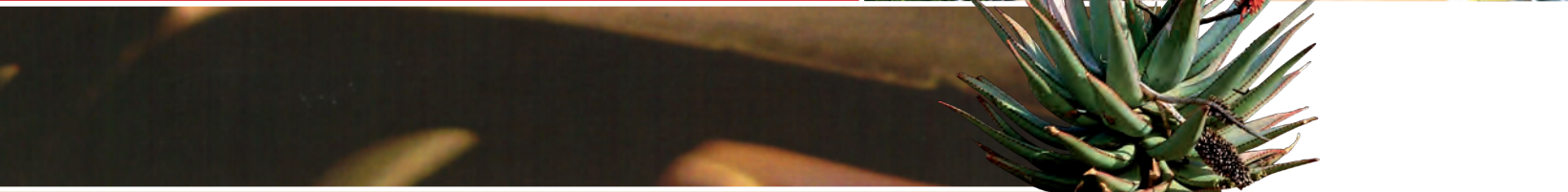




**2011/12 - 2013/14**  
**SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)**



**LEADING THE EASTERN CAPE TO A  
GREENER, MORE PROSPEROUS FUTURE**



Province of the  
**EASTERN CAPE**  
ECONOMIC DEVELOPMENT AND  
ENVIRONMENTAL AFFAIRS





# **2011/12 - 2013/14**

## **SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)**

**[ LEADING THE EASTERN CAPE TO A  
GREENER, MORE PROSPEROUS FUTURE ]**

# SERVICE DELIVERY IMPROVEMENT PLAN FOR THE MTEF PERIOD 2011/12 TO 2013/2014

## 1. VISION

DEDEA's vision is of a Province where economic growth and sound environmental management underpin sustainable development

## 2. MISSION

To lead economic development and environmental management in the Eastern Cape

## 3. VALUES

**Leadership:** We accept responsibility to guide and direct the advancement of the Eastern Cape towards a Green Economy

**Integrity:** We adhere to high ethical and professional standards

**Flexibility:** The Department undertakes to ensure that it is able to respond appropriately and timeously to changed or changing circumstances

**Teamwork:** We seek to honour our commitments through co-operative effort

## 4. KEY SERVICES

The Department provides a basket of services which include:

- Facilitation and promotion of economic development in the Province through collaborative participation of the private sector, public entities, government departments, Local Government, and civil society interests;
- Provision of specific regulatory and advisory services;
- Conservation of diversity of landscapes, ecosystems, habitats, biological communities, populations, species and genes in the Province;
- Provision of tourism development and marketing services;
- Provision of efficient and effective support services related to administration, financial management and corporate services;
- Co-ordination of strategic management systems and procedures in the Department.

**PLANNED STANDARD:**

All service providers will be registered on the Department's supplier database on submission of completed application forms and mandatory documents within 72 hours.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Registration of suppliers	Accounting officer, programme managers, senior managers, regional directors, members of the public, business entities	<b>Quantity:</b>	All	<b>Quantity:</b>	All
		<b>Quality:</b>	Not known	<b>Quality:</b>	All satisfied registered suppliers
		• Consultation	Road shows, media, circulars	Consultation	Road shows, media, circulars
		• Access	SCM brochures, visits to offices, telephonic enquiry	Access	SCM brochures, visits to offices, telephonic enquiry
		• Courtesy	Reception, telephone, treating all request with diligence and urgency	Courtesy	Reception, telephone, treating all request with diligence and urgency
		• Openness and Transparency	Inform all about our processes, intranet, all activities within procurement legislation	Openness and Transparency	Inform all about our processes, intranet, all activities within procurement legislation
		• Information	Brochures, telephone, Provincial Suppliers Day, intranet, email	Information	Brochures, telephone, Provincial Suppliers Day, intranet, email
		• Redress	Timeous communication and rectification of errors	Redress	Timeous communication and rectification of errors
		• Value for Money	Service rendered at reasonable costs and client satisfied	Value for Money	Service rendered at reasonable costs and client satisfied
		<b>Time:</b>	72 Hours	<b>Time:</b>	72 Hours
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	44	<b>Human Resources:</b>	44

