

CHAPTER 4

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

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

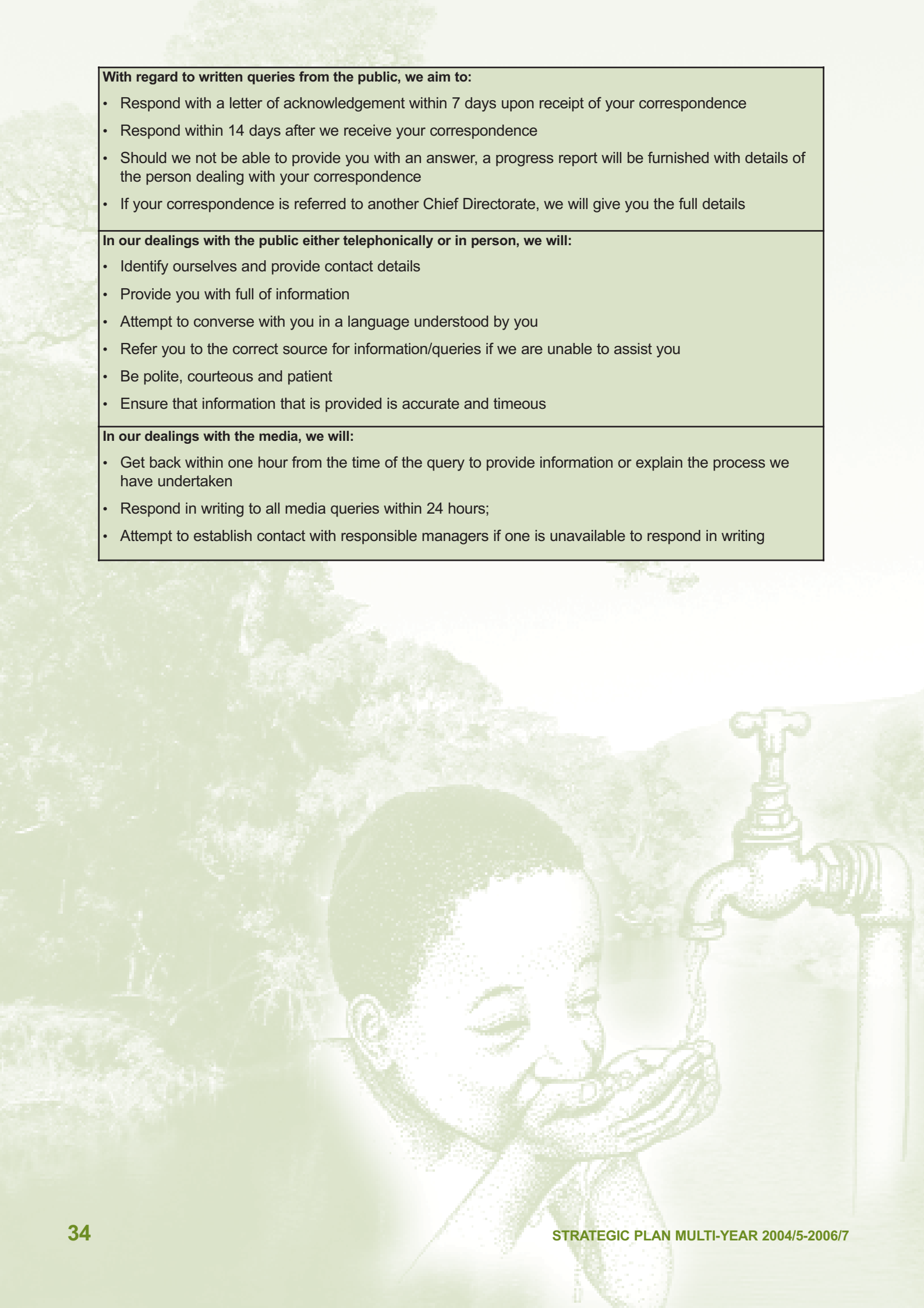
- Respond with a letter of acknowledgement within 7 days upon receipt of your correspondence
- Respond within 14 days after we receive your correspondence
- Should we not be able to provide you with an answer, a progress report will be furnished with details of the person dealing with your correspondence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

