



office of the premier

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA

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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

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## 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: 1/02/2017

~~SUPPORTED/NOTSUPPORTED~~

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\_\_\_\_\_

  
Mr JS MGIDI  
DEPUTY DIRECTOR-GENERAL  
INSTITUTIONAL DEVELOPMENT  
DATE: 2017-08-02

APPROVED/NOT APPROVED

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Mr T MDAKANE  
DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF MPUMALANGA PROVINCE  
DATE: 22/02/2017



# SERVICE DELIVERY CHARTER

## 2017/18



MPUMALANGA  
PROVINCIAL  
GOVERNMENT



### 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

**Physical/Postal Address:**

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**Website: [www.mpq.gov.za](http://www.mpq.gov.za)**

**The National Anti-Corruption Hotline (NACH)  
0800 701 701**

**Batho Pele Hotline 0860 428 392**

**Hours of Operation**

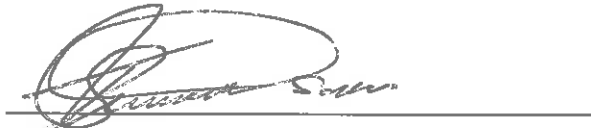
**07h45 – 16h15**

**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 turn-around time committed to deliver services by the Office of the Premier.



JK SIKHOSANA

Date:

02/08/2017

SENIOR MANAGER: PUBLIC SERVICE TRANSFORMATION AND SERVICE DELIVERY IMPROVEMENT

Recommended by:



Mr JS MGIDI

Date:

2017-08-02

DEPUTY DIRECTOR GENERAL: INSTITUTIONAL DEVELOPMENT

Approved by:



Mr T MDAKANE

DIRECTOR-GENERAL: OFFICE OF THE PREMIER OF MPUMALANG

Date:

2017-08-22

## **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, in compliance 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>st</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 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 Ill-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 in 11 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 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 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

Date: 02/08/2017

SENIOR MANAGER: PUBLIC SERVICE TRANSFORMATION AND SERVICE DELIVERY IMPROVEMENT

Recommended by:

  
\_\_\_\_\_

Date: 2017-08-02

Mr JS MGIDI

DEPUTY DIRECTOR GENERAL: INSTITUTIONAL DEVELOPMENT

Approved by:

  
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Date: 2017/8/22

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.



**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

<b>Provide Support to the Executive.</b>	<b>We shall render professional executive governance support</b>
	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.

<b>Provide Support to Provincial Departments and Office of the Premier.</b>	<b>We shall provide specialised and proficient technical support for strategic decision making</b>
	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.

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

**Monitoring & 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 implementation of the resolutions of the Commission	One	Mpumalanga Commission on Enquiry Act	Farm Dwellers	MP Province	Quarterly	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.
Report on the establishment and performance of sector fora	6	Cabinet Resolution	mining, forestry, agriculture, business sector, tourism and manufacturing and engineering	MP Province	Annually	We shall report on the establishment and performance of 6 sector fora in accordance with Cabinet Resolution on annual basis.

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

		Guidelines				Annually.
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### 3.1.4. EXECUTIVE COUNCIL SECRETARIAT

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

documents and decisions.						
Organise and coordinate Executive Council and Intergovernmental meetings	As and when required	Constitution and Intergovernmental Relations Act	Executive Council and PCF	MP	Quarterly	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

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Issue Internal Audit reports	52 Internal Audit assignments	Institute of Internal Auditors, Internal Audit Charter, PFMA and Treasury Regulations	DCSR, OTP, DCSSL, DHS and COGTA	MP Province	Annually	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.



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

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Develop risk management and fraud prevention reports.	4 Reports	Enterprise Risk Management Framework, Fraud Prevention Plan and Fraud Prevention Policy and	Office of the Premier	MP Province	Annually	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.

		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 programmes	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.

