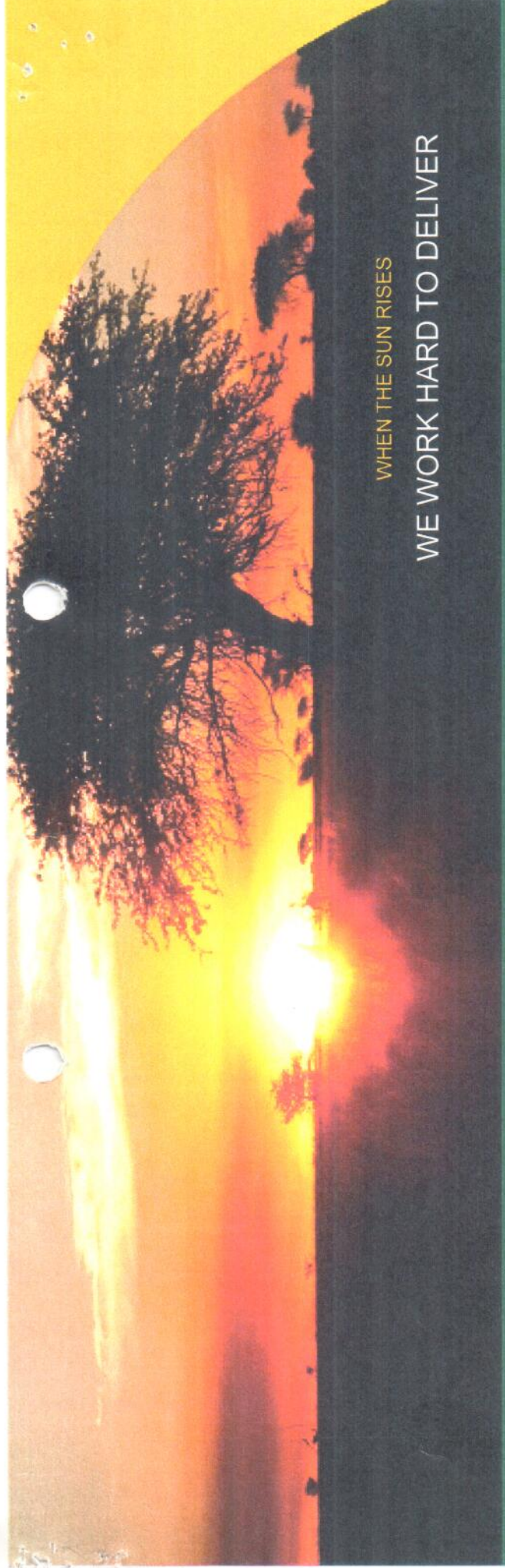




WHEN THE SUN RISES

WE WORK HARD TO DELIVER

SERVICE DELIVERY IMPROVEMENT PLAN 2015-2018

OFFICE OF THE PREMIER



MPUMALANGA
PROVINCIAL
GOVERNMENT





Team Members responsible for Developing the SDIP, their designations and contact numbers

Name	Title	Contact Number	Signature
1. Mr JK Sikhosana	Unit Head – Coordinating SDIPs	013 766 2324	
2. Mr N Mbonani	SDIP Champion- Deputy Director	013 766 2393	N.M.
3. Ms DT Mhaule	SDIP Champion - Assistant Manager	013 766 2220	
4. Mr M Myalezwa	SDIP TEAM MEMBER – Deputy Director	013 766 2300	
5. Ms C Churchill	Monitoring and Evaluation – Senior Manager	013 766 2084	
6. Mr MS Nkosi	Monitoring and Evaluation – Assistant Manager	013 766 2206	
7. Mr GM Matjele	Transversal Human Resource- Senior Manager	013 766 2451	
8. Mr A Liebenberg	Transversal Human Resource – Deputy Director	013 766 2450	



8. Mr DV Shongwe	Transversal Human Resource – Assistant Manager	013 766 2137	
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STAKEHOLDERS CONSULTATION

1. PLANNING UNIT
2. M & E FORUM MEMBERS
3. PMDS FORUM MEMBERS

Processes Followed in the development of SDIP

The process of developing the Service Delivery Improvement Plan commenced with a review meeting of the previous SDIP in consultation with the Head of the Unit, Planning Unit and Director General, to check whether there is a need to identify new key services or review the current services on the SDIP. The Development Process is led by the Transformation Unit. The annual report was revisited to check whether the two key services are adequately achieving its intended results or there are still gaps to be addressed. The findings are reflected on the problem statements and situational analysis.

The key Services that were identified are from the Directorates: Monitoring and Evaluation under Programme 2 and Transversal Human Resource Management under programme 3. The Responsible programme managers were invited to a review meeting of the previous SDIP where the development process was thoroughly explained.



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Name of SDIP Champion: Mr N Mbonani Contact Details: 013 766 2393 NMbonani@mpg.gov.za

Signed  Director-General (A) Mr AT Mdakane Date: 15/2/2016

Signed  Honourable Premier DD Mabuza Date: 16/02/2016



1. SDIP FOR THE OFFICE OF THE PREMIER (MPUMALANGA PROVINCIAL ADMINISTRATION): 1 APRIL 2015/16; 2016/17; 2017 TO 30 MARCH 2018

Vision

A strategic centre of excellence for effective and efficient governance.