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

- Identify ourselves and provide contact details
- Provide you with full of information
- Attempt to converse with you in a language understood by you
- Refer you to the correct source for information/queries if we are unable to assist you
- 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



7 SERVICE DELIVERY IMPROVEMENT PLAN INFORMATION

7.1 SUPPORT SERVICES

7.1.1 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 (where relevant)
Performance of risk assessment	All branches within the department	<ul style="list-style-type: none"> Effective Internal Audit methodology Modernised Information Technology (Internal Audit software) Sound client relationship with management and external auditors 	<ul style="list-style-type: none"> Professional and competent Internal Audit staff Render high quality Internal Audit services 80% of audits completed as per approved audit plan on time and within budget 	<ul style="list-style-type: none"> Conduct Road Shows marketing Internal Audit Services Briefing sessions with clients 	<ul style="list-style-type: none"> Departmental hotline Internal Audit E-mail
Management of accounts receivables and accounts payables	<ul style="list-style-type: none"> Debtors Suppliers and service providers 	<ul style="list-style-type: none"> Effective, reliable and flexible systems Competent staff Improvement of business processes 	<ul style="list-style-type: none"> Payments of accounts within 30 days Payment of remuneration in due date 	<ul style="list-style-type: none"> Regular statements Accurate information Proper communication Age analysis Management reports 	<ul style="list-style-type: none"> Hotline Complain logbook Letters Help desk
Ensuring that the department has and maintains an appropriate procurement system which is fair equitable, transparent, competitive and cost-effective	<ul style="list-style-type: none"> Project managers Service providers National Treasury DPSA 	<ul style="list-style-type: none"> Effective procurement systems Sound client relationship E-Procurement Conduct research on best practices and policies 	<ul style="list-style-type: none"> Accurate management information Reduced turn-around time for goods and services Quality advice to officials and public 	<ul style="list-style-type: none"> Workshops Procurement Officers' forum Internet and Intranet Government tender bulletin circulars 	<ul style="list-style-type: none"> Toll-free hotline no Inspections Complaints register
Budgeting, planning and control	<ul style="list-style-type: none"> Program managers Managers National Treasury Public 	<ul style="list-style-type: none"> Effective, reliable and flexible systems Proper guidelines 	<ul style="list-style-type: none"> Adhere to budget and planning guidelines of the PFMA Meet guidelines 	<ul style="list-style-type: none"> Early warning systems Quarterly budget evaluation 	<ul style="list-style-type: none"> E-mails, phones and complaints register

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)
Management of assets	<ul style="list-style-type: none"> Managers National Treasury Regions Public Works Public 	<ul style="list-style-type: none"> Proper asset register Proper Asset management 	<ul style="list-style-type: none"> Optimise assets Account for all assets 	<ul style="list-style-type: none"> Report on linking assets to service delivery Asset register 	<ul style="list-style-type: none"> Hotline Letters
Accounting and reporting management	<ul style="list-style-type: none"> National Treasury Auditor-general Public Management Audit Committee 	<ul style="list-style-type: none"> Relevant and integrated financial and procurement systems 	<ul style="list-style-type: none"> Reporting and accounting in terms of the PFMA Reporting in terms of stakeholder requirements e.g. DPSA 	<ul style="list-style-type: none"> Financial statements Management reports 	<ul style="list-style-type: none"> Audit report SCOPA reports Letters

7.1.2 Internal Audit

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)
1 Compliance/performance audit projects	Management, Head Office, Regions and Area Offices	Increase in the budget (funds) Filling of vacant posts	IIA standards Best practices	Plans, proposals, and working papers	CFO Accounting Officer
2 Special investigation/projects		Capacity/training of personnel Outsourcing of certain functions: Computer audit and forensic investigations		Reports to the Audit Committee Annual reports	Audit Committee

