

PART E: OVERSIGHT REPORT



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The following tables reflect the components of the SDI plan as well as progress made in the implementation of the plans.

PROGRAMME I

Table I.1 - Main Services Provided and Standards

	Main Services	Actual customers	Potential customers	Standard of service	Actual achievement against standards
INFORMATION SERVICES	Information Systems Development	DWAF Staff	N/A	100% of Systems delivered on time	70%
	System Maintenance	DWAF Staff	DWAF	All maintenance completed on time	80%
	IT Infrastructure availability	DWAF Staff	N/A	99% availability	98%
	Promote Access to information Act	SA Citizens	N/A	100% compliance to the Act	80%
	Information Dissemination	Departmental Officials, South African Public, Foreign Stakeholders / Public	N/A	Prompt, timeous and accurate information provided Communication in preferred language wherever possible	Customer feedback has indicated very satisfactory service.
COMMUNICATION SERVICES					

	Main Services	Actual customers	Potential customers	Standard of service	Actual achievement against standards
CORPORATE PLANNING	Strategic Planning Co-ordination	Management Structures at all levels and regions	N/A	Institutionalised strategic planning process of the Department which is aligned to the National Government policies	Successfully compiled the strategic plan document and submitted to Parliament & Treasury on time
	Annual Reporting	Department, Other Government Departments, Legislature, Statutory Bodies and Members of the Public	N/A	Annual Report Document in line with Treasury Regulations	Annual Report Document produced in line with the Strategic Plan and estimates of National Expenditure Documents.
ADMINISTRATION	Administration of water use licenses in terms of Section 21 of the National Water Act (Act 36 of 1998)	Farmers, Mines, Forestry Farmers, Municipalities, Water Boards and Industries.	N/A	Issuing of Stream Flow Reduction Activity License within 25 working days. Issuing of public water rights licenses within 20 working days. Issuing of water quality licenses within 10 working days	Performance in issuing the Stream Flow Reduction Activity licenses conforms to the set standards. Delay of further 10 working days happens in public water rights licenses due to factors such as capacity problems in the Regions of insufficient information like Reserve determination. Licenses in water quality are mostly delivered within the specified time frames.
	Provide services to internal (chief users) and external (Suppliers) clients.	Chief users and Suppliers	Chief users and Suppliers/	30 days external clients	Timeous payment of accounts with suppliers and timeous delivery of requested stock to chief users.
FINANCE	Performance of risk assessment	All branches within the department	All branches within the department	80% of audits completed as per approved audit plan on time and within budget.	80% of audits completed as per approved audit plan on time and within budget
	Management of accounts receivables and accounts payables	Debtors Suppliers and service providers	Debtors Suppliers and service providers	Payments of accounts within 30 days Payment of remuneration in due date	In 70% of the payment transactions, payments were made within 30 days of the payment due date
	Budgeting, planning and control	Program managers Managers National Treasury Public	Program managers Managers National Treasury Public	Adhere to budget and planning guidelines of the PFMA Meet guidelines	Monthly early warning systems meetings were held The dept spent only more than 91.5% of the allocated budget due to IT system failure at year-end.
	Accounting and reporting management	National Treasury Auditor-general Public Management Audit Committee	National Treasury Auditor-general Public Management Audit Committee	Reporting and accounting in terms of the PFMA Reporting in terms of stake holder requirements e.g. DPSA	Financial statements drawn largely in accordance with the PFMA

Table 1.2 - Consultation arrangements with customers

INFORMATION SERVICES	Type of arrangement	Actual Customers	Potential Customers	Actual achievements
	IT Service SLA negotiations	DWAF	N/A	All SLA negotiated with customers
	Regular review of SLA between DWAF and Service Providers	DWAF	N/A	All SLA are reviewed with Service Providers on regular basis
RESTRUCTURING	Departmental Bargaining Council. Restructuring meetings and workshops	Trade Unions, employees of the Department receiving institutions e.g. Water Boards.	Receiving institutions e.g. Water Boards, Water User Associations and Municipalities.	Formal feedback not sought from stakeholders.

