and produce quarterly reports for PSETA.

#### 3.2.2. TRANSVERSAL HUMAN RESOURCE MANAGEMENT

- We shall Review and develop HRM Policies/ Frameworks as and when required within one month of receipt of request for the Mpumalanga Provincial Government in compliance with Public Service Act; Public Service Regulations and as per Executive Committee Resolution.
- We shall co-ordinate the recruitment, selection and appointment processes for the filling of all vacant posts of Head of
   Department within 90 calendar days after post became vacant.
- We shall monitor monitor compliance with Performance Management and Development System by Provincial Departments, and produce report bi-annually.
- We shall ensure 100% compliance with Financial Interest Disclosures by SMS Members in the Office of the Premier in compliance with Financial Disclosure Framework, SMS Handbook and Public Service Regulations 2016 by 31 May of every year.
- We shall facilitate 5 Employee Health and Wellness Programme Campaigns for 12 Provincial Departments in accordance with World and National Health Awareness Guidelines annually.
- We shall monitor the implementation of Policy and Procedure on Incapacity Leave and III-health Retirement (PILIR) in 12
   Departments, Compile and consolidate monthly and quarterly reports thereon.

#### 3.2.3. LABOUR RELATIONS

- We shall deal with any misconduct on alleged transgressors in the Office of the Premier within 90 days from the date in compliance with PSCBC Resolution1 of 2003, SMS Handbook.
- We shall monitor Labour Related Matters reports on 11 Provincial Depts and OTP in the Mpumalanga Province in accordance with DPSA Directive on a quarterly basis.
- We shall coordinate 4 Labour Relations Forums for Provincial Departments and OTP in the Mpumalanga Province in compliance with Labour Relations Act on an annual basis.
- We shall coordinate 4 Provincial Chambers Meetings for Provincial Departments; OTP and Organised Labour in the
   Mpumalanga Province in accordance with PSCBC Resolutions annually.

#### 3.2.4. Legal advisory services

- We shall draft, within 5 working days after receiving a fully substantiated request, 100% of formal, written legal opinions for the Office of the Premier and all Provincial Departments upon request, in compliance with the relevant/ applicable legislation and applicable case law.
- We shall draft, within 5 working days after receiving a fully substantiated request, 100% of memoranda, reports, MOUs, service level agreements, employment contracts, letters and other documents with a legal bearing for the Office of the Premier and all Provincial Departments upon request, in compliance with the relevant/ applicable legislation and applicable case law.

- We shall provide oral legal advice within 2 working days after receiving a fully substantiated request, to the Office of the Premier and all Provincial Departments upon request, in compliance with the relevant/ applicable legislation and applicable case law.
- We shall draft Provincial Legislation and Certify Provincial Legislation within 35 working days after receiving a fully substantiated request, to the Office of the Premier and all Provincial Departments upon request, in compliance with the Constitution and all relevant, applicable legislation and applicable case law.

#### 3.2.5. Organisational Design & Job Evaluation

- We shall develop or review organograms for the provincial departments and municipalities as and when required, in compliance with Public Service Act, Public Service Regulations 2001 and MTSF, within 30 Working Days from date of request.
- We shall conduct evaluation of posts for the Provincial Departments as and when required in compliance with the Public Service Act, Public Service Regulations 2001, Job Evaluation Framework, National Norms and Standards and Provincial Job Evaluation Policy, within 14 working days from date of request.

# 3.2.6. Provincial Government Information Technology Office

- We shall Coordinate and Monitor the implementation of ICT Governance Framework in Provincial Depts, Districts and Local Municipalities within Mpumalanga Province, and produce four reports in compliance with Public Service Corporate Governance on Information and Communication Technology Policy Framework and SITA Act annually.
- We shall Analyse IT Policies of the Provincial Depts, Districts and Local Municipalities in the Mpumalanga Province in compliance with **State Information Technology Agency Act, 1998 (Act No. 88 of 1998)** as when required.
- We shall Monitor and Evaluate the implementation of Service Level Agreement in the Department of Finance, SITA and
  Office of the Premier within Mpumalanga Province, and produce 12 reports in compliance with State Information
  Technology Agency Act, 1998 (Act No. 88 of 1998) annually.
- We shall monitor and evaluate the effective implementation of IT related Programmes and Projects for the Provincial Depts, Districts and Local Municipalities within Mpumalanga Province in 36 months' time.

#### 3.2.7. Corporate Communication Services

- We shall coordinate and produce 10 publications for the officials and public in the Mpumalanga Province in line with an Integrated Provincial Communication Plan annually.
- We shall monitor the adherence to the provincial brand by 11 Departments, 3 Districts as well as OTP in MP and produce 4 reports in line with Provincial Corporate and Identity Manual annually.

• We shall provide information services to 11 departments, 3 district municipalities as well as the OTP in MP and produce 4 reports in compliance with Website and Content Management Framework annually.

#### 3.2.8. COMMUNICATION CHIEF DIRECTORATE

 We shall facilitate the development of the integrated Provincial Communication Plan and monitor implementation thereof by 11 Depts, OTP and 3 District Municipalities within Mpumalanga Province in compliance with Communication Strategy
 Framework and Integrated Provincial Communication Plan annually.

#### 3.2.9. COMMUNITY SERVICES

- We shall coordinate Executive Council Outreach meetings for Municipalities, Communities, Organised Civil Society and Other Stakeholders within Mpumalanga Province in accordance with State of the Nation Address and State of the Province Address As and when required.
- We shall coordinate public participation events for the Premier in Municipalities, Communities, Organised Civil Society
  and Other Stakeholders within Mpumalanga Province in accordance with State of the Nation Address and State of
  the Province Address As and when required.

#### 3.2.10. Media, Departmental Liaison and Information Services

- We shall review and monitor the implementation of Provincial Communication Framework for 11 departments, OTP and 3 district municipalities within Mpumalanga Province in compliance with the Constitution and produce report in every quarter.
- We shall coordinate and facilitate 4 Provincial Government Communication Forums for Communicators from 11 departments, OTP and 3 district municipalities in line with Communication Strategy annually.

#### 3.2.11. Public Service Transformation and Service Delivery Improvement

- We shall monitor the implementation of Batho Pele Change Management Engagement Programme and Service
   Standards/Charters in 11 Depts, OTP and 12 Municipalities within Mpumalanga Province in compliance with White Paper on Transforming Service Delivery of 1997 and Public Service Regulations of 2001 annually.
- We shall coordinate the Premier's Service Excellence Awards (PSEA) for 11 Depts, OTP and Municipalities within Mpumalanga Province in compliance with White Paper on Transforming Service Delivery of 1997 annually.
- We shall monitor the development of Service Delivery Improvement Plans in11 Departments and the OTP within Mpumalanga Province in compliance White Paper on Transforming Service Delivery of 1997 and Public Service Regulations of 2001 on an annual basis.
- We shall coordinate the two deployments of Senior and Middle Managers to coal face of service delivery within
   Mpumalanga Province in compliance with the White Paper on Transforming Service Delivery of 1997 annually.

 We shall coordinate the celebration of Africa Public Service Day for Departments, Chapter 9, 10 Institutions and Municipalities within Mpumalanga Province in compliance White Paper on Transforming Service Delivery of 1997 in every 23<sup>rd</sup> June of the year.

## 3.3. Policy and Governance

(MACRO-POLICY AND PLANNING)

Special Programmes; International Relations, Provincial and Policy Management, Research Services, Youth Development

# 3.3.1. Provincial and Policy Management

- We shall review assessment framework for 2017/18 APPs for 11 Provincial Departments and OTP in the Mpumalanga Province and produce 3 reports annually.
- We shall produce assessment reports for 2017/18 IDPs for 20 municipalities in the Mpumalanga Province in line with Municipal Systems Act and produce 4 reports by September 2017.
- We shall draft Concept Note and Coordinate the establishment and appointment of PPC members in the MP and produce
   4 reports annually.

#### 3.3.2. Research Services

- We shall review and monitor the implementation of the Provincial Research Policy Framework in 11 Departments and District Municipalities within Mpumalanga Province in compliance with Research Proposal/Ethics /Research Agenda Guidelines and produce quarterly reports.
- We shall update and maintain a central hub of strategic information by disseminating 8 research articles/information that support MPP Branch within MP in accordance with Intergovernmental Relations Act and Stats SA Act on an annual basis.
- We shall produce 8 updated municipal developmental report for EXCO Outreach/Siyahlola/ Taking the Legislature to the People as informed by White Paper on Transforming Service Delivery for the benefit of Municipalities, general public,
   National and Provincial Depts within Mpumalanga Province annually.