7.1.3 Human Resources

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)
1 Customer focused HR related (HRM and HRD) services	All DWAF employees, part and present. Potential new institutions. Organised labour. Immediate relatives of DWAF employees	Effective HR systems. Sound Client relationship management. Modernised Information Technology enabled HR systems. Conduct research and development on HR trends, patterns and global thinking. Monitor and evaluate HR client satisfaction and service impact	Render high quality HR advice. Turn-around service delivery time by up to 80% reduction in current process-progressively . All HR services to embody a caring and human character. All HR services to be adding value to and promote DWAF Transformation program commitments. Practice zero tolerance for unfair discrimination of any form, specifically racism and sexism. Practice zero tolerance for corruption. Foster zero wastage of government resources with HR context. Provide HR HELP DESK	Multi-media sustained communication campaign with targeted clients. Periodic live engagement/ briefing sessions with targeted clients. Multi-lingual communication mediums in targeted information and educational sessions	HR Ombuds Person: <ul style="list-style-type: none"> • HR HOT line • HR HOT E-mail. • HR Service Delivery Barometer. • HR Service Delivery Penalties
2 Give strategic corporate advice and ensure efficient administrative support to the institutional restructuring process	All affected DWAF employees. Line managers. Potential receiving institutions	HR plays active role in restructuring processes. HR co-ordinate restructuring process through new capacity vested in Restructuring Co-ordinator (new position to be created and filled in April/May 2002)	Render high quality HR advice. Maintain sound HR administration systems. Maintain sound HR people management practices. Avoid administrative backlogs. Execute restructuring within a framework of DWAF Transformation Program. Manage sound labour relations	Multi-media sustained communication campaign with targeted clients. Periodic live engagement/briefing sessions with targeted clients. Multi-lingual communication mediums in targeted information and educational sessions	HR ombuds. HR Service Delivery Barometer. HR Service Delivery Penalties
3 Develop leadership for change management	All managers in DWAF	Compulsory and tailor-made capacity building programme for all managers.	Meet client needs in most cost effective and timely manner. Meet and surpass client expectations.	Multi-media sustained communication campaign with targeted clients. Periodic live	HR Service Delivery Barometer

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)
		Promote change management skill as essential for any present and future managers	Anticipate client future needs	engagement/ briefing sessions with targeted clients. Through mentoring and coaching	
4 Develop HR infrastructure and capacity	All regional office management and staff. HR portfolio holders in regions.	Define and formalise new relationships with regional managers and HR regional portfolio holders. Institute quarterly assessment meetings. Contracting for HR performance excellence.	Meet client needs in most cost effective and timely manner. Strive to meet and surpass client expectations. Anticipate client future needs. Maintain successful client relationships.	Multi-media sustained communication campaign with targeted clients. Periodic live engagement/ briefing sessions with targeted clients. Through mentoring and coaching	HR Ombuds Person: HR HOT line. HR HOT E-mail. HR Service Delivery Barometer. HR Service Delivery Penaltie