**PLANNED STANDARD:**

All procurement requests will be finalised within 14 days from the date of receipt.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Procurement: Processing of purchase requisitions	Accounting officer, programme managers, senior managers, regional directors, members of the public	<b>Quantity:</b>	All	<b>Quantity:</b>	All
		<b>Quality:</b>	Delivering to the right place by the right time	<b>Quality:</b>	Delivering to the right place by the right time
		• Consultation	One-on-one, telephone circulars/practice notes, intranet, e-mail	• Consultation	One-on-one, telephone circulars/practice notes, intranet, e-mail
		• Access	Supplier database, procurement system accessible	• Access	Supplier database, procurement system accessible
		• Courtesy	Professional courtesy, telephone	• Courtesy	Professional courtesy, telephone
		• Openness and Transparency	Provide information on all associated processes	• Openness and Transparency	Provide information on all associated processes
		• Information	One-on-one, visits, circulars, telephone, intranet, practice notes	• Information	One-on-one, visits, circulars, telephone, intranet, practice notes
		• Redress	Timeous communication and rectification of errors	• Redress	Timeous communication and rectification of errors
		• Value for Money	Service rendered at reasonable costs and client satisfied	• Value for Money	Service rendered at reasonable costs and client satisfied
		<b>Time:</b>	Within 14 working days	<b>Time:</b>	Within 14 working days
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	44	<b>Human Resources:</b>	44

**PLANNED STANDARD:**

All service providers will be paid within 30 days of receipt of correct invoices. Where invoices do not comply with requirements, this will be communicated to the service provider within a week of submission.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Payments of suppliers	Programme managers, senior managers, regional directors, members of the public	<b>Quantity:</b>	All	<b>Quantity:</b>	All
		<b>Quality:</b>	Payment of suppliers	<b>Quality:</b>	Payment of suppliers
		• Consultation	One Supplier Day per annum, telephone, fax, mail, brochures	• Consultation	One Supplier Day per annum, telephone, fax, mail, brochures
		• Access	One Supplier Day, visits to our offices, telephone, fax, e-mail	• Access	One Supplier Day, visits to our offices, telephone, fax, e-mail
		• Courtesy	Wearing of name tags by all officials, suggestion box	• Courtesy	Wearing of name tags by all Officials, suggestion box
		• Openness and Transparency	All activities within procurement legislation	• Openness and Transparency	All activities within procurement legislation
		• Information	Supplier Day, brochures, presentations, Service Delivery Charter, road shows	• Information	Supplier Day, brochures, presentations, Service Delivery Charter, road shows
		• Redress	Ad-hoc	• Redress	Ad-hoc
		• Value for Money	Payment of the right supplier by the right time and at the right price	• Value for Money	Payment of the right supplier by the right time and at the right price
		<b>Time:</b>	30 Days	<b>Time:</b>	30 Days
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	20	<b>Human Resources:</b>	20

**PLANNED STANDARD:**

All vacant funded posts throughout the Department will be filled within three months after the closing date of the advert.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Filling of vacant posts	Accounting officer, programme managers, senior managers, regional directors, members of the public	<b>Quantity:</b>	All	<b>Quantity:</b>	All
		<b>Quality:</b>	Placing the qualified candidate in the right post	<b>Quality:</b>	Placing the qualified candidate in the right post
		• Consultation	Memorandum, circulars, telephone, e-mails, meetings	• Consultation	Memorandum, circulars, telephone, e-mails, meetings
		• Access	Adverts (internally and externally )	• Access	Adverts (internally and externally )
		• Courtesy	Wearing of name tags by all officials, suggestion box	• Courtesy	Wearing of name tags by all officials, suggestion box
		• Openness and Transparency	A principle of fairness and equal opportunity for all comes into play	• Openness and Transparency	A principle of fairness and equal opportunity for all comes into play
		• Information	Meetings, annual reports, circulars, adverts (internally and externally)	• Information	Meetings, annual reports, circulars, adverts (internally and externally)
		• Redress	Issuing of addendums	• Redress	Issuing of addendums
		• Value for Money	Appointment of the right person by the right time, reduction of staff turnover	• Value for Money	Appointment of the right person by the right time, reduction of staff turnover
		<b>Time:</b>	Within three months	<b>Time:</b>	Within three months
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	35	<b>Human Resources:</b>	35