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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 Treasury, Auditor General, Legislature and public			on a quarterly and 1 x Annual basis.
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### 3.1.8. Security and Protocol Services

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Execute Protocol Services	100%	Premier's Schedule; State of the Nation Address and State of the Province Address	EXCO Outreach, EXCO Makgotla; PCF; SOPA and National and Provincial	MP	As and when required	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.

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			events involving the Premier			
Coordinate and Facilitate workshops on Protocol, Use and Management of National Symbols	4	Protocol Services Guidelines	Three District Municipalities and Provincial Departments	MP	Annually	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.
Execute the Minimum Information Security Standards	As per need	Minimum Information Security Standards	Government Departments	Mpumalanga Province	Daily	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.
Co-ordinate issuance of South African Diplomatic passports and	As per need	Home Affairs National Standards	Government employees qualifying for these services	Mpumalanga Province	As per the need	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

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request for visas						with the Department of Home Affairs National Standards as and when required.
Provide access control and security	All National Key Points and other government Premises	Control to Public Premises and Vehicle Act .(Act 53 of 1985)	National Key Points and other Government Premises	Mpumalanga Province	24 Hours	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).
Provide Firearm Control Measures	All Government Departments	Section 3 of Control of Access to Public Premises & Vehicle Act 53 of 1985	Government Departments	Mpumalanga Province	Daily	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.
Provide Control of Movement of Assets	All Departments	Control of Movement of Assets Act 53 of 1985	Government Departments	Mpumalanga Province	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

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						daily.
Co-ordinate and Manage Security at Special Events	All Government Special Events	MISS and the Protocol Manual	Dignitaries, Officials and the general public	Mpumalanga Province	As and when required	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.
Vetting of government employees and applicant to any state positions	All Government Departments	State Security Agency Act	Prospective Government Employees and current employees	Mpumalanga Province	Daily	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

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Investigate Reported cases of alleged fraud, corruption and produce reports	4 Reports Produced	Constitution, PFMA, MFMA, MSA, PSR 2016, PRECCA, CPA, NTR, Anti-Corruption Strategies (National, Provincial and Local)	Citizens, Public Servants, Auditor-General, PSC, Depts, SIU and Municipalities	Mpumalanga Province	Annually	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 and produce reports	4 reports produced	Constitution and other relevant	Citizens, Public	Mpumalanga Province	Annually	Coordinate litigations affecting citizens, public servants,



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		legislations and prescripts	Servants, Departments and Municipalities			Depts and Municipalities within the Mpumalanga Province, in compliance with the Constitution and all other relevant prescripts/legislations and produce 4 reports annually.
Create awareness and conduct trainings on ethics, fraud and corruption	16	Anti-Corruption Strategies (National, Provincial and Local) and National Whistle blowing Policy	Public Servants and Citizens	Mpumalanga Province		Create 16 awareness campaigns and conduct trainings on ethics, fraud and corruption
Coordinate and monitor the implementation of Provincial Anti-Corruption Strategy	12 Provincial Departments	Provincial Anti-Corruption Strategy	Provincial Departments	Mpumalanga Province	Quarterly	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.
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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/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Monitor the implementation of performance undertakings	100% Compliance by Units	Public Service Act 1994 as amended; Public Service Regulations of 2016; Performance Management and Development	Officials on salary level 3-12 and SMS Members	Office of the Premier	By 31 <sup>st</sup> May of every year	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>st</sup> May of every year.

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

				changing environment		
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### 3.2.2. INTERNAL HUMAN RESOURCES SERVICES

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Monitor compliance with HR Prescripts and produce reports	<b>100%</b>	implementation reports as submitted to	Officials and PSETA	MP OTP	Quarterly	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.