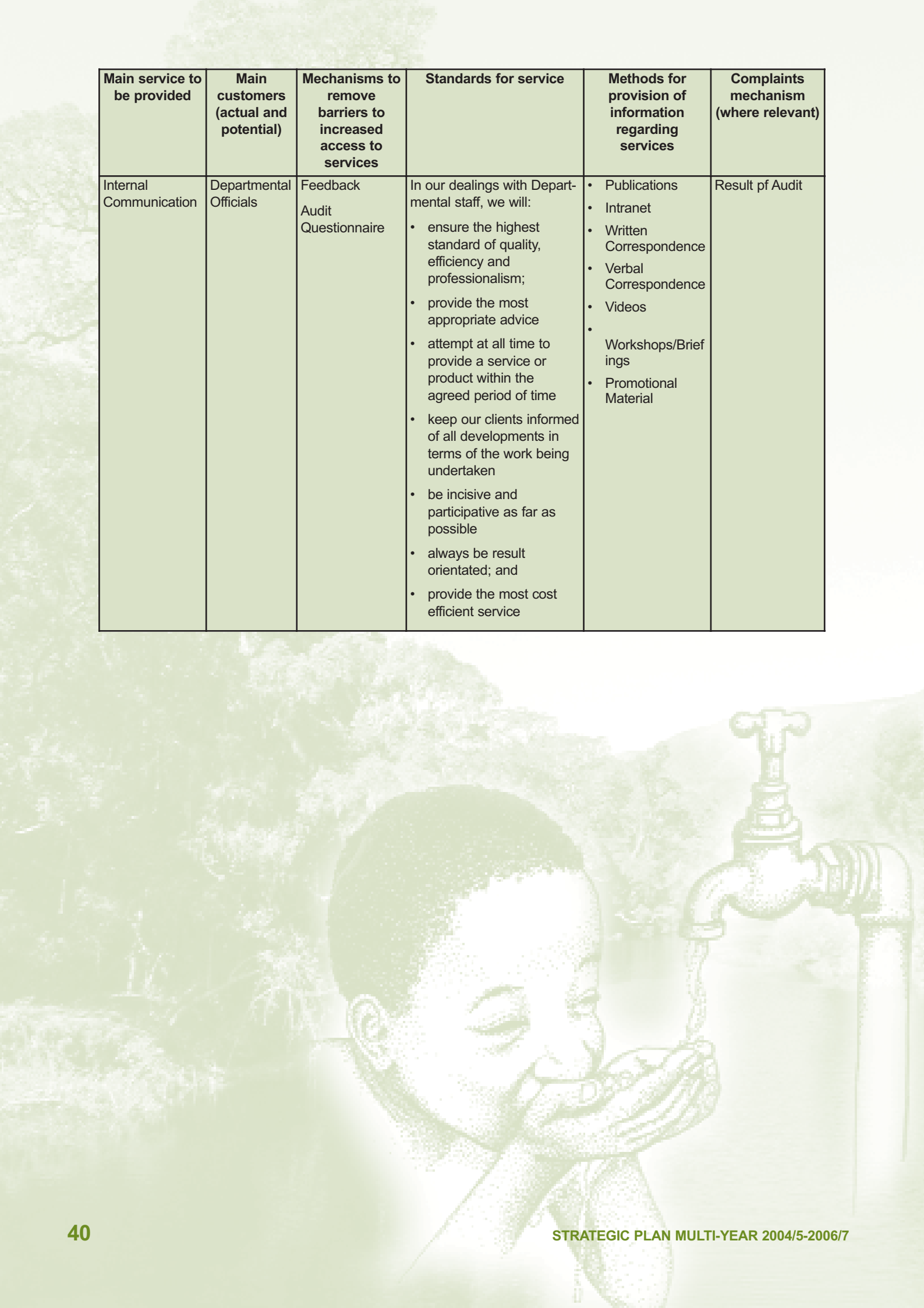
7.1.4 Information Services

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)
Information Services Strategic Management	Chief Directorate and all users	Strengthening of core competencies and streamlining of IS Planning and Procurement	Information Services Quarterly Management System Information Service Plans for all Directorates	Intranet, E-mail	(011) 336 8701
Information Services Systems Management (Development, Maintenance of the system)	Scientific Services and Chief Directors and Regions	Split of development and maintenance and contracted against Project Plans or SLAs	Information Management System (quarterly Management System), Project Plans, Service Level Agreements	Intranet, E-mail, JPM's	Joint Project Meetings
Operations Management (maintenance of the infrastructure)	DWAF - All Users	Outsourcing Service Level Agreement Performance Management Approval	As defined in the quarterly management system and service level agreements	Intranet, E-mail	(012) 336 8701
Information Services Project Management	Chief Directors, Project Managers, Portfolio Managers	Outsourcing Appoint Portfolio Managers for each Directorate Enforce proper project management standards. Performance Appraisal	As defined in the quarterly management system and service level agreements As defined in the quarterly management system	Intranet, E-mail, reports Intranet, E-mail Satisfaction survey	CSC on (011) 203-0411 (012) 3368701

7.1.5 Communications

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)
Access to information	Public	Feedback Spot Telephonic Audits	<p>In our dealings with the public either telephonically or in person, we will:</p> <ul style="list-style-type: none"> • Identify ourselves and provide contact details • Provide you with full of information • Attempt to converse with you in a language understood by you • Refer you to the correct source for information/ queries if we are unable to assist you • Be polite, courteous and patient; • Ensure that information that is provided is accurate and timeous 	<p>Publications Internet Written correspondence Verbal correspondence</p>	<p>Responses from public Results of Audit</p>
Media Queries	Media	Feedback from the media	<p>In our Dealings with the media, we will:</p> <ul style="list-style-type: none"> • Get back to you within on hour from the time of your query so as to provide you with 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 • All media queries will be logged in a media register which will involve the following: • Date, Time, Query, Name of journalist, Name of media, Responsible, Communication official, Responsible line function official, Copy of written response, Follow-up phone/email/fax 		