**PLANNED STANDARD:**

All approved bursary allocations will be finalised by end of February of each year.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Issue bursaries to FET colleges and universities	FET colleges, universities, members of the public	<b>Quantity:</b>	30	<b>Quantity:</b>	40
		<b>Quality:</b>	A satisfied, well performing student	<b>Quality:</b>	A satisfied, well performing student
		• Consultation	Adverts (internally and externally )	• Consultation	Adverts (internally and externally )
		• Access	Visit to the Department, telephone	• Access	Visit to the Department, telephone
		• Courtesy	Wearing of name tags, informing unsuccessful applicants through letters	• Courtesy	Wearing of name tags, informing unsuccessful applicants through letters
		• Openness and Transparency	Selection by the Skills Development Committee	• Openness and Transparency	Selection by the Skills Development Committee
		• Information	Through e-mails and memos	• Information	Through e-mails and memos
		• Redress	Conducting a means test	• Redress	Conducting a means test
		• Value for Money	On completion, bursars begin an internship programme	• Value for Money	On completion, bursars begin an internship programme
		<b>Time:</b>	End of February	<b>Time:</b>	End of February
		<b>Cost:</b>	R 3 958 160	<b>Cost:</b>	R 4 000 000
		<b>Human Resources:</b>	Seven	<b>Human Resources:</b>	Ten

**PLANNED STANDARD:**

To empower and sustain small and medium enterprises and co-operatives by 2014.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Craft strategies designed for support of enterprise development	Small, medium, micro enterprises Primary, secondary and tertiary co-operatives Organised business chambers Organised labour National development agencies Provincial development agencies Local development agencies Informal business sector NGOs and CBOs Higher learning institutions Research agencies Communities Public entities Private sector institutions Media	<b>Quantity:</b>	Five	<b>Quantity:</b>	Seven
		<b>Quality:</b>	The empowered and sustained SMMEs and co-operatives	<b>Quality:</b>	The empowered and sustained SMMEs and co-operatives
		• Consultation	Annual summits, quarterly meetings, information sessions, road shows, advertorials, interviews, seminars, workshops	• Consultation	Annual summits, quarterly meetings, information sessions, road shows, advertorials, interviews, seminars, workshops
		• Access	Information brochures, departmental website, business journals, newspapers, telephone	• Access	Information brochures, departmental website, business journals, newspapers, telephone
		• Courtesy	Reception lounge, front desk access, courteous response over the telephone	• Courtesy	Reception lounge, front desk access, courteous response over the telephone
		• Openness and Transparency	Radio interviews, stakeholder consultations, sectoral meetings and planning sessions	• Openness and Transparency	Radio interviews, stakeholder consultations, sectoral meetings and planning sessions
		• Information	Brochures, policy frameworks, newspaper clips, live radio shows	• Information	Brochures, policy frameworks, newspaper clips, live radio shows
		• Redress	Transformation programmes, focus on PDIs, procurement practices, compliance reports	• Redress	Transformation programmes, focus on PDIs, procurement practices, compliance reports
		• Value for Money	Project progress reports, performance reports, portfolio reports	• Value for Money	Project progress reports, performance reports, portfolio reports
		<b>Time:</b>	Yearly	<b>Time:</b>	Yearly
		<b>Cost:</b>	Per budget allocations	<b>Cost:</b>	Per budget allocations
		<b>Human Resources:</b>	30	<b>Human Resources:</b>	30