Mission

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

Values

Officials and managers at all levels in the Office of the Premier are guided by the following values when executing their assigned tasks and duties:

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



- Diligence

2. Legislative and other Mandates

There have been no significant changes to the Office of the Premier's Legislative and other mandates.

2.1. Constitutional mandate

The Office of the Premier derives its Constitutional mandates primarily from the following provisions of the Constitution of the Republic of South Africa, 1996:

Section 125(2) of the Constitution, 1996, mandates the Office of the Premier to, among others:

- Implement Provincial Legislation in the Province;
- Implement all National legislation within the functional areas of Schedules 4 and 5;
- Administer in the Province, National legislation outside the functional areas of Schedules 4 and 5;
- Develop and implement Provincial policies;
- Coordinate the functions of the Provincial Administration;
- Implement Provincial Legislation in the Province.

2.2. Legislative Mandate

There have been no significant changes to the Department's legislative mandates. There is sufficient capacity within the Office of the Premier to ensure compliance with all legal responsibilities that relate to the Office's mandates.



The Office of the Premier derives its legislative mandates primarily from the following pieces of legislation:

Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);

This Act gives effect to the Constitutional right of access to any information held by Government and which is required for the exercise or protection of any rights;

Promotion of Administrative Justice Act, 2000 (Act No. 3 of 2000);

This Act gives effect to the right to administrative action that is lawful, non-discriminatory and procedurally reasonable and fair;

Promotion of Equality and Prevention of Unfair Discrimination Act, 2000 (Act No. 4 of 2000);

This Act gives effect to section 9 of the Constitution so as to prevent and prohibit unfair discrimination and harassment and to promote equality and eliminate unfair discrimination;

Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005);

This Act establishes a framework for the National Government, Provincial Government and Local Government to promote and facilitate intergovernmental relations and also provides for mechanisms and procedures to facilitate the settlement of intergovernmental disputes;

Public Finance Management Act, 1999 (Act No. 1 of 1999);

This Act regulates financial management in the National Government and Provincial Governments in order to ensure that all Government revenue, expenditure, assets and liabilities are managed efficiently and effectively;

Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);

This Act gives effect to section 217(3) of the Constitution by providing a framework for the implementation of Government's procurement policy as contemplated in section 217(2) of the Constitution;

Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);



This Act establishes a legislative framework for the promotion of Black Economic Empowerment;

Division of Revenue Act (annually);

To annually provide for the equitable division of revenue raised Nationally among the National, Provincial and Local Spheres of Government;

Public Service Act, 1994 (Proclamation No. 103 of 1994);

This Act provides for the organisation and administration of the Public Service of the Republic of South Africa;

Occupational Health and Safety Act, 1993 (Act No. 85 of 1993);

This Act provides for the health and safety of persons at work;

Compensation for Occupational Injuries and Diseases Act, 1993 (Act No. 130 of 1993);

This Act provides for compensation for disablement caused by occupational injuries or diseases sustained or contracted by employees in the course of their employment;

Labour Relations Act, 1995 (Act No. 66 of 1995);

This Act gives effect to section 27 of the Constitution and seeks to regulate the organisational rights of trade unions and to promote and facilitate collective bargaining;

Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);

This Act gives effect to the right to fair labour practices referred to in section 23(1) of the Constitution;

Employment Equity Act, 1998 (Act No. 55 of 1998);

This Act provides for equity in all levels and categories of employment;



Skills Development Act, 1998 (Act No. 97 of 1998);

This Act provides an institutional framework to devise and implement National, sector and workplace strategies to develop and improve the skills of the South African workforce;

Skills Development Levies Act, 1999 (Act No. 9 of 1999);

This Act provides for the imposition of a skills development levy;

Protected Disclosures Act, 2000 (Act No. 26 of 2000);

This Act provides for procedures in terms of which employees in both the private and the public sector may disclose information regarding unlawful or irregular conduct to their employers and also provides for the protection of such employees;

Prevention and Combating of Corrupt Activities Act, 2004 (Act No. 12 of 2004);

This Act provides for the strengthening of measures to prevent and combat corruption and corrupt activities;

State Information Technology Agency Act, 1998 (Act No. 88 of 1998);

This Act establishes a company responsible for the provision of information technology services to the Public Administration;

Public Service Regulations, 2001; and

Public Administration Management Act, 2014 (Act No. 11 of 2014) (once it is put into operation)

This Act seeks to promote the basic values and principles governing the public administration referred to in section 195(1) of the Constitution.



2.3. Policy mandates

- State of the Nation Address (SONA) – the Office of the Premier ensures implementation and monitoring of SONA.
- State of the Province Address (SOPA) - the Office of the Premier ensures implementation and monitoring of SOPA.
- Medium Term Strategy Framework (MTSF) Priorities - the Office of the Premier ensures implementation and monitoring of MTSF.
- Provincial Growth and Development Strategy (PGDS) – coordinate development of the PGDS and ensure implementation and monitoring.