### 3.2.3. TRANSVERSAL HUMAN RESOURCE MANAGEMENT

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

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

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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 implementation of Policy and Procedure on Incapacity Leave and ill-health Retirement (PILIR) in 12 Departments	11 sets of Provincial PILIR Forum meetings	Ensure that all departments comply with the implementation of PILIR	All Provincial Departments	Management of the Provincial PILIR Contract , Health Risk , Long and Short term ill health Applicants/Officials,	30 calendar days/ 12 departments	We shall monitor the implementation of Policy and Procedure on Incapacity Leave and Ill-health Retirement (PILIR) in 12 Departments, Compile and consolidate monthly and quarterly reports thereon.

### 3.2.4. LABOUR RELATIONS

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



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

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

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

Legislation.	requested	the Constitution as well as all relevant, applicable legislation, relevant and applicable case law.	Premier and all Provincial Departments.	Province	working days after receiving a fully substantiated request.	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.
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### 3.2.6. Organisational Design & Job Evaluation

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

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						Working Days from date of request.
Conduct evaluation of posts	As and when required	Public Service Act, Public Service Regulations 2001, Job Evaluation Framework, National Norms and Standards and Provincial Job Evaluation Policy	Provincial Departments	MP Province	Within 14 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

### 3.2.7. 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 implementation of ICT Governance Framework	Four	Public Service Corporate Governance on Information and Communication Technology Policy Framework and SITA Act.	Provincial Depts, Districts and Local Municipalities	Mpumalanga Province	Annually	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.
Analyse IT Policies	As and when required	<b>State Information Technology Agency Act, 1998 (Act No. 88 of 1998)</b>	Provincial Depts, Districts and Local Municipalities	Mpumalanga Province	As and when required	We shall Analyse IT Policies of the Provincial Depts, Districts and Local

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						Municipalities in the Mpumalanga Province in compliance with <b>State Information Technology Agency Act, 1998 (Act No. 88 of 1998)</b> as when required.
Monitor and Evaluate the implementation of Service Level Agreement	12	<b>State Information Technology Agency Act, 1998 (Act No. 88 of 1998)</b>	Department of Finance, SITA and Office of the Premier	Mpumalanga Province	Annually	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 <b>State Information Technology Agency Act, 1998 (Act No. 88 of 1998)</b> annually.
Monitor and Evaluate the effective implementation of IT related Programmes and Projects.	Three	<b>State Information Technology Agency Act, 1998 (Act No. 88 of 1998)</b>	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.
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### 3.2.8. COMMUNICATION CHIEF DIRECTORATE

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

implementation.						Framework and Integrated Provincial Communication Plan annually.
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### 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/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Coordinate public participation events for the Premier and Executive	As and when required	<b>State of the Nation Address and State of the Province Address</b>	Municipalities, Communities, Organised Civil Society and Other Stakeholders	Mpumalanga Province	As and when required	We shall coordinate Executive Council Outreach meetings for Municipalities, Communities, Organised Civil Society and Other Stakeholders within Mpumalanga Province in accordance with <b>State of</b>

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Council Outreach meetings						<b><i>the Nation Address and State of the Province Address</i></b> As and when required.
Coordinate public participation events for the Premier	As and when required	<b><i>State of the Nation Address and State of the Province Address</i></b>	Municipalities, Communities, Organised Civil Society and Other Stakeholders	Mpumalanga Province		We shall coordinate public participation events for the Premier in Municipalities, Communities, Organised Civil Society and Other Stakeholders within Mpumalanga Province in accordance with <b><i>State of the Nation Address and State of the Province Address</i></b> 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 Monitor the implementation of Provincial Communication Framework	One Report per Quarter	Constitution	11 departments, OTP and 3 district municipalities	Mpumalanga Province	Quarterly	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.
Coordinate and facilitate Provincial Government Communication Forums	Four	Communication Strategy	Communicators from 11 departments, OTP and 3 district municipalities	Mpumalanga Province	Annually	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.