# 3.3.3. Policy and Planning

- We shall produce three analysis reports for the Departments, Exco and Local Government within MP in accordance with PFMA, Provincial Vision 2030, Framework for Development of Strategic Plans and APP on a quarterly basis.
- We shall coordinate 4 Provincial Planners and Monitoring and Evaluation Practitioner's Forum in MP in accordance with PFMA, Provincial Vision 2030, Framework for Development of Strategic Plans, Municipal Systems Act and APP annually.

# 3.3.4. Planning and Programme Management

- We shall Coordinate the development of a Strategic Plan for all units within the Office of the Premier in compliance with Public Finance Management Act, 1999 (Act No. 1 of 1999) and the National Treasury Framework for Managing Programme Performance Information (2007), every five years.
- We shall Coordinate the development of an integrated Annual Performance Plan for all units within the Office of the
  Premier in compliance with Public Finance Management Act, 1999 (Act No. 1 of 1999) and The National Treasury
  Framework for Managing Programme Performance Information (2007), annually.
- We shall coordinate the development of quarterly reports to produce a credible annual report of all the Units in the Office
  of the Premier for public consumption in accordance with The National Treasury Framework for Managing Programme
  Performance Information (2007 and The Policy Framework for Government Wide Monitoring and Evaluation (2007)
  on an annual basis.

# 3.3.5. Monitoring and Evaluation

- We shall conduct four capacity development Support events to 11 Departments and Office of the Premier within
   Mpumalanga Province in compliance with M&E Framework and Systems annually.
- We shall analyse 48 performance information reports for 11 Departments and Office of the Premier in Mpumalanga Province in accordance with Government Wide M&E Framework annually.

- We shall consolidate four Quarterly Performance Reporting Model (QPR) of Mpumalanga Province and submit to DPME in compliance with Government Wide M&E Framework annually.
- We shall provide Technical support to two Sector departments undertaking provincial priority programme on evaluations in Mpumalanga Province in compliance with National Framework on Evaluation annually.
- We shall coordinate 4 DPME MPAT for 11 Departments and OTP in Mpumalanga Province in compliance with Government Wide M&E Framework annually.
- We shall coordinate 12 DPME FSDM programmes to Schools, Hospitals, Clinics, CHCs, Magistrate Courts, DTLCs, Municipal Customer Care Centres, Police Stations, Home Affairs, SASSA and NYDA within Mpumalanga Province in compliance with Government Wide M&E Framework and White Paper on Transforming Service Delivery of 1997 annually.

# 3.3.6. Mpumalanga Provincial Aids Council Secretariat (MPAC)

- We shall provide secretariat services to the Mpumalanga Aids Council in line with Procedural Guidelines on HIV and Aids quarterly.
- We shall provide technical support to the Mpumalanga Aids Councils in line with Procedural Guidelines on HIV and Aids monthly.
- We shall monitor the implementation of the Provincial Strategic Plan on HIV and AIDS, STIs and TB and produce 4
  reports of Mpumalanga Aids Councils annually.

- We shall coordinate 16 capacity building programmes for Councils' members and Secretariats within Mpumalanga
   Province in line with National Strategic Plan annually.
- We shall create awareness through campaigns in two commemoration events for the Communities in Mpumalanga
   Province in line with National Strategic Plan on an annual basis.

#### 3.3.7. International Relations

- We shall coordinate international engagements that would be resulting in partnerships for trade, investment and Official
  Development Assistance with Gulf Region, BRICS as well as Africa for the benefit of Mpumalanga Province and produce
  4 reports in compliance with Mpumalanga International Relations Strategy Framework (IPSF) annually.
- We shall facilitate 10 Countries' Profiling and determine opportunities available in Africa and Gulf Region for the benefit of Mpumalanga Province in compliance with Mpumalanga International Relations Strategy Framework (IPSF) annually.
- We shall facilitate signing of 3 MOUs and operationalise Joint Implementation with Russia (Sverdlovsk and Russian Federation) and Mozambique (Maputo) in line with Mpumalanga International Relations Strategy Framework (IPSF) annually.

### 3.3.8. Special Programmes

- Monitor departmental programmes & projects, mainstreaming Gender Equality and Women Empowerment and Office on the Rights of Older Person and consolidate 8 reports on Men and Women, Older Persons, Youth and Children within MP in compliance with South African National Policy Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework South African Plan of Action 2002 and Older Persons Act annually.
- Monitor the implementation of GEWE and ROP Programme of Action and assess its outcome and impact on Men and Women, Older Persons, Youth and Children, in compliance with South African National Policy Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework, South African Plan of Action 2002 and Older Persons Act, Beijing Platform of Action and Madrid Plan of Action and produce 8 reports annually.
- Coordinate 8 Gender Equality and Women Empowerment (GEWE) and Older Persons' Rights (OPR) machineries within MP for National Departments, Provincial Depts, Municipalities, Legislature, Independent Bodies and Civil Society in accordance with South African National Policy Framework and Older Persons Act annually.

### 3.3.9. Youth Development

- We shall roll-out the implementation of the Provincial Youth Development Programme of Action within Mpumalanga
   Province in compliance with National Youth Policy and produce three reports.
- We shall develop Assessment Sector Specific (PPP& sectors and cluster departments) Youth Development Projects &
   Programmes Framework for MP and produce 4 reports thereof in compliance with National Youth Policy annually.
- We shall establish 6 x sector specific Youth Forums (Monitor and evaluate Programme of Action for the Youth Development War Room) within MP in compliance with Operations Vuka Sisebente annually.
- We shall facilitate identification and support capacity development for 17 municipalities with MP on war-room based mainstreaming of youth development programmes for the youth in line with Operations Vuka Sisebente annually.

## 3.3.10. Cluster Management

- We shall facilitate the approval of Provincial Programme of Action (PPOA) for 2018/19 for Cluster Technical committee,
   PMC, Cluster EXCO committee, Executive Council within MP in compliance with NDP, Mpumalanga V2030, SONA,
   SOPA, EXCO resolutions, MTSF 2014-19 by 31 March 2018.
- We shall monitor the implementation of EXCO Makgotla resolutions and produce 3 reports for Cluster Technical committees, PMC, Cluster EXCO committees, Executive Council in MP in accordance with EXCO Makgotla resolutions by 31 March 2018.
- We shall monitor the implementation of the 2017/18 PPOA and produce assessment reports for Cluster Technical committees, PMC Makgotla, Cluster EXCO committee, Executive Council Makgotla within MP in accordance with MTSF and PPOA by 31 March 2018.

 We shall monitor the progress on the implementation of PPOA projects and produce verification reports for Cluster Technical committees, PMC, Cluster EXCO committee, Executive Council within MP in relation to the 2017/18 PPOA by 31 March 2018.



# SERVICE STANDARDS 2017/18





#### 1.1. Vision

A strategic centre of excellence for effective and efficient governance.

#### 1.2. Mission

Provide strategic direction and support evidence based decision making through research, monitoring and evaluation, integrated planning, coordination of Government programmes and institutional development.

#### 1.3. Values

The staff and management of the Office of the Premier are guided in their work by the following values:

- Professionalism
- Competence
- Accountability
- Responsiveness
- Innovation
- Integrity
- Punctuality
- Diligence

#### **OFFICIAL SIGN-OFF**

It is hereby certified that this Service Standard:

- Was prepared in line with the current Annual Performance Plan of the Office of the Premier.
- Accurately reflects generic key services, quantity, quality, targeted group and area as well as the turn-around time committed to deliver services by the Office of the Premier.

JK SIKHOSANA

SENIOR MANAGER: PUBLIC SERVICE TRANSFORMATION AND SERVICE DELIVERY IMPROVEMENT

Recommended by:

William Comment

Date:

Date:

Date:

2=17-08-62

2017/8/22

Mr JS MGIDI

DEPUTY DIRECTOR GENERAL: INSTITUTIONAL DEVELOPMENT

Approved by:

Mr T MDAKANE

DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF MPUMALANGA

#### 2. We pledge ourselves to the following generic service standard:

The Office of the Premier and all its sections shall, as a minimum, meet the following service standards:

- Serve citizens promptly and courteously at all service delivery points;
- Provide friendly and helpful service;
- Help service users make the right choices in accessing services;
- Provide appropriate signage and information desks;
- Public servants shall wear name tags for easy identification;
- Answer calls promptly; a telephone shall not ring more than three times before it is answered.
- Ensure shorter queues at service delivery points by applying an effective and efficient Queue Management System in place which will be managed properly e.g. screening of queues by queue marshals etc.
- Respond to queries and complaints promptly; Complaints and Compliments Management System and Policy to be in place and managed effectively and efficiently.
- Respond to mail and email correspondence promptly;
- \* Resolve customer complaints fairly, consistently and promptly; and
- The Office shall encourage service users to make suggestions on how to better the services offered; Suggestion Boxes will be provided and monitored.
- Office of the Premier shall visibly display the following Batho Pele Call Centre and Anti-Corruption Hotline numbers: Batho Pele Hotline 0860 428 392 and National Anti-Corruption Hotline 0800 701 701.