3. List of Services of the Office of the Premier

- **Support the Premier** in executing the executive functions of the Province to achieve integrated social development and economic growth;
- **Support the executive decision-making processes** of the Premier in Executive Council to inculcate good governance and effective public service delivery;
- **Monitor and evaluate performance** of all Provincial executive functions and strategic programmes for provincial growth and development to enable the Premier to be accountable for the overall executive performance of the Province.
- **Coordinate strategic alignment and integration** of sectorial and sub-sectorial strategies, policies and programmes to facilitate social transformation, development and economic growth.
- Support the Premier to **implement provincial public service transformation**, reform and **service delivery improvement**
- Build the capability of the Provincial government to fulfil its Constitutional obligations.
- Introduce and implement the Mpumalanga Development Coordinating Model and monitor its implementation across the Province (Operation Vuka Sisebente).
- Strengthen the role of the Mpumalanga Provincial Aids Council to address the incidence and prevalence of HIV/Aids in the Province
- Support the establishment of a commission to identify and address the socio-economic conditions of farm dwellers.



- Facilitate business linkages and provide technical support for cooperatives
- 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;
- Implement the anti-corruption strategy and introduce 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 an integrated international relations framework to guide international engagements across the Province; and
- Perform audit services for the five cluster departments and monitor implementation to ensure the realization of a clean audit programme.

4. Strategic Overview

Cooperative and corporate governance: To promote and strengthen good corporate governance within the Office of the Premier and provide strategic leadership and coordination for good governance practices across 10 Departments and the Office of the Premier as well as 21 Municipalities and 3 Provincial Public Entities.

Planning, Programme Management and Performance Monitoring: To provide strategic planning and management support by facilitating the annual implementation of the Provincial Planning Cycle and coordinating and reporting on programme performance and compliance quarterly. Also provide strategic direction on human resource management and service delivery.

Information Management, Monitoring and Evaluation: Institutionalise the Mpumalanga Province Wide Monitoring and Evaluation System to support results based monitoring and evaluation, targeted research and strategic information management.



4.1. Situational Analysis

The monthly provincial PMDS Forum meetings are held. During these forum meetings PMDS related matters are addressed to assist in the uniform implementation of policies and procedures.

Departmental visits by the Transversal HRM Services unit to strengthen the capacity of Departmental Coordinators and to monitor the implementation of PMDS need to be conducted more regularly.

The highest level of complaints are emanating after the sitting of the Departmental Performance Management and Development Moderation Committee (PMDMC) by incumbents to dispute the assessment results of the PMDMC.

Though there are still gaps to fully utilise the Batho Pele Principles, the PMDS implementation considers the implementation of those principles as a service delivery policy.

In consistence application of the PMDS policy causes failure to perform according to the desired levels.

The ineffective monitoring and coordination of the PMDS policy poses a serious challenge.

Capacity building and monitoring thereof will be embarked upon.

An efficient, effective and development oriented public service is an essential element of a capable and developmental state. The National Development Plan highlights the need for well-run and effectively coordinated State institutions with skilled public servants who are committed to the public good and capable of delivering consistently high-quality services, whilst prioritizing the nation's developmental objectives.



The two key services had been taken from both Administration and Institutional Development Programmes:

- ❖ **Administration**, which provides strategic and administrative direction, coordination and monitor implementation of government programmes and projects.
- ❖ **Institutional Development**, which provides internal back office functions and services as well as the strategic support and coordination on the development of critical policies to ensure operational efficiency, alignment and corporate compliance with a view to improve the capacity of the Mpumalanga Provincial Government.
- ❖ The call for ***institutionalised long term planning*** and ***evidence based*** policy and decision making, grounded in ***sound monitoring and evaluation systems***, intensifies the need for a core cohort of appropriately skilled sector specialists, particularly within the Macro Policy and Planning (Policy & Governance) Branch of the Office.

4.2. Performance Delivery Environment

The Annual Performance Plan is based on the five year strategic plan which is aligned to the National and Provincial priorities of Government as outlined in the State of the Nation and Province addresses as well as the Provincial Growth and Development Strategy.

The core business of the Office of the Premier is to “Provide Strategic Direction for the Province” and its core functions being the Integrated Planning, Monitoring and Evaluation, Institutional Strengthening of the Office of the Premier and Coordination of Provincial Programmes.

Based on the outcome based planning approach, the Office of the Premier leads the following two Outcomes:

- Outcome 11: Create a better South Africa and contribute to a better and safer Africa and the World; and
- Outcome 12: An efficient, effective and development oriented public service and an empowered, fair and inclusive citizenship.



4.3. The following are some of the challenges facing the Office of the Premier:

- Reorganizing the Office to deliver on the new mandate;
- Development of Macro Indicators for monitoring the 14 Outcomes;
- Alignment of Departmental plans and Municipal IDPs to the 5 year plan;
- Monitoring and designing of interventions for the attainment of the Sustainable Development Goals;

