

## 6 SERVICE DELIVERY IMPROVEMENT PLAN

### SERVICE DELIVERY STANDARDS

Department of Water Affairs and Forestry as an organisation recognises that some of its services are so important so much that it is willing to guarantee them. Under this rubric, as many standards as our business permits may be established. However, for now, these will be limited to the three most obvious standards of “customer care” and service delivery: -

- **Keeping appointments**

If any employee of the Department makes an appointment with a customer, Department of Water Affairs and Forestry guarantees that the employee will keep the appointment at a mutually agreed time unless exceptional circumstances arise.

- **Written complaints about Department of Water Affairs and Forestry's service**

Department of Water Affairs will reply to written complaints (including those received by electronic mail) in full within 20 working days. Should this not be possible for whatever reason, a progress report will be furnished and the details of the person handling the complaint will be given the complainant. The progress report will be followed by a full reply within 10 working days of the progress report.

- **Complaints by telephone**

If a member of the public lodges a complaint by telephone, and in the course of the telephone conversation, it is agreed that a written reply is necessary, Department of Water Affairs and Forestry will reply within 20 days of recording the complaint. Should this not be possible for whatever reason, a progress report will be furnished and the details of the person handling the complaint will be given to the complainant. The progress report will be followed by a full reply within 10 working days of the progress report.



## GUARANTEED SERVICE STANDARDS

Given Department of Water Affairs and Forestry commitment to Batho Pele, DWAF is willing to declare, but not guarantee, some of the levels of service that the public can expect. To this end, DWAF has set testing targets for its employees. These targets as against a method of communication are outlined below:

	METHOD OF COMMUNICATION	TARGET
1	<b>Telephone calls</b>	
	All calls to all Department of Water Affairs and Forestry's offices will be answered within:	
	15 seconds (5 rings)	<b>85%</b>
	30 seconds (10 rings)	<b>90%</b>
	If the Customer's query cannot be answered at the time of the call, a return call must be made at all times.	
2	<b>E-mail</b>	
	Customers queries through e-mail about Department of Water Affairs and Forestry services must be answered:	
	Within 24 hours; or	<b>95%</b>
If more time is needed for a fuller reply within 5 working days	<b>100%</b>	
3	<b>Written correspondence</b>	
	All written queries from customers must be answered within 30 working days	<b>80%</b>



**With regard to written queries from the public, we aim to:**

- Respond with a letter of acknowledgement within 7 days upon receipt of the correspondence
- Respond within 14 days after we receive the correspondence
- Should we not be able to provide the customer with an answer, a progress report will be furnished with details of the person dealing with the correspondence.
- If your correspondence is referred to another Chief Directorate, we will give the customer full details

**In our dealings with the public either telephonically or in person, we will:**

- Identify ourselves and provide contact details
- Provide the customers with the fullest of information
- Attempt to converse with the customers in a language understood by them
- Refer the customer to the correct source for information/queries if we are unable to assist him/her.
- Be polite, courteous and patient
- Ensure that information that is provided is accurate and timeous

**In our dealings with the media, we will:**

- Get back within one hour from the time of the query to provide information or explain the process we have undertaken
- Respond in writing to all media queries within 24 hours;
- Attempt to establish contact with responsible managers if one is unavailable to respond in writing



## 6.1 SUPPORT SERVICES

### 6.1.1. CORPORATE SERVICES

Main Service to be provided	Main Customers (actual and potential)	Mechanisms to remove barriers to increased access to services	Standards for service	Methods for provision of information regarding services	Complaints mechanism (where relevant)
<b>INFORMATION SERVICES</b>					
Information Dissemination	Departmental Officials, South African Public, Foreign Stakeholders/Public	Feedback Sport telephonic audits	Prompt, timeous and accurate information provided  Communication in preferred language wherever possible	Website  Publications and other visual material  Written /verbal complaints	Website page  Telephonic process
Information Systems Development	DWAF Staff SA Citizens	Split of development and maintenance and contracted against Project Plans or SLAs	100% of Systems delivered on time	Performance Monitoring of the Service Level Agreement with the Service Provider	Service Desk 95% of incidents/problems are resolved within 4 hrs
System Maintenance		Outsourcing Service Level Agreement  Performance management approval	All maintenance completed on time 99% availability	Satisfaction Survey  Penalties and Incentives	Monthly SLA meetings
IT Infrastructure availability Promote Access to information Act			100% compliance to the Act	Website enquires page After hours telephonic message system 24 Hour cell phone response	