#### MPUMALANGA OFFICE OF THE PREMIER SERVICE STANDARD

# Furthermore, that;

❖ The Office of the Premier shall at all times observe the Code of Conduct for employees as contemplated in Chapter 2 Part 1, 2 and 3 of the Public Service Regulations 2016.

# Who benefits from this service charter?

Departments, Communities, Employees and the Employer

# 3. The List of Services the Office of the Premier Provides

	We shall render professional executive governance support
the Executive.	To provide relevant and timeous administrative and operational support services to the Premier, Members of the Executive Council and the Director-General of the Mpumalanga Province.

We shall provide specialised and proficient technical support for strategic decision making
To coordinate macro planning, policy development and analysis across 11 Provincial Departments and the Office of the
Premier.
To facilitate the alignment and integration of 11 departments and the Office of the Premier's APPs to the Provincial Five Year Plan.

Play an oversi	We shall institutionalise and coordinate Province wide Monitoring and Evaluation
role in the MP	To monitor and evaluate the implementation of Provincial MTSF policies and programmes, as well as the 14 National
Province	outcomes (Delivery Agreements) at the Provincial level.
(Coordinate	
Province wide	

<b>Monitoring 8</b>	
Evaluation).	

# Play an oversight role in the Mpumalanga Province.

We shall deliver professional, effective and efficient Institutional Development support to 11 provincial departments and the Office of the Premier, as well as to 20 municipalities.

To expand the implementation of the Government Communication System in support of effective and efficient stakeholder engagements that yield improved service delivery.

To utilise the skills and commitment of professional officials, the application of relevant technology and the rationalisation of operational systems and structures in order to optimise public service transformation reform & improve service delivery.

#### 3.1. ADMINISTRATION

Premier Support; Director-General Support; Executive Council Support and Financial Management

 We shall provide an appropriate and effective coordination and monitoring of administrative and strategic matters to both Office of the Premier and the Mpumalanga Province in compliance with Constitution, Outcome Based Approach and Provincial M&E Framework and produce 4 quarterly reports per annum.

#### 3.1.1. Premier Support

• The Secretariat shall provide an effective and efficient programme management and coordination support to the Premier in executing his constitutional mandate in compliance with section ...of the Constitution on a daily basis.

#### 3.1.2. Director-General Support

- The Director General shall provide Strategic leadership and direction by presenting such support to other intergovernmental structures such as the Premier's Co-ordinating Forum, EXCO, the Budget and Finance Committee, Premier's Advisory Committees, and the Provincial Management Committee etc.
- The Office of the Director-General shall provide internal and external support to sections within the Office of the Premier and to Departments in the Provincial Administration.
- The Office of the Director-General shall provide Planning and Programme Management in the Office of the Premier and to
  Departments in the Provincial Administration within Mpumalanga Province in line with the Medium Term Strategic Framework and
  Medium Term Expenditure Framework and produce four quarterly annually.

## 3.1.3. Private Secretariat

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Reports on the	One	Mpumalanga	Farm Dwellers	MP Province	Quarterly	We shall report on the implementation
implementation of		Commission on				of the resolutions of the Commission
the resolutions of		Enquiry Act				on farm dwellers to the Exco in
the Commission						compliance with the Mpumalanga
						Commission on Enquiry Act quarterly.
Report on the	6	Cabinet	mining,	MP Province	Annually	We shall report on the establishment
establishment and		Resolution	forestry,			and performance of 6 sector fora in
performance of			agriculture,			accordance with Cabinet Resolution
sector fora			business			on annual basis.
			sector,			
			tourism and			
			manufacturing			
			and			
			engineering			

Monitor the	Ongoing	Section 131 of	Council	MP DC 31	Ongoing	We shall monitor the implementation
implementation of		MFMA				of the Auditor General's audit action
the Auditor						plan of the previous financial year for
General's audit						the council reporting purposes within
action plan of the						MP DC 31 in compliance with Section
previous financial						131 of MFMA on an ongoing basis.
year						
Interrogate,	Annually	MFMA Section	Council	MP DC 31	(DEC -	We shall Interrogate, analyse and
analyse and		72, National			JAN)	recommend mid-year report of MP DC
recommend mid-		Treasury			Mid-year	31 to council in compliance with
year report to		Circular No				MFMA section 72, COGTA, National
council		11,32 and 63				Treasury and SALGA Guidelines in
		COGTA and				DEC-JAN Mid-year Annually.
		SALGA				
		Guidelines				
Conduct MPAC	Annually	National	Community	MP DC 31	Annually	We shall Conduct MPAC Outreach
Outreach		Treasury				Programme (Public hearings) in MP
Programme (Public		Circular No				DC 31 for the community in
hearings)		11,32 and 63				compliance with National Treasury
		COGTA and				Circular No 11,32 and 63
		SALGA				COGTA and SALGA Guidelines

Guidelines		Annually.

## 3.1.4. EXECUTIVE COUNCIL SECRETARIAT

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Coordinate and	All Provincial		Exco and PCF	Council, Makgotla	As and	We shall coordinate and render
render secretarial	Depts			Committee and	when	secretarial services to Exco and PCF
services				Fora meetings	required	during Council, Makgotla Committee
						and Fora meetings held as and when
						required.
Safeguard	All	State Security	OTP and 11	MP	Daily	We shall always strictly apply
security and		Agency	Provincial			measures to ensure security and
confidentiality of			Depts			confidentiality of Executive Council
Executive						documents and decisions.
Council						

documents and						
decisions.						
Organise and	As and when	Constitution	Executive	MP	Quarterly	We shall organize and coordinate
coordinate	required	and Intergovernme	Council and PCF			Executive Council and PCF meetings
Executive Council		ntal Relations				in the Mpumalanga Government as
and		Act				and when required in accordance with
Intergovernmental						the Constitution and the
meetings						Intergovernmental Relations Act and
						produce quarterly reports.

## 3.1.5. INTERNAL AUDIT

Key Service	Quantity	Quality/	Target group/	Target	Time	Full Statement
		which standard	who	area/		
				where		
Issue Internal	52 Internal Audit	Institute of	DCSR, OTP,	MP	Annually	We shall issue 52 Internal Audit reports of
Audit reports	assignments	Internal	DCSSL, DHS	Province		DCSR, OTP, DCSSL, DHS and COGTA
		Auditors,	and COGTA			within Mpumalanga Province in line with
		Internal Audit				Institute of Internal Auditors, PFMA and
		Charter, PFMA				Treasury Regulations on an annually
		and Treasury				basis.
		Regulations				

Coordinate	4	Audit	Audit	MP	Annually	We shall coordinate 4 Audit Committee
the sitting of		Committee	Committees,	Province		meetings for DCSR, OTP, DCSSL, DHS
Audit		Charter	DCSR, OTP,			and COGTA in line with Audit Committee
Committee			DCSSL, DHS			Charter annually.
meetings			and COGTA			

## 3.1.6. RISK MANAGEMENT

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/	Time	Full Statement
		Willon Standard	WITO	where		
Develop risk	4 Reports	Enterprise Risk	Office of	MP	Annually	We shall develop 4 risk management and
management		Management	the Premier	Province		fraud prevention reports for the Office of
and fraud		Framework,				the Premier in compliance with Enterprise
prevention		Fraud				Risk Management Framework, Fraud
reports.		Prevention Plan				Prevention Plan, Fraud Prevention Policy
		and Fraud				and Strategy annually.
		Prevention				
		Policy and				

Strategy				
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## 3.1.7. FINANCIAL MANAGEMENT

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Verify payroll	38 Units	PFMA and Treasury Regulations	Officials	Mpumalanga Province OTP	Monthly	We shall verify payroll for 38 units in the OTP in compliance with PFMA and Treasury Regulations on a monthly basis.
Manage budget	Three program mes	PFMA Act, Treasury regulations And budget guidelines	Section Heads	MP OTP	Monthly	We shall manage budget of all Section Heads for three programmes of OTP in accordance with PFMA, Treasury Regulations and Budget Guidelines monthly.