4.4. Organizational Environment

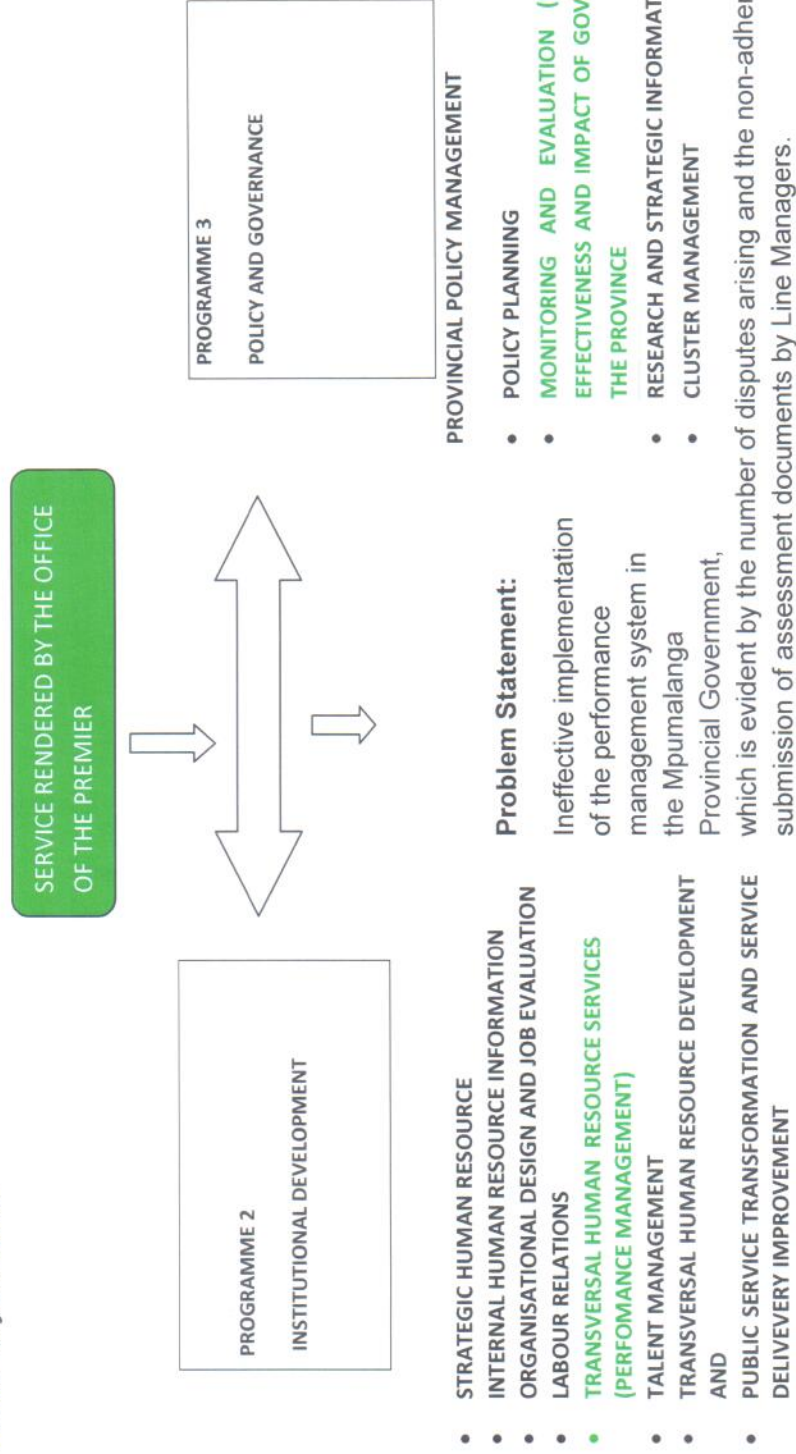
The Office of the Premier primary function has been that of coordination, monitoring and evaluation of service delivery in the Province. Sector departments and municipalities are the implementing arm of the Province. Demand for service delivery has to happen within the constraints of socio-economic realities of the Province. The Office, through its Macro Policy programme ensures that provincial priorities which include the Provincial 5 year plan and Programme of Action are effectively implemented through well designed capacities. It has the responsibility to ensure that provincial monitoring and evaluation system and tools are designed to quantify both the outputs and outcome of the programmes in place.



5. Key Service/s Area

Improve performance management in the Mpumalanga Provincial Administration

Identified Key services

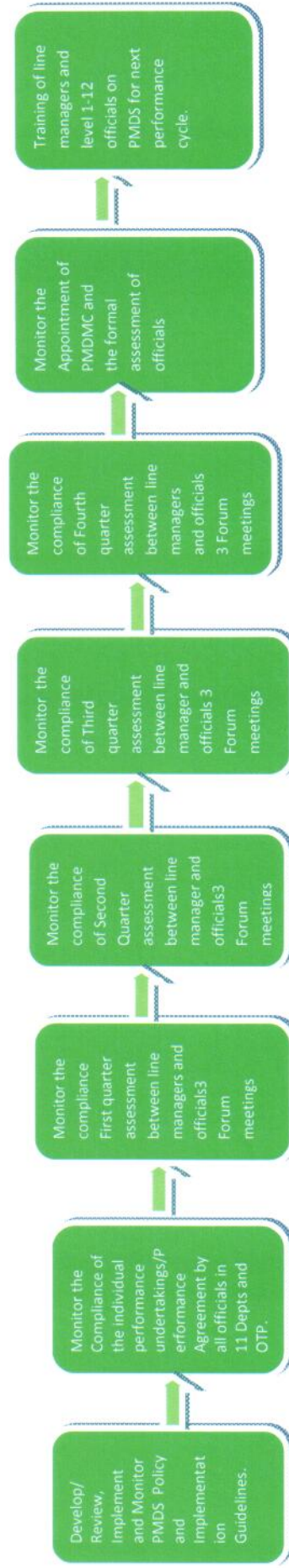


The work load has been increased by the legislative mandate to accommodate the assessment of HODs which was previously manned by Public Service Commission (PSC), and the function was not accompanied by relevant resources.