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)
Internal Communication	Departmental Officials	Feedback Audit Questionnaire	<p>In our dealings with Departmental staff, we will:</p> <ul style="list-style-type: none"> • ensure the highest standard of quality, efficiency and professionalism; • provide the most appropriate advice • attempt at all time to provide a service or product within the agreed period of time • keep our clients informed of all developments in terms of the work being undertaken • be incisive and participative as far as possible • always be result orientated; and • provide the most cost efficient service 	<ul style="list-style-type: none"> • Publications • Intranet • Written Correspondence • Verbal Correspondence • Videos • Workshops/Briefings • Promotional Material 	Result of Audit



7.1.6 Administration

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)
Provide a logistical service to the Department to meet the main vision and mission	Chief users and line functionaries	Turn around time to be decreased	Streamline prescribed and system Concentrate on more training and better communication	Use of prescribed documents E-mail Circular Fax	Report to Director: Administration or Deputy Director Provisioning Services
Conducting inspections	Stores Regional Offices	Frequent visits to customers	Quality reports Approved programme of action	Reports Questionnaires	Meetings with customers and supervisors
Managing PAS Policy and PAS Manual	Stores officials End users SAMDI	Continuous revision of policy manual	Policy and manual must be clear for all customers to implement	Policy document Manual Meetings	Meetings with customers and supervisors
Managing cell phone policy	Cell phone holders	Continuous revision of policy Orientation of customers.	Policy must be clear for all customers to implement	Policy document Circulars Letters	Discussion with customers and Service Providers
Managing LOGIS w.r.t. the ICN and Supplier's particulars	End users Suppliers	Clear forms to be used for customers requests	Satisfied needs of customers	Standard forms Letters Circulars	Discussion with customers and LOGIS Centre
Training	Officials in provisioning environment	Clear forms and adequate information to be provided to customers	Development of officials in provisioning activities	Standard forms Letters Circulars	Discussion with customers, HRD and SAMDI
Managing the PAS process	Regional Offices Head Office	Clear policies and procedures	Minimise risk	Circulars Letters Meetings	Director: Administration
Provide a uniform Protection Services to safeguard DWAF's assets	DWAF officials Visitors Contractors	Continuous revision of policies Training and Development	Minimise risk and ensure a safe working environment	Evaluation reports Annual reports Continuous reporting to relevant managers	Director: Administration
Making inputs in the policy making of the Section: Government Water Schemes Drafting and publishing or Government Notices	1 DWAF Regional Offices Area Offices Pretoria West (Provisioning) Other Departments Justice (State Attorneys) Finance (State Expenditure) State Language Bureau	Establishment of a comprehensive information system, which is updated regularly and accessible to personnel and external customers A barcode tracking system for documents and submissions	Chapters 4 and 5 of the National Water Act, 1998 Financial delegations and prescriptions. Section 11 of the Water Research Act, 1971. PERSONNEL Policy.	Submit guidelines and policy documents directly to Stakeholders Interpret statutes for Stakeholders Make records available on request to interested Stakeholders	Supervisor Transformation Committee Corruption line