Conduct Risk Management	All officials	In terms of Treasury regulations and PFMA	All officials	Mpumalanga Province OTP	Monthly	We shall conduct Risk Management of all the officials in the OTP in compliance with Treasury Regulations on a monthly basis.
Payment of service providers for service rendered	As and when required	PFMA and Treasury Regulations	Section Heads, Service Providers and Officials	Mpumalanga Province	Within 30 days	We shall pay service providers within 30 days from the date of invoice for services rendered in the MP OTP in compliance with PFMA and Treasury Regulations.
Manage Assets	12 Months	PFMA and Treasury Regulations		MP OTP	Monthly	We shall Manage Assets of MP OTP in accordance with PFMA and Treasury Regulations monthly.
Prepare and submit Financial Statements	4 Quarters and 1 Annual Stateme	PFMA and Treasury Regulations	Accounting Officer, Internal Audit, Audit Committee,	MP OTP	Quarterly/ Annually	We shall prepare and submit Financial Statements to Accounting Officer, Internal Audit, Audit Committee, Provincial Treasury, Auditor General, Legislature and public in terms of PFMA and Treasury Regulations

nts	Provincial	on a quarterly and 1 x Annual basis.
	Treasury,	
	Auditor	
	General,	
	Legislature	
	and public	

## 3.1.8. Security and Protocol Services

Key Service	Quantity	Quality/	Target group/	Target	Time	Full Statement
		which standard	who	area/		
				where		
Execute	100%	Premier's	EXCO	MP	As and	We shall render Protocol Services to
Protocol		Schedule; State of	Outreach,		when required	EXCO Outreach; EXCO Makgotla;
Services		the Nation Address	EXCO		- 1-	PCF; SOPA and National and
		and State of the	Makgotla; PCF;			Provincial events involving the Premier
		Province Address	SOPA and			in accordance with Premier's Schedule
			National and			as and when required.
			Provincial			

			events involving			
			the Premier			
Coordinate	4	Protocol Services	Three District	MP	Annually	We shall Coordinate and Facilitate four
and Facilitate		Guidelines	Municipalities			workshops on Protocol, Use and
workshops on			and Provincial			Management of National Symbols to
Protocol, Use			Departments			three District Municipalities and
and						Provincial Departments in the
Management						Mpumalanga Province annually.
of National						
Symbols						
Execute the	As per need	Minimum	Government	Mpumalan	Daily	We shall execute the Minimum
Minimum		Information Security	Departments	ga		Information Security Standards to
Information		Standards		Province		Government Departments in the
Security						Mpumalanga Province as and when
Standards						required in accordance with Minimum
						Information Security Standards daily.
Co-ordinate	As per need	Home Affairs	Government	Mpumalan	As per the	We shall co-ordinate issuance of South
issuance of		National Standards	employees	ga	need	African Diplomatic passports and
South African			qualifying for these	Province		request for visas for all qualifying
Diplomatic			services			Government employees in the
passports and						Mpumalanga Province in compliance

request for						with the Department of Home Affairs
visas						National Standards as and when
						required.
Provide	All National	Control to Public	National Key Points	Mpumalan	24 Hours	We shall provide a 24 hours access
access control	Key Points	Premises and	and other	ga		control and security at all the National
and security	and other	Vehicle Act .(Act 53	Government	Province		Key Points and other Government
	government	of 1985)	Premises			Premises in the Mpumalanga Province
	Premises					in compliance with Based on the
						Control to Public Premises and Vehicle
						Act .(Act 53 of 1985).
Provide	All	Section 3 of Control	Government	Mpumalan	Daily	We shall Provide Firearm Control
Firearm	Government	of Access to Public	Departments	ga		Measures at all the Government
Control	Departments	Premises & Vehicle		Province		Departments in the Mpumalanga
Measures		Act 53 of 1985				Province in compliance with Section 3 of
						Control of Access to Public Premises &
						Vehicle Act 53 of 1985 daily.
Provide	All	Control of	Government	Mpumalan	Daily	We shall Provide Control of Movement
Control of	Departments	Movement of Assets	Departments	ga		of Assets at all Government
Movement of		Act 53 of 1985		Province		Departments within Mpumalanga
Assets						Province in accordance with Control of
						Movement of Assets Act 53 of 1985

						daily.
Co-ordinate	All	MISS and the	Dignitaries, Officials	Mpumalan	As and	We shall co-ordinate and Manage
and Manage	Government	Protocol Manual	and the general	ga	when	Security at all government Special
Security at	Special		public	Province	required	Events to safeguard dignitaries, Officials
Special Events	Events					and the public in the Mpumalanga
						Province in accordance with MISS and
						the Protocol Manual as and when
						required.
Vetting of	All	State Security	Prospective	Mpumalan	Daily	We shall conduct Security vetting of all
government	Government	Agency Act	Government	ga		prospective government employees and
employees	Departments		Employees and	Province		current employees of the Mpumalanga
and applicant			current employees			Government in accordance with the
to any state						State Security Agency Act daily.
positions						

## 3.1.9. FORENSIC AND INTERGRITY MANAGEMENT

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Investigate Reported cases of	4 Reports	Constitution,	Citizens,	Mpumalang	Annually	We shall investigate reported
alleged fraud, corruption and	Produced	PFMA, MFMA,	Public	a Province		cases of alleged fraud and
produce reports		MSA, PSR 2016,	Servants,			corruption affecting citizens,
		PRECCA,CPA,	Auditor-			Public Servants, Depts and
		NTR, Anti-	General, PSC,			Municipalities in conjunction
		Corruption	Depts, SIU			with the Offices of the Auditor-
		Strategies	and			General, PSC and SIU as well
		(National,	Municipalities			as all law enforcement
		Provincial and				agencies within Mpumalanga
		Local)				Province when requested. We
						will produce 4 reports annually
						which will be in accordance
						with all the relevant prescripts.
Coordinate litigations and produce reports	4 reports	Constitution and other relevant	Citizens,	Mpumalang a Province	Annually	Coordinate litigations affecting citizens, public servants,

		legislations and	Servants,			Depts and Municipalities
		prescripts	Departments			within the Mpumalanga
			and			Province, incompliance with
			Municipalities			the Constitution and all other
						relevant prescripts/legislations
						and produce 4 reports
						annually.
Create awareness and conduct	16	Anti-Corruption	Public	Mpumalang		Create 16 awareness
trainings on ethics, fraud and		Strategies	Servants and	a Province		campaigns and conduct
corruption		(National,	Citizens			trainings on ethics, fraud and
		Provincial and				corruption
		Local) and				
		National Whistle				
		blowing Policy				
Coordinate and monitor the	12 Provincial	Provincial Anti-	Provincial	Mpumalang	Quarterly	We shall coordinate and
implementation of Provincial	Departments	Corruption	Departments	a Province		monitor the implementation of
Anti-Corruption Strategy		Strategy				Provincial Anti-Corruption
						Strategy to 12 Mpumalanga
						Provincial Government
						Departments and produce

				reports on a quarterly basis.
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## 3.2. Institutional Development

Strategic Human Resources; Legal Advisory Services; Government Communication and Information Services and Office of the Provincial Government Information Technology Office.

## 3.2.1. Internal Human Resources Management and Development (PMDS)

Key Service	Quantity	Quality/	Target group/	Target area/	Time	Full Statement
		which standard	who	where		
Monitor the	100% Compliance	Public Service	Officials on salary	Office of the	By 31 <sup>rst</sup>	We shall monitor 100% Compliance by
implementation	by Units	Act 1994 as	level 3-12 and SMS	Premier	May of	Units on the submission of performance
of performance		amended;	Members		every	undertakings by officials on salary level
undertakings		Public Service			year	3-12 and SMS Members in the Office of
		Regulations of				the Premier in compliance with Public
		2016;				Service Act 1994 as amended; Public
		Performance				Service Regulations of 2016;
		Management				Performance Management and
		and				Development System (PMDS) Policy by
		Development				31 <sup>rst</sup> May of every year.