5.1.

PROCESS MAPPING

Transversal HRM Services: Effective and efficient implementation of Performance management system in the Mpumalanga Provincial Government.



PROCESS	HUMAN RESOURCE/S	TIME	COST/S
Develop, implement and Monitor PMDS Policy and Implementation Guidelines.	1 x DD and 2 x ASD	As and when required	R15, 000
Monitor the Compliance of individual performance undertakings/Performance Agreement By all officials in 11 Depts and OTP.	1 x DD and 2 x ASD	Remind Depts of PAs and PUs to be submitted on or before 30 April. Before end of May Depts submit statistics to OTP.	N.A
Monitor the compliance of First quarter assessment between line managers and officials ³	1 x DD and 2 x ASD	Remind Depts of Assessments to be submitted on or before 31 July. Before end of August Depts submit statistics to OTP.	N.A
Second Quarter assessment between line manager and officials ³ Forum meetings	1 x DD and 2 x ASD	Remind Depts of Assessments to be submitted on or before 31 October. Before end of Nov. Depts submit statistics to OTP.	N.A
Third quarter assessment between line manager and officials ³ Forum meetings	1 x DD and 2 x ASD	Remind Depts of Assessment to be submitted on or before 31 January. Before end of Feb. Depts submit statistics to OTP.	N.A
Fourth quarter assessment between line managers and officials ³ Forum meetings	1 x DD and 2 x ASD	Remind Depts of Assessment to be submitted on or before 31 May. Before end of June Depts submit statistics to OTP.	N.A
Monitor the compliance of Appointment of PMDMC and the formal assessment of officials.	1 x DD	Monitor the compliance of Appointment of PMDMC during the	N/A



		May and June Forum Meetings. Monitor the compliance of formal assessment of officials during July and Aug. Forum Meetings.	
Training of line managers and level 1-12 officials on PMDS	1 x DD and 2 x ASDs	Ongoing training	R 15 000
Total cost	1 DD + 2 ASD = 3 Officials	12 Months	R 30 000

KEY SERVICE/S	SERVICE BENEFICIARY	CURRENT STANDARD	DESIRED STANDARD	
Effective and efficient implementation of performance management system in the Office of the Premier	Line managers and Officials on salary level 1-12.	2014/2015	01/04/15-31/03/16	01/04/17-31/03/18
		Quantity	11 Departments and OTP	11 Departments and OTP
		Professional	N/A	N/A
		Quality	Public Service	Public Service Act

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			place. Request and receive Compliance Reports on the implementation of PMDS.	Coordinators through regular departmental visits with 11 Depts. Available in the HRM, Asking Question from the HRM unit. Request and receive Compliance Reports on the implementation of PMDS.	Coordinators through regular departmental visits with 11 Depts. Available in the HRM, asking Question from the HRM unit. Request and receive Compliance Reports on the implementation of PMDS.	through regular departmental visits with 11 Depts. Available in the HRM, Asking Question from the HRM unit. Request and receive Compliance Reports on the implementation of PMDS.
			Training are conducted for	Training are conducted for line	Training are conducted for line	Training are conducted for line managers and

		line managers and officials on the performance management and development system	managers and officials on the performance management development system, communication will be strengthened through more Memoranda, and subsequent meetings with line Managers.	managers and officials on the performance management development system, communication will be strengthened through more Memoranda, and subsequent meetings with line Managers.	officials on the performance management and development system, communication will be strengthened through more Memoranda, and subsequent meetings with line Managers.
	Openness and Transparency	Performance Management and development policy is readily available.	Reviewed copy of policy, performance management cycle, memos on the notice board, website and union participating on process	Reviewed copy of policy, Performance management Cycle, memos on the notice board, website and union participating on process of	Review copy of policy, Performance management cycle memos on the notice board, website and unions participating on process of assessment.

			assessment.	assessment	
	Information	Communication on performance management and development is available through circulars and various memoranda, induction, emails etc.	Communication on performance management and development is available through circulars and various memoranda induction, emails etc. Processes on lodging disputes will be communicated with the affected incumbents.	Communication on performance management and development will be available through circulars and various memoranda induction, emails etc. Processes on lodging disputes will be communicated with the affected incumbents.	Communication on performance management and development will be available through circulars and various memoranda induction, emails etc. Processes on lodging disputes will be communicated with the affected incumbents.
	Redress	Change on Performance management and development is	Change on Performance management and development is done through the	Change on Performance management and development is done through the	Change on Performance management and development is done through the bargaining

			done through the bargaining chamber and communicated to Officials. Receive and consider PSCBC inputs and include them into the Provincial PMDS Policy.	bargaining chamber and communicated to Officials. Receive and consider PSCBC inputs and include them into the Provincial PMDS Policy.	bargaining chamber and communicated to Officials. Receive and consider PSCBC inputs and include them into the Provincial PMDS Policy.	chamber and communicated to Officials. Receive and consider PSCBC inputs and include them into the Provincial PMDS Policy.
	Value for money		As determined by the Performance Management and development Policy.	Monitor and assess the implementation of the officials incentives.	Monitor and assess the implementation of the officials incentives.	Monitor and assess the implementation of the officials incentives.
	Encouraging innovation and		Officials are encouraged and rewarded	Officials are encouraged and rewarded through	Officials are encouraged and rewarded through	Officials are encouraged and rewarded through