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)
<p>Co-ordinate and control of allocated water rights.</p> <p>Control and co-ordinate the issuing of licences and authorisations for various Stakeholders.</p> <p>Control of financial expenditure with regard to telephones, provisioning.</p> <p>Co-ordinate and control the recovery of State DEBTS</p> <p>Determining and control of Water Research Levies. Determination of rates and tariffs.</p> <p>Personnel management and recruitment</p>	<p>2 Deeds Office Commission on Restitution on Land Rights Agriculture</p> <p>3 Other Water Research Commission Public Municipalities/ Industries Irrigation Boards Water Users Associations</p>	<p>Establishment of a comprehensive information system, which is updated regularly and accessible to personnel and external customers</p> <p>A barcode tracking system for documents and submissions</p> <p>A more efficient IT network and software programmes to be installed.</p> <p>Provision of access to Departmental and Strategic plans, organograms and approved policies.</p>	<p>Chapters 4 and 5 of the National Water Act, 1998</p> <p>Financial delegations and prescriptions.</p> <p>Section 11 of the Water Research Act, 1971.</p> <p>PERSONNEL Policy.</p> <p>Specific tasks: Within required timeframes</p> <p>General tasks:</p>	<p>Submit guidelines and policy documents directly to Stakeholders</p> <p>Interpret statutes for Stakeholders</p> <p>Make records available on request to interested Stakeholders</p>	<p>Supervisor</p> <p>Transformation Committee</p> <p>Corruption line</p>
<p>Licences to construct, alter, impound and abandon dam</p> <p>Classification and registration of dams with a safety risk</p> <p>Dam safety inspections and directives</p> <p>Advisory Committee on Safety of Dams</p> <p>Approval of Professional persons</p> <p>Arrange for subsidies to be paid out</p> <p>Update of data</p>	<p>Dam owners</p> <p>Dam Safety Office Employees in the Department</p>	<p>Establishment of a comprehensive information system, which is updated regularly and accessible to personnel and external customers</p>	<p>Tasks: within required timeframes</p> <p>Improvement: Keep record of task received and completion</p>	<p>Submit guidelines and policy documents directly to stakeholders</p> <p>Make records available on request to all parties</p>	<p>Supervisor</p> <p>Transformation Committee</p> <p>Corruption toll free line</p> <p>Dam Safety Office</p>

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)
Acquisition of land and real rights Disposal of land and real rights Land Administration	Within Department - Engineers, Geomatics, Project Planning, and other divisions Outside Department -Private land owners, other departments, i.e. Land Affairs, Public Works, Registrar of Deeds, SARS consultants, Surveyor- general, etc	Training, funding, proper planning, incentives for officials, better understanding and liaison between departments and directorates (Communication) and experience	Proper training - experience Timeframes are prescribed by relevant legislation.	Legislation, communication, transparency, public meetings, site meetings	Transparency, thus customers are familiar with projects contact persons are always available (Batho Pele) Service level Agreements
Processing of licences	General public, mines, industries, farmers and other State Departments	Speeding up of the reserve determination Regions must have a checklist of the completeness and correctness of their submissions	Zero delay in the processing of licences. Minimised queries and concerns from the clients	Information provided internally via official submissions and externally by official correspondence accompanied by endorsements to the relevant Regional Office(s)	Internal complaints to be addressed via official submissions and complaints received from Regional Office by official minutes and complaints from members of public/agents/ clients by official letters
Water Boards Water User Associations Irrigation Boards National Water Advisory Council Financial Support to Local Authorities Catchment Management Agencies Provisions	Employees in the Department Management in the Department Regional Offices of the Department Government Printer Department of State Expenditure Office of the State Attorney State Language Bureau Ministry for Dept of Public Service and Adm Provincial Government Local Authorities and Transitional Councils Land Bank Irrigation Boards Water Use Associations Water Boards Water users National Water	Establishment of a comprehensive information system, that is updated regularly and accessible to personnel and external customers A barcode tracking system for documents and submissions, especially those on route to the Ministry, in order to monitor the movement of documents A more efficient IT network and software programmes to be installed Provision of access to Departmental and Directorate strategic plans, organograms and approved policies	Specific tasks: within required timeframes General tasks: within broader Departmental timeframes set for relevant tasks Improvement: Keep record of tasks regarding assignment and completion	Submit guideline and policy documents directly to stakeholders Interpret statutes for stakeholders Make records available on request to all interested parties	Supervisor Transformation Committee Corruption line

7.1.7. Legal 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)
Provide legal support to Department and Ministry to ensure that the goals of the Department are met	Advisory Council Public Minister DG Department	Review and restructure the Directorate Legal Services	Two weeks turn around time. Well-researched and reliable opinion. Constant contact with customers	Formal Submissions E-mail Verbal Communication	Report to Directorate Legal Services Report to DDG: CS Report to DG

7.2 FORESTRY

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)
Forestry regulation	Public, national and provincial conservation agencies; private forestry operators	Expand regulatory capacity within the Department	Effective and efficient implementation of legislative, regulatory and contractual powers	DWAF website Direct communication	Appeals per legislation