		System (PMDS)				
		Policy				
Monitor the	100% Compliance	Public Service	Officials on salary	Office of the	Bi-	We shall monitor 100% Compliance by
submission of	by Units	Act 1994 as	level 3-12 and SMS	Premier	annually	Units on the submission of assessment
assessment		amended;	Members			reports on performance undertakings by
reports on		Public Service				officials on salary level 3-12 and SMS
Performance		Regulations of				Members in the Office of the Premier in
Management		2016;				compliance with Public Service Act 1994
		Performance				as amended; Public Service Regulations
		Management				of 2016; Performance Management and
		and				Development System (PMDS) Policy bi-
		Development				annually.
		System (PMDS)				
		Policy				
Co-ordinate the	Co-ordinate the	Ensure that all	Office of the	Capacitating	12	We shall co-ordinate the mentoring
mentoring	mentoring	15 selected	Premier	employees	months	programme in the Office of the Premier
programme in	programme in the	mentees are		continuously		involving 15 mentors and 15 mentees
the Office of the	Office of the	mentored		to enable		during the course of the financial year
Premier	Premier involving	effectively and		them to		2017/18.
	15 mentors and 15	efficiently		cope with		
	mentees			the ever		

	changing	
	environment	

## 3.2.2. INTERNAL HUMAN RESOURCES SERVICES

Key Service	Quantity	Quality/	Target group/	Target	Time	Full Statement
		which standard	who	area/		
				where		
Monitor	100%	implementation	Officials and	MP OTP	Quarterly	We shall monitor 100% compliance with
compliance with		reports as	PSETA			the Workplace Skills Plan, Provisions of
HR Prescripts		submitted to				the Skills Development Act and Skills
and produce						Levy Act by officials in the OTP and
reports						produce quarterly reports for PSETA.

## 3.2.3. TRANSVERSAL HUMAN RESOURCE MANAGEMENT

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Review and	As and when	Public Service	Provincial	Mpumalanga	Within one	We shall Review and develop
develop HRM	required	Act; Public	Departments	Province	month of	HRM Policies/ Frameworks as and
Policies/		Service			receipt of	when required within one month of
Frameworks		Regulations			request.	receipt of request for the
		and as per				Mpumalanga Provincial
		Executive				Government in compliance with
		Committee				Public Service Act; Public Service
		Resolution				Regulations and as per Executive
						Committee Resolution.
Co-ordinate the	Determined by	Ensure that all	All Provincial	Recruitment;	Fill position	We shall co-ordinate the
recruitment,	the vacant post	posts of head of	Departments	Selection; and	within 90	recruitment, selection and
selection and	of head of	department are		Placement	calendar	appointment processes for the
appointment	Department	filled			days after	filling of all vacant posts of Head of
processes for					post	Department within 90 calendar
the filling of all					became	days after post became vacant
vacant posts of					vacant	
Head of						

Departments						
and facilitate						
their signing of						
employment						
contracts						
Monitor	Two	Mpumalanga	Provincial	Mpumalanga	Annually	We shall monitor monitor
compliance		Performance	Departments	Province		compliance with Performance
with		Management				Management and Development
Performance		and				System by Provincial Departments,
Management		Development				and produce report bi-annually.
System.		System				
Monitor	100%	Financial	SMS	Office of the	31 May of	We shall ensure 100% compliance
compliance	Compliance	Disclosure	Members	Premier	every year	with Financial Interest Disclosures
with Financial		Framework,				by SMS Members in the Office of
Interest		SMS				the Premier in compliance with
Disclosures.		Handbook and				Financial Disclosure Framework,
		Public Service				SMS Handbook and Public Service
		Regulations				Regulations 2016 by 31 May of
		2016				every year.

Facilitate Employee Health and Wellness Programme	Five EH&WP campaigns	World and National Health Awareness Guidelines	12 Departments	MP	Annually	We shall facilitate 5 Employee Health and Wellness Programme Campaigns for 12 Provincial Departments in accordance with World and National Health Awareness Guidelines annually.
Monitor the	11 sets of	Ensure that all	All Provincial	Management of the	30 calendar	We shall monitor the
implementation	Provincial PILIR	departments	Departments	Provincial PILIR	days/ 12	implementation of Policy and
of Policy and	Forum meetings	comply with the		Contract , Health	departments	Procedure on Incapacity Leave and
Procedure on		implementation		Risk , Long and		III-health Retirement (PILIR) in 12
Incapacity		of PILIR		Short term ill health		Departments, Compile and
Leave and ill-				Applicants/Officials,		consolidate monthly and quarterly
health						reports thereon.
Retirement						
(PILIR) in 12						
Departments						

### 3.2.4. LABOUR RELATIONS

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Deal with any	100%	PSCBC	Alleged	OTP MP	Within	We shall deal with any misconduct
reported		Resolution 1	Offenders/Transgressors	Officials	90 days	on alleged transgressors in the
misconduct		of 2003,SMS				Office of the Premier within 90
		Handbook				days from the date in compliance
		and Outcome				with PSCBC Resolution1 of 2003,
		12				SMS Handbook.
Monitor	11 Depts and	DPSA	Provincial Departments	Mpumalanga	Quarterly	We shall monitor Labour Related
Labour Related	OTP	Directive on Labour	and OTP	Province		Matters reports on 11 Provincial
Matters		Related				Depts and OTP in the
Reports		Matters				Mpumalanga Province in
						accordance with DPSA Directive
						on a quarterly basis.
Coordinate		PSCBC	Provincial Departments	Mpumalanga	Annually	We shall coordinate 4 Labour
Labour Relations	4 x Forums	Resolutions	and OTP	Province		Relations Forums for Provincial
Forums						Departments and OTP in the
						Mpumalanga Province in
						compliance with annually.

Coordinate	4	Provincial Departments;	Mpumalanga	Annually	We shall coordinate 4 Provincial
Provincial Chambers		OTP and Organised Labour	Province		Chambers Meetings for Provincial
Meetings		Labour			Departments; OTP and Organised
					Labour in the Mpumalanga
					Province in accordance with
					PSCBC Resolutions of
					annually.

# 3.2.5. Legal advisory services

Key Service	Quantity	Quality/	Target group/	Target	Time	Full Statement
		which standard	who	area/		
				where		
Draft formal,	100% as	Consistent with	Office of the	MP	Within 5	We shall draft, within 5 working days
written legal	requested	relevant,	Premier and all	Province	working days after	after receiving a fully substantiated
opinions.		applicable	Provincial		receiving a	request, 100% of formal, written legal
		legislation,	Departments.		fully substantiated	opinions for the Office of the Premier
		relevant and			request.	and all Provincial Departments upon
		applicable				request, in compliance with the
		case law.				relevant/ applicable legislation and
						applicable case law.

Draft	100% as	Consistent with	Office of the	MP	Within 5	We shall draft, within 5 working days
memoranda,	requested	relevant,	Premier and all	Province	working days	after receiving a fully substantiated
reports, MOUs,		applicable	Provincial		after	request, 100% of memoranda,
service level		legislation,	Departments.		receiving a	reports, MOUs, service level
agreements,		relevant and			fully	agreements, employment contracts,
employment		applicable			substantiated	letters and other documents with a
contracts,		case law.			request.	legal bearing for the Office of the
letters and						Premier and all Provincial
other						Departments upon request, in
documents with						compliance with the relevant/
a legal bearing.						applicable legislation and applicable
						case law.
Provide oral	100% as	Consistent with	Office of the	MP	Within 2	We shall provide oral legal advice
legal advice on	requested	relevant,	Premier and all	Province	working days	within 2 working days after receiving a
an urgent		applicable	Provincial		after	fully substantiated request, to the
basis, by		legislation,	Departments.		receiving a	Office of the Premier and all
means of		relevant and			fully	Provincial Departments upon request,
meetings.		applicable			substantiated	in compliance with the relevant/
		case law.			request.	applicable legislation and applicable
						case law.
Draft Provincial	100% as	Consistent with	Office of the	MP	Within 35	We shall draft Provincial Legislation

Legislation.	requested	the	Premier and all	Province	working days	and Certify Provincial Legislation
		Constitution as	Provincial		after	within 35 working days after receiving
		well as all	Departments.		receiving a	a fully substantiated request, to the
		relevant,			fully	Office of the Premier and all
		applicable			substantiated	Provincial Departments upon request,
		legislation,			request.	in compliance with the Constitution
		relevant and				and all relevant, applicable legislation
		applicable				and applicable case law.
		case law.				