		Rewarding Excellence	through incentives.	incentives. Officials who go beyond their call of duty in their performances be forwarded to the various excellence awards platforms.	incentives. Officials who go beyond their call of duty in their performances be forwarded to the various excellence awards platforms.	incentives. Officials who go beyond their call of duty in their performances be forwarded to the various excellence awards platforms.
		Customer Impact	Continue to measure whether all the key performance areas are adhered to.	Continue to measure whether all the key performance areas are adhered to.	Continue to measure whether all the key performance areas are adhered to.	Continue to measure whether all the key performance areas are adhered to.
		Integrated and Coordinated Approach Service Delivery	Ensure that there is continuous alignment of strategic objectives of the	Ensure that there is continuous alignment of strategic objectives of the departments with plans and work	Ensure that there is continuous alignment of strategic objectives of the departments with plans and work with relevant stakeholders to	Ensure that there is continuous alignment of strategic objectives of the departments with plans and work with relevant stakeholders to

		departments with plans and work with relevant stakeholders to achieve a common goal.	with stakeholders to achieve a common goal.	relevant stakeholders to achieve a common goal.	stakeholders to achieve a common goal.	achieve a common goal.
	Time	Annually	Annually	Annually	Annually	Annually
	Cost	R45 000	R45 000	R45 000	R50 000	R55 000
	Human Resources	1 x DD and 2 x ASD	1 x DD and 2 x ASD	1 x DD and 2 x ASD	1 x DD and 2 x ASD	1 x DD and 2 x ASD



5.2. Department/Component: Monitoring and Evaluation

Key Service Area:

Coordinate the monitoring and evaluation of the **performance of the Provincial Government structures** and its strategic partnerships for public service delivery, social development and economic growth.

Situational Analysis:

Monitoring and evaluation of the performance of the Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth is of high importance. The **budget cuts** across all Provincial Departments have put a lot of pressure on the Office of the Premier's financial and human resources. This has necessitated the Office of the Premier to strive to achieve more with less.

The monthly provincial M&E Forum meetings are held. During these forum meetings M&E related matters are addressed to assist in the uniform implementation of the M&E Framework.

Departmental visits by the M&E Unit in the Office of the Premier are conducted to strengthen the capacity of Departmental Coordinators and to monitor the implementation of M&E on various programmes more regularly.

The findings are communicated in a form of reports. Though there are still gaps to fully utilise the Batho Pele Principles, the M&E implementation considers the implementation of those principles as a service delivery policy.



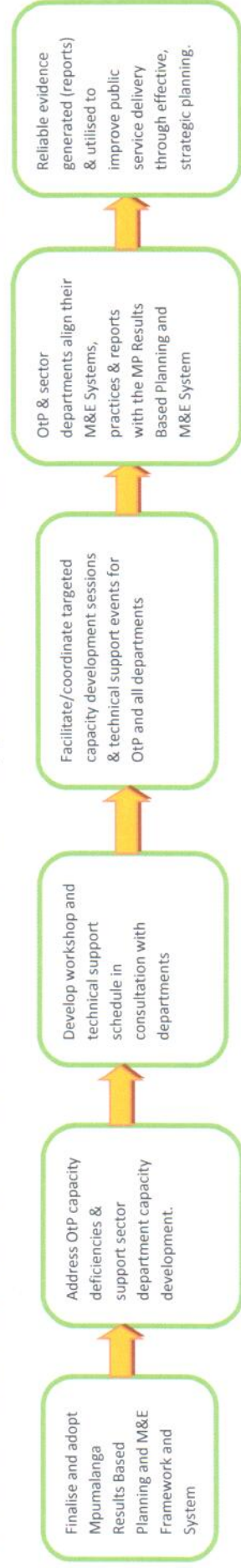
Inconsistence application of the M&E Framework due to a lack of capacity among other causes leads to inadequate implementation of an M&E to the desired levels, therefore planned capacity building aims to address exactly that. The ineffective monitoring and coordination of the M&E Framework poses a serious challenge; capacity building and monitoring thereof will be accelerated.

Problem Statement

Inadequate capacity in the M&E Unit in the Office of the Premier compromises the ability to adequately **coordinate and support** the **monitoring, verification and reporting** of progress with respect to public service delivery in the Province. **Budget cuts** across Provincial Departments, as well as the Executive Council **moratorium** on filling vacant posts, have further increased the pressure to perform and support a complex function with reduced financial and human resources.

PROCESS MAPPING

MONITORING AND EVALUATION: Effective & efficient coordination and support for the Province Wide M&E Functions of sector departments.