Table 1.3- Service delivery access strategy

INFORMATION	Access Strategy	Actual achievements
	Performance Monitoring of the Service Level Agreement with the Service Provider	All Service Level Agreements Performance with Service Providers are monitored on regular basis.
	Satisfaction Survey	Satisfaction Survey is conducted annually with the Service Provider.
	Penalties and Incentives	This will be used in the near future to encourage the delivery of good service by the Service Provider
	Website enquires page	Daily response to queries
	After hours telephonic message system	Every telephone in the unit has after hours service
	24 Hour cell phone response	All managers comply with ensuring cell phones are on. Regular spot checks implemented.

	Access Strategy	Actual achievements
CORPORATE PLANNING	To access the regions in order to transfer strategic and business planning skills.	None - still to implement the access strategy
LEGAL SERVICES	Website of Legal Services to post our products and answers for frequently asked questions	The project is underway a view to introducing website in 2004.
	Access on e-mail and response thereto within an hour	Target achieved and many more managers utilize e-mail to reach Legal Services.
	Cellphone: Contactable at all times	Proved successful means of accessing our services when managers needed our legal advice/opinion on the spot.
FINANCE	Hotline	A free hotline number to report areas, which need to be looked at by Internal audit. All special cases brought to internal audit for investigation were attended to
	Database of PSP's	Database for PSP's regularly updated
	Intranet	Financial policies and guidelines posted to the intranet and updated regularly

Table I.4 - Service information tool

	Types of information tool	Actual achievements
INFORMATION	Monthly SLA Performance Reports	All reports are discussed on monthly basis and continuous improvement strategy is adopted
COMMUNICATION	Website	Daily management and updating of website
	Publications and other visual material	Publications printed as per branch/ministerial requests

	Internet	Website Available
	Strategic and Business Planning manuals	Draft Manual is in place.
	Reports	Annual Reports done regularly.
RESTRUCTURING	Restructuring related information	Road shows were held to the whole Department on restructuring. The Restructuring pamphlets brochures and booklets were developed, translated in all official languages and circulated in the entire Department.
LEGAL SERVICES	Written legal opinions	Managers were able to use the opinions to take management decisions
	Workshops on legislation administered by DWAF	These continued although there were few requests during the year under review.
	Legal Advice given at meetings	Very effective
	Legal opinions and advice provided on e-mail	Very effective and convenient to managers
FINANCE	E-mails, phones Intranet	Information was disseminated through emails, phones, briefing session and meetings Financial policies and guidelines were posted to the intranet
	Audit reports SCOPA reports Letters Financial reports	Audit reports were issued for each audit completed Annual reports on the compliance with the PFMA was done Financial report were given to management on a monthly basis and when requested

Table 1.5 - Complaints Mechanism

INFORMATION SERVICES	Complaints Mechanism	Actual achievements
	Service Desk	95% of incidents/problems are resolved within 4 hrs
	Monthly SLA meetings	All service complaints are dealt with during this meetings and resolved at this level.
COMMUNICATION	Website page	Responded to daily
	Telephonic process	Responded to within 24 hours
	Written/verbal complaints	Written response within 7 days Verbal within 24 hours
RESTRUCTURING	The Departmental Bargaining Council serves as structure to receive and address complaints. The Restructuring Office also serves to receive and attend to Restructuring related complaints.	Resolution 7 of 2002 related complaints were addressed successfully. Concerns from Trade Unions on how the Department is involved in Restructuring have been resolved by establishing a task team to work on issues. The Restructuring road shows came up with the frequently asked questions and answers booklet to address complaints.
FINANCE	Hotline	A free hotline available to report complaints 57 complaints were received via the hotline.
	Help desk	Help desks established for payments enquiries Approximately 6600 enquiries were successfully handled.