# 3.2.6. Organisational Design & Job Evaluation

Key Service	Quantity	Quality/	Target group/	Target	Time	Full Statement
		which standard	who	area/		
				where		
Develop or	As and when	Public Service	Provincial	MP	30	We shall develop or review
review	required	Act, Public	Departments	Province	Working Days	organograms for the provincial
organograms		Service	and		from	departments and municipalities as and
for departments		Regulations	Municipalities		date of request	when required, in compliance with
and		2001 and				Public Service Act, Public Service
municipalities		MTSF				Regulations 2001 and MTSF, within 30

						Working Days from date of request.
Conduct	As and when	Public Service	Provincial	MP	Within	We shall conduct evaluation of posts for
evaluation of	required	Act, Public	Departments	Province	14	the Provincial Departments as and when
posts		Service			working	required in compliance with the Public
		Regulations			days	Service Act, Public Service Regulations
		2001, Job			from	2001, Job Evaluation Framework,
		Evaluation			date of	National Norms and Standards and
		Framework,			request	Provincial Job Evaluation Policy, within
		National Norms				14 working days from date of request
		and Standards				
		and Provincial				
		Job Evaluation				
		Policy				

# 3.2.7. Provincial Government Information Technology Office

Generic Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Coordinate and Monitor the	Four	Public Service Corporate	Provincial	Mpumalanga	Annually	We shall
implementation of ICT		Governance on Information	Depts,	Province		Coordinate and
Governance Framework		and Communication	Districts and			Monitor the
		Technology Policy	Local			implementation
		Framework and SITA Act.	Municipalities			of ICT
						Governance
						Framework in
						Provincial
						Depts, Districts
						and Local
						Municipalities
						within
						Mpumalanga
						Province, and
						produce four
						reports in
						compliance with

					Public Service
					Corporate
					Governance on
					Information and
					Communication
					Technology
					Policy
					Framework and
					SITA Act
					annually.
As and	State Information	Provincial	Mpumalanga	As and	We shall
when		Depts,	Province	when	Analyse IT
required		Local		required	Policies of the
		Municipalities			Provincial
					Depts, Districts
					and Local
	As and when required	when Toohnology Agency Act	when required Technology Agency Act, Districts and Local	when required Technology Agency Act, 1998 (Act No. 88 of 1998)  Depts, Districts and Local	when required 1998 (Act No. 88 of 1998)  Depts, Districts and Local Province when required

1998 (Act No. 88 of 1998)  and Office of the Premier  Evaluate the implementation of Service Level Agreement in the Department of Finance, SITA and Office	Monitor and Evaluate the implementation of Service Level Agreement	12	State Information Technology Agency Act, 1998 (Act No. 88 of 1998)	Department of Finance, SITA and Office of the Premier	Mpumalanga Province	Annually	of Service Level Agreement in the Department of Finance,
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						of the Premier within Mpumalanga Province, and produce 12 reports in compliance with State Information Technology Agency Act, 1998 (Act No. 88 of 1998) annually.
Monitor and Evaluate the effective implementation of IT related Programmes and Projects.	Three	State Information Technology Agency Act, 1998 (Act No. 88 of 1998)	Provincial Depts, Districts and Local Municipalities	Mpumalanga Province	36 Months	We shall Monitor and Evaluate the effective implementation of IT related Programmes

			and Projects for
			the Provincial
			Depts, Districts
			and Local
			Municipalities
			within
			Mpumalanga
			Province in 36
			months' time.

## 3.2.8. COMMUNICATION CHIEF DIRECTORATE

Key Service	Quantity	Quality/ which standard	Target group/	Target area/	Time	Full Statement
Facilitate the development of the integrated Provincial Communication	11 Depts and OTP	which standard Communication Strategy Framework and Integrated Provincial	who 11 Depts, OTP and 3 District Municipalities	where Mpumalanga Province	Annually	We shall facilitate the development of the integrated Provincial Communication Plan and monitor implementation thereof by 11 Depts, OTP and 3 District Municipalities within
Plan and monitor		Communication Plan				Mpumalanga Province in compliance with Communication Strategy

implementation.			Framework and Integrated Provincial
			Communication Plan annually.

# 3.2.9. Corporate Communication Services

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Coordinate and Produce publications	10	Integrated Provincial Communication Plan	Officials and Public	MP	Annually	We shall coordinate and produce 10 publications for Officials and Public within MP in accordance with an Integrated Provincial Communication Plan annually.
Monitor adherence to the provincial brand	4 Reports produced	Provincial Corporate Identity Manual	11 departments, 3 district municipalities as well as the OTP	MP	Annually	We shall monitor adherence to the provincial brand and produce 4 reports about 11 departments, 3 district municipalities as well as the OTP in line with Provincial

						Corporate Identity Manual annually.
Provide information services	4 Reports	Website and Content Management Framework	11 departments, 3 district municipalities as well as the OTP	MP	Annually	We shall provide information services and produce 4 reports about 11 Departments, 3 Districts Municipalities and OTP in line with Website and Content Management Framework annually.

## 3.2.10. COMMUNITY SERVICES

Key Service	Quantity	Quality/	Target group/	Target area/	Time	Full Statement
		which standard	who	where		
Coordinate	As and when	State of the	Municipalities,	Mpumalanga	As and	We shall coordinate Executive
public	required	Nation	Communities,	Province	when required	Council Outreach meetings for
participation		Address and	Organised Civil			Municipalities, Communities,
events for the		State of the	Society and			Organised Civil Society and Other
Premier and		Province	Other			Stakeholders within Mpumalanga
Executive		Address	Stakeholders			Province in accordance with State of

Council					the Nation Address and State of
Outreach					the Province Address As and when
meetings					required.
Coordinate	As and when	State of the	Municipalities,	Mpumalanga	We shall coordinate public
public	required	Nation Address and	Communities, Organised Civil	Province	participation events for the Premier in
participation		State of the	Society and		Municipalities, Communities,
events for the		Province Address	Other Stakeholders		Organised Civil Society and Other
Premier		71447666	Stantonord		Stakeholders within Mpumalanga
					Province in accordance with State of
					the Nation Address and State of
					the Province Address As and when
					required.

# 10.2.11. Media, Departmental Liaison and Information Services

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Review and	One Report per	Constitution	11	Mpumalanga	Quarterly	We shall review and Monitor the
Monitor the	Quarter		departments,	Province		implementation of Provincial
implementation			OTP and 3			Communication Framework for 11
of Provincial			district			departments, OTP and 3 district
Communication			municipalities			municipalities within Mpumalanga
Framework						Province in compliance with the
						Constitution and produce report in
						every quarter.
Coordinate and	Four	Communication	Communicators	Mpumalanga	Annually	We shall coordinate and facilitate 4
facilitate		Strategy	from 11	Province		Provincial Government
Provincial			departments,			Communication Forums for
Government			OTP and 3			Communicators from 11
Communication			district			departments, OTP and 3 district
Forums			municipalities			municipalities in line with
						Communication Strategy annually.

# 3.2.12. Public Service Transformation and Service Delivery Improvement

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Monitor the	11 Depts, OTP	White Paper on	Provincial	Mpumalanga	Annually	We shall monitor the implementation
implementation	and 12	Transforming	Depts, OTP	Province		of Batho Pele Change Management
of Batho Pele	Municipalities	Service Delivery	and			Engagement Programme and
Change		of 1997 and	Municipalities			Service Standards/Charters in 11
Management		Public Service				Depts, OTP and 12 Municipalities
Engagement		Regulations of				within Mpumalanga Province in
Programme and		2001				compliance with White Paper on
Service						Transforming Service Delivery of
Standards/Chart						1997 and Public Service Regulations
ers						of 2001 annually.
Coordinate the	One	White Paper on	Provincial	Mpumalanga	Annually	We shall coordinate the Premier's
Premier's		Transforming Service Delivery	Depts, OTP and	Province		Service Excellence Awards (PSEA)
Service		of 1997	Municipalities			for 11 Depts, OTP and Municipalities
Excellence						within Mpumalanga Province in
Awards (PSEA)						compliance with White Paper on
						Transforming Service Delivery of

Monitor the development of Service Delivery Improvement	11 Departments and the OTP	White Paper on Transforming Service Delivery of 1997 and Public Service	Provincial Departments and OTP	Mpumalanga Province	Annually	1997 annually.  We shall monitor the development of Service Delivery Improvement Plans in11 Departments and the OTP within Mpumalanga Province in compliance
Plans		Regulations of 2001				White Paper on Transforming Service Delivery of 1997 and Public Service Regulations of 2001 on an annual basis.
Coordinate the deployments of senior managers to coal face of service delivery	Two	White Paper on Transforming Service Delivery of 1997	Senior and Middle Managers	Mpumalanga Province	Annually	We shall coordinate the two deployments of Senior and Middle Managers to coal face of service delivery within Mpumalanga Province in compliance with the White Paper on Transforming Service Delivery of 1997 annually.
Coordinate Africa Public Service Day Celebration	One	White Paper on Transforming Service Delivery of 1997	Departments, Chapter 9 and 10 Institutions and Municipalities	Mpumalanga Province	Every 23 June	We shall coordinate the celebration of Africa Public Service Day for Departments, Chapter 9, 10 Institutions and Municipalities within

			Mpumalanga Province in
			compliance White Paper on
			Transforming Service Delivery of
			1997 in every 23 <sup>rd</sup> June of the year.