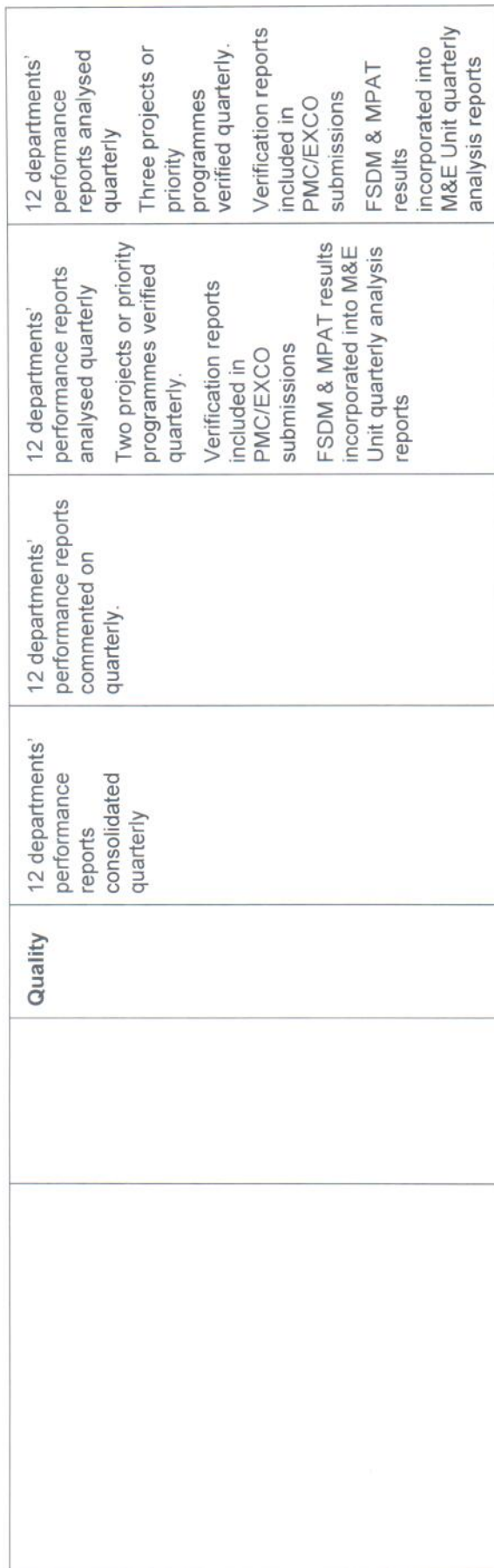


Process Breakdown

PROCESS	HUMAN RESOURCES	TIME	COST
M&E unit identifies key capacity priorities.	SM + 2 DDs	30 days	N/A
M&E unit develops Departmental capacity baseline.	SM + 2 DDs	30 days	N/A
M&E unit develops and agrees workshop schedule in consultation with sector Departments and MPP	SM + 2 DDs Sector department planners and M&E Officials	10 days	N/A
M&E unit develops TOR for service providers/ facilitators.	SM	2 days per quarter	N/A
Invitations sent to sector Departments.	2DDs, 1 AD and 1 PA	2 days per quarter	N/A
Workshop/event facilitated	4 External Service Providers – one per quarter	2 – 3 days per quarter	± R250 000-00
Participants evaluate workshop.	Sector department planners and M&E Officials	Once per quarter	N/A
Workshop information and participant response collected as a basis for developing <i>Capacity development Impact assessment report</i>	SM + 2DDs	30 days	N/A



KEY SERVICE	SERVICE BENEFICIARIES	BATHO PELE PRINCIPLES				
		CURRENT STANDARD		DESIRED STANDARDS		
		2014/15		01.04.15 – 31.03.16	01.04.16 – 31.03.17	01.04.17 – 31.03.18
		Quantity	12 departments' performance reports consolidated quarterly.	12 departments' performance reports commented on quarterly	12 departments' performance reports analysed quarterly	12 departments' performance reports analysed quarterly and improvements monitored annually.
Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth	Sector Departments PMC / EXCO					





CURRENT STANDARD		DESIRED STANDARDS		
2014/15		01.04.15 – 31.03.16	01.04.16 – 31.03.17	01.04.17 – 31.03.18
Consultation	Consultations throughout the development of the M&E Framework and System	Ad hoc consultation with departments in preparation for key submissions and Makgotla	Regular quarterly consultations with departments to gather information & provide technical support	Regular quarterly consultations with departments to gather information & provide technical support
	Attendance and presentations (one way) at the M&E and Planners Forum			
Rapid capacity assessment to determine departmental baselines		Improve the functionality of the M&E and Planners Forum as a platform for discussing & improving planning and M&E	Improve the functionality of the M&E and Planners Forum as a platform for discussing & improving planning and M&E	Improve the functionality of the M&E and Planners Forum as a platform for discussing & improving planning and M&E
Subject specific roundtables and training events (one per quarter)		Subject specific roundtables and training events (one per quarter)	Subject specific roundtables and training events (one per quarter)	Subject specific roundtables and training events (one per quarter)
At least 2 facilitated consultations/feedback sessions with DPME per annum				
At least 2 facilitated consultations/feedback sessions with DPME per annum				

Sector Departments
PMC / EXCO

Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth

Sector Departments
PMC / EXCO

Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth



CURRENT STANDARD		DESIRED STANDARDS		
2014/15		01.04.15 – 31.03.16	01.04.16 – 31.03.17	01.04.17 – 31.03.18
Access	All planners and M&E practitioners were involved in the development of the M&E Framework and M&E System	M&E Framework and M&E System provides access to approved systems, procedures & guidelines Accessibility of guidelines / templates ensured through regular presentations (M&E and Planners Forum), consultations and training sessions. The M&E Unit provides accessible, timeous feedback to all requests within 3 – 4 working days	M&E Framework and M&E System provides access to approved systems, procedures & guidelines Accessibility of guidelines / templates ensured through regular presentations (M&E and Planners Forum), consultations and training sessions. The M&E Unit provides accessible, timeous feedback to all requests within 3 – 4 working days	M&E Framework and M&E System provides access to approved systems, procedures & guidelines Accessibility of guidelines / templates ensured through regular presentations (M&E and Planners Forum), consultations and training sessions. The M&E Unit provides accessible, timeous feedback to all requests within 3 – 4 working days
Sector Departments PMC / EXCO				
Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth				