**3.2.12. Public Service Transformation and Service Delivery Improvement**

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

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						1997 annually.
Monitor the development of Service Delivery Improvement Plans	11 Departments and the OTP	White Paper on Transforming Service Delivery of 1997 and Public Service Regulations of 2001	Provincial Departments and OTP	Mpumalanga Province	Annually	We shall monitor the development of Service Delivery Improvement Plans in 11 Departments and the OTP within Mpumalanga Province in compliance with the 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

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						Mpumalanga Province in compliance White Paper on Transforming Service Delivery of 1997 in every 23 <sup>rd</sup> June of the year.
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### 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 establishment and appointment of PPC members.	4 Reports		PPC Members	MP	Annually	We shall coordinate the establishment and appointment of PPC members and produce 4 reports annually.
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### 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.

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<p>Update and maintain a central hub of strategic information by disseminating research articles/information that support MPP Branch</p>	<p>8 Research articles/ Information</p>	<p>Intergovernmental Relations Act And Stats SA Act</p>	<p>Macro Policy and Planning Branch</p>	<p>MP</p>	<p>Annually</p>	<p>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.</p>
<p>Produce updated municipal developmental report for EXCO Outreach/Siyahlola/ Taking the Legislature to the People.</p>	<p>8</p>	<p>Intergovernmental Relations Act and Batho Pele White Paper.</p>	<p>Municipalities, general public, National and Provincial Depts</p>	<p>MP</p>	<p>Annually</p>	<p>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.</p>

### 3.3.3. Policy and Planning

Key Service	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
Produce analysis reports	Three Reports	PFMA, Provincial Vision 2030, Framework for Development of Strategic Plans and APP	Departments, EXCO, Local Government	MP Province	Quarterly	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.
Coordinate Provincial Planners and Monitoring and Evaluation Practitioner's Forum	4	PFMA, Provincial Vision 2030, Framework for Development of Strategic Plans, Municipal Systems Act and APP	Departmental Planners, M & E Practitioners, IDP Coordinators and PMS Officials	MP Province	Annually	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

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	<b>Public Finance Management Act, 1999 (Act No. 1 of 1999)</b> and  The National Treasury <b>Framework for Managing Programme Performance Information (2007)</b> ;	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 <b>Public Finance Management Act, 1999 (Act No. 1 of 1999)</b> and  The National Treasury <b>Framework for Managing Programme Performance Information (2007)</b> , every five years.
Coordinate the development of an integrated	One	<b>Public Finance Management Act, 1999 (Act</b>	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 Performance Plan		<b>No. 1 of 1999) and The National Treasury Framework for Managing Programme Performance Information (2007);</b>				in compliance with <b>Public Finance Management Act, 1999 (Act No. 1 of 1999) and The National Treasury Framework for Managing Programme Performance Information (2007)</b> , annually.
Coordinate the development of quarterly reports to produce a credible annual report	One	The National Treasury <b>Framework for Managing Programme Performance Information (2007 and The Policy Framework for</b>	All the Units in the Office of the Premier and the public	Office of the Premier	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 <b>Framework for Managing Programme Performance Information (2007 and The Policy Framework for Government Wide Monitoring and Evaluation (2007)</b> on an annual basis.

		<b>Government Wide Monitoring and Evaluation (2007);</b>				
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### 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 (QPR)	Four	Government Wide M&E Framework	DPME, OTP and Provincial Departments	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 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 Departments	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.



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Coordinate DPME MPAT and produce progress reports on the implementation of MPAT cycle.	Four	Government Wide M&E Framework	11 Departments 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			
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### 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.

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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						
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### 3.3.7. International Relations

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

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						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 African Plan of Action 2002 and Older Persons Act, Beijing Platform of Action and Madrid Plan of Action.	Men and Women, Older Persons, Youth and Children	MP	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 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

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

**3.3.10. Cluster Management**

Key Service	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	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

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			Executive Council			in MP in accordance with EXCO 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	<b>Operations</b>	Makgotla & Other	MP	By 31 March 2018	We shall develop a Performance

performance monitoring systems developed		<b>Vuka Sisebente</b>	Provincial strategic fora		Monitoring System, Collect and 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.
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