## 3.3. Policy and Governance

(MACRO-POLICY AND PLANNING)

Special Programmes; International Relations, Provincial and Policy Management, Research Services, Youth Development

### 3.3.1. Provincial and Policy Management

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Review assessment framework for 2018/19 APPs and produce reports.	3 Reports	Public Service Regulations 2016	11 Provincial Departments and OTP	MP	Annually	We shall review assessment framework for 2018/19 APPs and produce 3 reports about 11 Provincial Departments and OTP
Produce assessment reports on 2017/18 IDPs	4 Reports	Municipal Systems Act	20 Municipalities	MP	By September 2017	We shall produce 4 assessment reports on 2017/18 IDPs for 20 Municipalities within Mpumalanga Province in compliance with Municipal Systems Act by September 2017.

Coordinate the	4 Reports	PPC Members	MP	Annually	We shall coordinate the
establishment and		Members			establishment and appointment of
appointment of PPC					PPC members and produce 4
members.					reports annually.

### 3.3.2. Research Services

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Review and Monitor implementation of the Provincial Research Policy Framework	Once per Quarter	Provincial Research Policy Framework (Research Proposal/Ethics /Research Agenda Guidelines)	11 Depts and Municipalities	MP	Quarterly	We shall review and Monitor the implementation of the Provincial Research Policy Framework in 11 Departments and District Municipalities within Mpumalanga Province in compliance with Research Proposal/Ethics /Research Agenda Guidelines and produce quarterly reports.

Update and maintain a central hub of strategic information by disseminating research articles/information that support MPP Branch	8 Research articles/ Information	Intergovernment al Relations Act And Stats SA Act	Macro Policy and Planning Branch	MP	Annually	We shall update and maintain a central hub of strategic information by disseminating 8 research articles/information that support MPP Branch within MP in accordance with Intergovernmental Relations Act And Stats SA Act on an annual basis.
Produce updated municipal developmental report for EXCO Outreach/Siyahlola/ Taking the Legislature to the People.	8	Intergovernment al Relations Act and Batho Pele White Paper.	Municipalities, general public, National and Provincial Depts	MP	Annually	We shall produce 8 updated municipal developmental report for EXCO Outreach/Siyahlola/ Taking the Legislature to the People as informed by White Paper on Transforming Service Delivery for the benefit of Municipalities, general public, National and Provincial Depts within Mpumalanga Province annually.

## 3.3.3. Policy and Planning

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Produce analysis	Three Reports	PFMA,	Departments,	MP	Quarterly	We shall produce three analysis reports
reports		Provincial	EXCO, Local	Province		for the Departments, Exco and Local
		Vision 2030,	Government			Government within MP in accordance
		Framework for				with PFMA, Provincial Vision 2030,
		Development of				Framework for Development of Strategic
		Strategic Plans				Plans and APP on a quarterly basis.
		and APP				
Coordinate	4	PFMA,	Departmental	MP	Annually	We shall coordinate 4 Provincial
Provincial		Provincial	Planners, M	Province		Planners and Monitoring and Evaluation
Planners and		Vision 2030,	& E			Practitioner's Forum in MP in
Monitoring and		Framework for	Practitioners,			accordance with PFMA, Provincial Vision
Evaluation		Development of	IDP			2030, Framework for Development of
Practitioner's		Strategic Plans,	Coordinators			Strategic Plans, Municipal Systems Act
Forum		Municipal	and PMS			and APP annually.
		Systems Act	Officials			
		and APP				

# **3.3.4. Planning and Programme Management**

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Coordinate the development of a Strategic Plan and Annual Performance Plan	One	Public Finance Management Act, 1999 (Act No. 1 of 1999) and The National Treasury Framework for Managing Programme Performance Information	All the Units in the Office of the Premier	Office of the Premier	Every five year	We shall Coordinate the development of a Strategic Plan for all units within the Office of the Premier in compliance with Public Finance Management Act, 1999 (Act No. 1 of 1999) and The National Treasury Framework for Managing Programme Performance Information (2007), every five years.
Coordinate the development of an integrated	One	(2007);  Public Finance  Management  Act, 1999 (Act	All the Units in the Office of the Premier	Office of the Premier	Annually	We shall Coordinate the development of an integrated Annual Performance Plan for all units within the Office of the Premier

Annual		No. 1 of 1999)				in compliance with Public Finance
Performance		and				Management Act, 1999 (Act No. 1 of
Plan		The National				1999) and The National Treasury
		Treasury				Framework for Managing Programme
		Framework for				Performance Information (2007),
		Managing				annually.
		Programme				
		Performance				
		Information				
		(2007);				
Coordinate the	One	The National	All the	Office	Annually	We shall coordinate the development of
development of		Treasury	Units in the Office of	of the Premier		quarterly reports to produce a credible
quarterly reports		Framework for	the Premier			annual report of all the Units in the Office
to produce a		Managing	and the public			of the Premier for public consumption in
credible annual		Programme				accordance with The National Treasury
report		Performance				Framework for Managing Programme
		Information				Performance Information (2007 and
		(2007 and The				The Policy Framework for Government
		Policy				Wide Monitoring and Evaluation (2007)
		Framework for				on an annual basis.

Government
Wide
Monitoring and
Evaluation
(2007);

## 3.3.5. Monitoring and Evaluation

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Analyse Quarterly Performance Assessment reports analysed	Four	Government Wide M&E Framework	DPME, OTP and Provincial Departmen ts	Mpumalanga Province	Annually	We shall analyse four Quarterly Reports of Mpumalanga Provincial Departments and OTP as per Performance Reporting Model (QPR) in line with Government Wide M&E
(QPR)						Framework and submit them to DPME annually.
Develop 2017- 19 Provincial Evaluation Plan (PEP) and produce monitoring progress reports.	One Plan and Produce Two Monitoring Progress Reports	National Framework on Evaluation	Sector Departmen ts	Mpumalanga Province	Annually	We shall develop 2017-19 Provincial Evaluation Plan (PEP) of Sector Departments in the Mpumalanga Province and produce 2 monitoring progress reports in line with the National Framework on Evaluation annually.

Coordinate DPME MPAT and produce progress reports on the implementation of MPAT cycle.	Four	Government Wide M&E Framework	Departmen ts and OTP	Mpumalanga Province	Annually	We shall coordinate 4 DPME MPAT and produce progress reports on the implementation of MPAT Cycle by 11 Departments and OTP in Mpumalanga Province in line with Government Wide M&E Framework annually.
Assess Frontline Service Delivery Monitoring sites programme.	12	Government Wide M&E Framework and White Paper on Transforming Service Delivery of 1997	Schools, Hospitals, Clinics, CHCs, Magistrate Courts, DTLCs, Municipal Customer Care Centres, Police Stations,	Mpumalanga Province	Annually	We shall assess 12 Frontline Service Delivery Monitoring sites programme in Schools, Hospitals, Clinics, CHCs, Magistrate Courts, DTLCs, Municipal Customer Care Centres, Police Stations, Home Affairs, SASSA, NYDA and MEGA within Mpumalanga Province in compliance with Government Wide M&E Framework and White Paper on Transforming Service Delivery of 1997 annually.

	Home		
	Affairs,		
	SASSA.		
	NYDA and		
	MEGA		

## 3.3.6. Mpumalanga Provincial Aids Council Secretariat (MPAC)

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Provide secretariat services	Once per quarterly	Procedural Guidelines on HIV and Aids	Mpumalanga Aids Council	Mpumalanga Province	Quarterly	We shall provide secretariat services to the Mpumalanga Aids Council in line with Procedural Guidelines on HIV and Aids quarterly.
Provide technical support	12	Procedural Guidelines on HIV and Aids	Mpumalanga Aids Councils	Mpumalanga Province	Monthly	We shall provide technical support to the Mpumalanga Aids Councils in line with Procedural Guidelines on HIV and Aids monthly.