			Provide accessible, timeous feedback to all requests within 3 – 4 working days. Facilitate the completion of an implementation evaluation of the OtP M&E Unit to yield an improvement plan focused on improving the functioning of the Unit. Improve the capacity of the M&E Unit to ensure that OtP M&E add value to the work of sector departments over and above mere oversight.	Provide accessible, timeous feedback to all requests within 3 – 4 working days. Improve the capacity of the M&E Unit to ensure that OtP M&E adds value to the work of sector departments over and above mere oversight. Develop and coordinate "customer satisfaction surveys" to measure department satisfaction with the M&E service.	Provide accessible, timeous feedback to all requests within 3 – 4 working days. Improve the capacity of the M&E Unit to ensure that OtP M&E adds value to the work of sector departments over and above mere oversight. Develop and coordinate "customer satisfaction surveys" to measure department satisfaction with the M&E service.
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CURRENT STANDARD		DESIRED STANDARDS		
2014/15		01.04.15 – 31.03.16	01.04.16 – 31.03.17	01.04.17 – 31.03.18
Openness & Transparency	All sector departments participated in the drafting of the M&E Framework and System Facilitate information sharing and feedback sessions regarding national and provincial guidelines & expectations	Distribute DPME guidelines and practice notes to all departments and facilitate information sharing and feedback sessions regarding national and provincial guidelines & expectations	Distribute DPME guidelines and practice notes to all departments and facilitate information sharing and feedback sessions regarding national and provincial guidelines & expectations	Distribute DPME guidelines and practice notes to all departments and facilitate information sharing and feedback sessions regarding national and provincial guidelines & expectations
Information	Ensure availability of all relevant M&E data.	Ensure availability of all relevant M&E data -- DPME guidelines, templates, newsletters etc.	Ensure availability of all relevant M&E data - DPME guidelines, templates, newsletters etc.	Ensure availability of all relevant M&E data -- DPME guidelines, templates, newsletters etc.
Value for Money	Standard tender processes and technical support partnerships efficiently utilised to augment M&E capacity with external expertise.	Standard tender processes and technical support partnerships efficiently utilised to augment M&E capacity with external expertise.	Increase internal capacity to allow for a decrease in the cost of / reliance on outsourced expertise	Increase internal capacity to allow for a decrease in the cost of / reliance on outsourced expertise
Redress	Provide timeous, accurate feedback to relevant stakeholders.	Provide timeous, accurate feedback to relevant stakeholders.	Provide timeous, accurate feedback to relevant stakeholders and monitor the implementation of improvement plans	Provide timeous, accurate feedback to relevant stakeholders and monitor the implementation of improvement plans

Sector Departments
PMC / EXCO

Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth

CURRENT STANDARD		DESIRED STANDARDS		
2014/15		01.04.15 – 31.03.16	01.04.16 – 31.03.17	01.04.17 – 31.03.18
Customer Impact	Coordination support assists departments to submit reports timeously.	Coordination support assists departments to submit reports timeously.	Coordination support assists departments to submit reports timeously. Evidence in departmental monitoring reports informs planning	Coordination support assists departments to submit reports timeously. Evidence in departmental monitoring reports informs and improves provincial planning practice
Innovation & Excellence	Capacity Development Sessions	Capacity Development Sessions encourage innovation through the introduction of best practice approaches and methodologies. KRAs in the PMDS emphasise quality M&E practice	Capacity Development Sessions encourage innovation through the introduction of best practice approaches and methodologies. KRAs in the PMDS emphasise quality M&E practice	Capacity Development Sessions encourage innovation through the introduction of best practice approaches and methodologies. KRAs in the PMDS emphasise quality M&E practice The M&E Unit contributes to the development of standards for rewarding excellence in M&E across sector departments.
Integrated & Coordinated Approach	Utilise M&E Forum as platform for discussing planning and M&E.	Utilise M&E Forum as platform for discussing integrated planning and M&E	Redesign M&E Forum as a platform for facilitating coordinated planning, monitoring and evaluation	Redesign M&E Forum as a platform for facilitating coordinated planning, monitoring and evaluation
Sector Departments PMC / EXCO				
Coordinate the monitoring and evaluation of the performance of Provincial Government structures and its strategic partnerships for public service delivery, social development and economic growth				



6. Conclusion

In conclusion, despite all the challenges as reflected on both situational analysis and the problem statements, the Office of the Premier will deliver according to its plan on the two key services committed. Components shall submit first annual reporting on the progress made against submitted SDIPs before 31 March 2016 so that such progress made can be submitted to MPSA for MPSA to inform the annual progress made to Parliament after 31/03/16. Another progress report will be submitted before March 2017. By 31 March 2018/19, the components will be expected to submit a 3 Year Cycle consolidated Report and the process on the next cycle plan drafting will be unfolded.



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