7.3 WATER RESOURCE MANAGEMENT

WATER USE AND CONSERVATION					
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)
Management of the water quality (resource quality) of the resource through support	DWAF Regional offices	Improving guidelines and strategies for water quality	Ensuring that the water resource remains fit for use by all users	Regional liaison meetings	
Provision of water and financial assistance to emerging farmers	Emerging farmers; rural communities	Implementation of subsidies pricing and financial assistance policies	Compliance with prior commitments with actual amount of water made available and financial assistance provided to emerging farmers	Making use of NAFU and interdepartmental irrigation action committees as a means of communication	Provision of phone number and contact details to emerging farmers
Water Resource Development Strategies	IWRP implemented regarding WC/WDM	Effective participation during the planning phase	Effective decision making based on requirements for National Water Act	Adopt an IWRP approach to WRP	
Authorisation of water use	Bulk water suppliers for domestic/industrial use Industries Irrigators Foresters Etc	Streamline the licensing process Streamline the process for preliminary Reserve determinations Guideline on handling S27 of the National Water Act	Acknowledge receipt of application within 2 weeks Feedback on progress to applicant every 2 months Licences issued within 6 months after application	Liaison with Licensing Assessment advisory Committees Brochure for applicants	Provision of contact details to applicants Appeal procedure as in NATIONAL WATER ACT
Find National/ International reconciliation solutions (reconciliation between water availability and water demand)	Bulk water suppliers, e.g. water boards, Local Authorities, WMLs, etc International Basin commissions Regional Offices	Develop guidelines on Decision Support Models for Water Resource Availability	Develop Internal Strategic perspectives Develop decision support model for reconciling supply and demand e.g. WSAM	Meet RDM requirements Equitable division of allocable water Sustainable water use	Regional liaison meetings

WATER RESOURCE ASSESSMENT (SCIENTIFIC SERVICES)					
Maintain and expand the National Monitoring and Information System	Regions WMI Bulk water suppliers Research institutions Service providers	Co-operation between Scientific Services, Corporate Services (Information Services) and Regions Expand the monitoring networks Added services, e.g. River Health programme, toxicity monitoring, etc Upgrade and add information systems	Expand monitoring networks in accordance with WMO standards on density of monitoring points Continuous information (without gaps) Electronic access to information	Covered in the NWRS Exhibitions at conferences, e.g. VISA, WSSD Professional interaction	
High confidence level reserve determinations	Regions HO Directorates CMAs Potential water users within a catchment	Streamline procedure Broaden knowledge base of service providers	Reserve accepted through proper public consultation Meet requirements of NWA	Covered in NWRS Public participation launches Presentation at conferences	Appeal procedure as in NWA

7.4 Regional Implementation

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)
Bulk Water Supply	Water Boards Municipalities Department of Agriculture WU Assoc. Mines	Reducing expenditure at acceptable level of service. Refurbishment of Schemes.	Sustained adequate water delivery. Quantity and quality	Standard agreements	Via Regional Directors
Water Quality Control	Water consumers within province	Continued monitoring and testing against standards	Pollutant free water supply	News media/bulletins	Via Regional Director
Dam Safety	General Public	Regular inspections and maintenance Minimise risk	Safe dam structures	Bulletins	Via Regional Director
Equitable distribution of water amongst user groups	Water users	Ensuring fair practices through licensed control	Equitable allocations of water use	Media/bulletins/information sessions	Via Regional Director
Assistance to emerging farmers	Emerging farmers	Technical assistance and financial support through reduced tariffs	To enable emerging farmers to have a viable existence	By establishing water user associations and by direct contact	Via Regional Director

7.5 WATER 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)
Macro planning of water services in South Africa	Local Government	Develop a strategy to provide support to Local Government	In accordance with Batho Pele principles as laid down in the White Paper on Transforming Public Service delivery	Workshops Bilateral meetings Brochures Radios	Normal Public Services procedures to be followed
Support to Local Government	Local Government	Improve co-ordination of support			
Regulating water sector	Water Services Providers	Develop efficient systems Develop regulations, model contracts			
Developing water services institutions	Water Services Providers	Improve interaction with water boards			
Ensure provision of basic water and sanitation	Communities especially in rural areas	Support all planning and budget programmes			
Ensure effective operation and maintenance of water services schemes	Local Government	Improve support programmes			