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<b>CORPORATE PLANNING</b>					
Strategic Planning Co-ordination	Management Structures at all levels and regions	Conducting workshops Providing managers with the Strategic planning manual	Institutionalised strategic planning process of the Department which is aligned to the National Government policies	E-mails Internet Strategic and Business Planning manuals	Suggestion Boxes
Annual Reporting	Department, Other Government Departments, Legislature, Statutory Bodies and Members of the Public		Annual Report Document in line with Treasury Regulations	Reports	
<b>ADMINISTRATION</b>					
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.	Speeding up of the reserve determination	Issuing of Stream Flow Reduction Activity License within 25 working days Issuing of public water rights licenses within 20 working days	Information provided internally via official submissions and externally by official correspondence accompanied by endorsements to the relevant offices	Internal complaints to be addressed via official sub-mission and complaints received
Provide services to internal (chief users) and external (suppliers) clients		Establishment of a comprehensive information system, that is updated regularly and accessible to personnel and external customers	Issuing of water quality licenses within 10 working days		
<b>LEGAL SERVICES</b>					
Maintenance, drafting and processing of legislation	Minister Department	Workshops on legislation administered by DWAF	Legislation drafted in accordance with the constitution and submitted and processed to Parliament timely	Website of Legal Services to post our products and answers for frequently asked questions	Written legal opinion Copies of laws provided
Negotiate and draft contracts and international agreements	Department Minister	Legal advice given at meeting	Reliable and timely legal support	Access on e-mail and response thereto within an hour Cell phone: Contactable at all times	Workshops on legislation administered by DWAF Legal advice given at meetings Legal opinions advice provided on e-mail

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<b>LABOUR RELATIONS</b>					
Departmental Bargaining Council Restructuring meetings and workshops	Trade Unions, employees of the Department receiving institutions e.g. Water Boards	Restructuring meetings and workshops	Smooth coordinated Restructuring process of the Department	Restructuring related information	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
<b>TRANSFORMATION</b>					
Equity and fairness Monitoring and Evaluation	DWAF staff and relevant stakeholders	Staff meetings	Timeous quality service	E-mail Intranet audit reports SCOPA reports Letters Financial reports	Suggestion boxes Hotline fora



## 6.1.2 FINANCIAL MANAGEMENT

Main Service to be provided	Main Customers (actual and potential)	Mechanisms to remove barriers to increased access to services	Standards for service	Methods for provision of information regarding services	Complaints mechanism
Performance of risk assessment	Performance of risk assessment	Effective internal audit methodology Sound client relationship with management and external auditors	80% of audits completed as per approved audit plan on time and within budget.	A free hotline number to report areas, which need to be looked into by Internal audit	Hotline Help desk
Management of accounts receivables and accounts payables	Management of accounts receivables and accounts payables	Effective reliable and flexible systems Competent staff improvement of business processes	Payments of accounts within 30 days	All special cases brought to internal audit for investigation were attended to	
Budgeting, planning and control	Budgeting, planning and control	Proper guidelines	Payment of remuneration in due date	Database for PSP's regularly updated	
Accounting and reporting management	Accounting and reporting management	Relevant and integrated financial and procurement systems	Adhere to budget and planning guidelines of the PFMA Meet guidelines Reporting and accounting in terms of PFMA	Financial policies and guidelines posted to the intranet and updated regularly	

## 6.2 WATER SERVICES, WATER RESOURCE MANAGEMENT AND FORESTRY

Main Service to be provided	Main Customers (actual and potential)	Standards for service	Methods for provision of information regarding services	Complaints mechanism (where relevant)
Sanitation	Households Institutions	VIP's 85 000 for year	Available on Web-site	Investigations are done to address queries and solutions are put forward
Water	Households Institutions	1 000 000 to be served	Web-sites in place Dam level information updated weekly on web-site	
Provision of raw water	Water users	Agreed levels of assurance	Posters, brochures and toolkit developed and training given to regional office staff	Cases referred by affected parties to the Water Tribunal and adjudicated by the Tribunal
Resource Protection	Water Resource Stakeholders	Signing off Basic Human Needs and Ecological Reserves	RDM Introductory module completed. Groundwater draft completed	
Provision of hydrological, resource quality and spatial data and information	National, provincial, local government, water management institutions, academic institutions, general public	Demand-driven; readily accessible; Fast response; High quality data; appropriate information	Posters and first information brochure on the IEMF distributed	
Information on forestry	Forestry stakeholders	Criteria, Indicators & Standards established for information reporting  Regulations for Commercial Statistics in Place	Website populated with RDM related information  Posters, brochures and toolkit developed and training given to regional office staff	NFAC advice given to the Minister acted upon  Ministerial enquiries responded to, acted upon