Monitor implementation of the Provincial Strategic Plan on HIV and AIDS, STIs and TB	4	Provincial Strategic Plan on HIV, STIs and TB of 2012-2016	Mpumalanga Aids Councils	Mpumalanga Province	Annually	We shall monitor the implementation of the Provincial Strategic Plan on HIV and AIDS, STIs and TB and produce 4 reports of Mpumalanga Aids Councils annually.
Coordinate capacity building programmes	16	National Strategic Plan	Councils' members and Secretariats	Mpumalanga Province	Annually	We shall coordinate 16 capacity building programmes for Councils' members and Secretariats within Mpumalanga Province in line with National Strategic Plan annually.
Create awareness through campaigns during commemoration events	Two	National Strategic Plan	Communities	Mpumalanga Province	Annually	We shall create awareness through campaigns in two commemoration events for the Communities in Mpumalanga Province in line with National Strategic Plan on an annual basis.

Coordinate the				
facilitation of				
workshops/campaigns				
for the ZAZI girls				

### 3.3.7. International Relations

Key Service	Quantity	Quality/ which	Target group/ who	Target area/ where	Time	Full Statement
		standard				
Coordinate international	Produce 4	Mpumalanga	Gulf Region,	To benefit	Annually	We shall coordinate international
engagements that would	Reports	International	BRICS and	Mpumalanga		engagements that would be
be resulting in		Relations	Africa	Province		resulting in partnerships for trade,
partnerships for trade,		Strategy	(Angola and			investment and Official
investment and Official		Framework	Mozambique)			Development Assistance with Gulf
Development		(IPSF)				Region, BRICS as well as Africa
Assistance.						for the benefit of Mpumalanga
						Province and produce 4 reports in
						compliance with Mpumalanga
						International Relations Strategy

						Framework (IPSF) annually.
Facilitate Country Profiling and determine opportunities available in Africa and Gulf Region.	10 x Countries	Mpumalanga International Relations Strategy Framework (IPSF)		Mpumalanga Province	Annually	We shall facilitate 10 Countries' Profiling and determine opportunities available in Africa and Gulf Region for the benefit of Mpumalanga Province in compliance with Mpumalanga International Relations Strategy Framework (IPSF) annually.
Facilitate signing of MOUs and operationalise Joint Implementation.	3 x MOUs	Mpumalanga International Relations Strategy Framework (IPSF)	Russia (Sverdlovsk and Russian Federation) and Mozambique (Maputo)	Mpumalanga Province	Annually	We shall facilitate signing of 3 MOUs and operationalise Joint Implementation with Russia (Sverdlovsk and Russian Federation) and Mozambique (Maputo) in line with Mpumalanga International Relations Strategy Framework (IPSF) annually.

## 3.3.8. Special Programmes

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Monitor departmental programmes & projects mainstreaming Gender Equality and Women Empowerment and Office on the Rights of Older Person and consolidate 8 reports.	8 Reports	South African National Policy Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework, South African Plan of Action 2002 and Older Persons Act.	Men and Women, Older Persons, Youth and Children	MP	Annually	We shall monitor departmental programmes & projects, mainstreaming Gender Equality and Women Empowerment and Office on the Rights of Older Person and consolidate 8 reports on Men and Women, Older Persons, Youth and Children within MP in compliance with South African National Policy Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework South African

						Plan of Action 2002 and
						Older Persons Act annually.
Monitor the implementation of GEWE and ROP Programme of Action and assess its outcome and impact.	4 on the development of GEWE and ROP POA; 4 Assessment reports	South African National Policy Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework, South	Men and Women, Older Persons, Youth and Children	MP	Annually	Older Persons Act annually.  We shall monitor the implementation of GEWE and ROP Programme of Action and assess its outcome and impact on Men and Women, Older Persons, Youth and Children, in compliance with South African National Policy
		African Plan of Action 2002 and Older Persons Act, Beijing Platform of Action and Madrid Plan of Action.				Framework for Gender Equality and Women Empowerment, Gender Equality Strategic Framework, South African Plan of Action 2002 and Older Persons Act, Beijing Platform of Action and Madrid Plan of Action and

						produce 8 reports annually.
Coordinate Gender Equality and Women Empowerment (GEWE) and Older Persons' Rights (OPR) machineries	8 Machineries	South African National Policy Framework and Older Persons Act	National Departments, Provincial Depts, Municipalities, Legislature, Independent Bodies and Civil Society	MP	Annually	We shall coordinate 8 Gender Equality and Women Empowerment (GEWE) and Older Persons' Rights (OPR) machineries within MP for National Departments, Provincial Depts, Municipalities, Legislature, Independent Bodies and Civil Society in accordance with South African National Policy Framework and Older Persons Act annually.

## 3.3.9. Youth Development

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Roll-out the implementation of the Provincial Youth Development Programme of Action.	3 X Reports	National Youth Policy	Youth	MP	Annually	We shall roll-out the implementation of the Provincial Youth Development Programme of Action within Mpumalanga Province in compliance with National Youth Policy and produce three reports
Develop Assessment Sector Specific (PPP& sectors and cluster departments) Youth Development Projects & Programmes Framework and produce reports thereof.	4 x Reports	National Youth Policy	Youth	MP	Annually	
Establish sector specific	6 x sector	Operations	Youth	MP	Annually	We shall establish 6 x sector

Youth forums	specific Youth	Vuka				specific Youth Forums for Youth in
(Monitor and evaluate Programme of Action for the Youth Development War Room).	information sharing sessions	Sisebente				the Mpumalanga Province in line with Operations Vuka Sisebente annually.
Facilitate identification and support capacity development for municipalities on warroom based mainstreaming of youth development programmes.	17 Municipalities	Operations Vuka Sisebente	Youth	MP	Annually	We shall facilitate identification and support capacity development for 17 municipalities within MP on warroom based mainstreaming of youth development programmes in compliance with Operations Vuka Sisebente annually.

# 3.3.10. Cluster Management

Key Service	Quantity	Quality/ which standard	Target group/ Who	Targ et area/ wh ere	Time	Full Statement
Facilitate the approval of Provincial Programme of Action (PPOA) for 2018/19	1	NDP, Mpumalanga V2030, SONA, SOPA, EXCO resolutions, MTSF 2014-19	Cluster Technical committees, PMC, Cluster EXCO committee, Executive Council	MP	31 March 2018	We shall facilitate the approval of Provincial Programme of Action (PPOA) for 2018/19 for Cluster Technical committee, PMC, Cluster EXCO committee, Executive Council within MP in compliance with NDP, Mpumalanga V2030, SONA, SOPA, EXCO resolutions, MTSF 2014-19 by 31 March 2018.
Monitor the implementation of EXCO Makgotla resolutions and produce reports.	3	EXCO Makgotla resolutions	Cluster Technical committees, PMC, Cluster EXCO committee,	MP	31 March 2018	We shall monitor the implementation of EXCO Makgotla resolutions and produce 3 reports for Cluster Technical committees, PMC, Cluster EXCO committees, Executive Council

			Executive			in MP in accordance with EXCO
			Council			Makgotla resolutions by 31 March
						2018.
Monitor the implementation of the 2017/18 PPOA and produce assessment reports.	3	MTSF 2014-19, 2017/18 PPOA	Cluster Technical committees, PMC Makgotla, Cluster EXCO committee, Executive Council Makgotla	MP	31 March 2018	We shall monitor the implementation of the 2017/18 PPOA and produce assessment reports for Cluster Technical committees, PMC Makgotla, Cluster EXCO committee, Executive Council Makgotla within MP in accordance with MTSF and PPOA by 31 March 2018.
Monitor the progress on the implementation of PPOA projects and produce verification reports	3	2017/18 PPOA	Cluster Technical committees, PMC, Cluster EXCO committee, Executive Council	MP	31 March 2018	We shall monitor the progress on the implementation of PPOA projects and produce verification reports for Cluster Technical committees, PMC, Cluster EXCO committee, Executive Council within MP in relation to the 2017/18 PPOA by 31 March 2018.
Data collection and	1	Operations	Makgotla & Other	MP	By 31 March 2018	We shall develop a Performance

performance monitoring	Vuka	Provincial strategic	Monitoring System, Collect and
systems developed	Sisebente	fora	analyse data on the implementation of
			Operations Vuka Sisebente for
			reporting to Makgotla & Other
			Provincial strategic fora of MP in line
			with Operations Vuka Sisebente by
			31 March 2018.