**PLANNED STANDARD:**

Co-ordinate the completion and the implementation of the Provincial LRED Strategy.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Issue municipal support grants for local economic development projects	Thina Sinako Office of the Premier Provincial Treasury Local Government / Municipalities Local economic development agencies (LEDAs) Communities in the local economies Organised business/ Private sector CSOs Higher education institutions (HEIs) Research institutes Media Public entities – provincial and national Relevant sector departments, e.g. DLGTA, DoA, DSD, etc Organised labour	<b>Quantity:</b>	One	<b>Quantity:</b>	One
		<b>Quality:</b>	Number of jobs created and number of beneficiaries	<b>Quality:</b>	Number of jobs created and number of beneficiaries
		• Consultation	Multi stakeholders meetings, LED forum meetings and IDP review processes	• Consultation	Multi stakeholders meetings, LED forum meetings and IDP review processes
		• Access	Five regional office and municipalities	• Access	Five regional office and municipalities
		• Courtesy	Wearing of name tags, prompt response to client's needs	• Courtesy	Wearing of name tags, prompt response to client's needs
		• Openness and Transparency	Engagement with local municipalities on a monthly basis, publishing of the allocations in the Government Gazette, MEC's policy speech	• Openness and Transparency	Engagement with local municipalities on a monthly basis, publishing of the allocations in the Government Gazette, MEC's policy speech
		• Information	Multi stakeholders meetings, LED forum meetings and web site	• Information	Multi stakeholders meetings, LED forum meetings and web site
		• Redress	Provide contact numbers of DEDEA offices and relevant LED related stakeholders	• Redress	Provide contact numbers of DEDEA offices and relevant LED related stakeholders
		• Value for Money	The number of jobs created and businesses established	• Value for Money	The number of jobs created and businesses established
		<b>Time:</b>	Quarterly	<b>Time:</b>	Quarterly
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
<b>Human Resources:</b>	40	<b>Human Resources:</b>	40		

**PLANNED STANDARD:**

All consumer related matters will be handled and disposed of as provided for in the Unfair Business Act.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Consumer rights awareness	Members of the public	<b>Quantity:</b>	All	<b>Quantity:</b>	All
		<b>Quality:</b>	Informed, satisfied consumers	<b>Quality:</b>	Informed, satisfied consumers
		• Consultation	Visiting offices, radio, newspaper, imbizo	• Consultation	Visiting offices, radio, newspaper, imbizo
		• Access	Visiting offices	• Access	Visiting offices
		• Courtesy	Confidential, etiquette, accurate disclosure	• Courtesy	Confidential, etiquette, accurate disclosure
		• Openness and Transparency	Confidential, etiquette, accurate disclosure	• Openness and Transparency	Confidential, etiquette, accurate disclosure
		• Information	Annual report, multi-media releases	• Information	Annual report, multi-media releases
		• Redress	Ad-hoc	• Redress	Ad-hoc
		• Value for Money	Within budget	• Value for Money	Within budget
		<b>Time:</b>	End of March 2012	<b>Time:</b>	End of March 2012
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	27	<b>Human Resources:</b>	27

**PLANNED STANDARD:**

With reference to the administration of the Environmental Impact Assessment applications we will adhere to time frames specified in the NEMA EIA Regulations, as amended from time to time.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Processing of EIA applications	Accounting officer Public entities Members of the public	<b>Quantity:</b>	216	<b>Quantity:</b>	198
		<b>Quality:</b>	Compliance with legislation	<b>Quality:</b>	Compliance with legislation
		• Consultation	Receipt of acknowledgement	• Consultation	Receipt of acknowledgement
		• Access	NEAS available on the internet	• Access	NEAS available on the internet
		• Courtesy	Applicants answered promptly	• Courtesy	Applicants answered promptly
		• Openness and Transparency	Information will be available on the internet	• Openness and Transparency	Information will be available on the internet
		• Information	EIA regulations	• Information	EIA regulations
		• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders	• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders
		• Value for Money	100% Compliance with legislation	• Value for Money	100% Compliance with legislation
		<b>Time:</b>	As stipulated in the regulations	<b>Time:</b>	As stipulated in the regulations
		<b>Cost:</b>	R900 000	<b>Cost:</b>	R1 000 000
<b>Human Resources:</b>	32	<b>Human Resources:</b>	32		

**PLANNED STANDARD:**

We will provide information on environmental educational materials to the public on a monthly basis.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Provide information	Members of the public	<b>Quantity:</b>	30	<b>Quantity:</b>	30
		<b>Quality:</b>	Informed public	<b>Quality:</b>	Informed public
		• Consultation	Monthly meetings	• Consultation	Monthly meetings
		• Access	Telephone, e-mails, fax, meetings	• Access	Telephone, e-mails, fax, meetings
		• Courtesy	Enquiries answered promptly	• Courtesy	Enquiries answered promptly
		• Openness and Transparency	Information available in respective offices	• Openness and Transparency	Information available in respective offices
		• Information	Legislation, regulations, operational guidelines, information brochures	• Information	Legislation, regulations, operational guidelines, information brochures
		• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders	• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders
		• Value for Money	Annual report, IYM	• Value for Money	Annual report, IYM
		<b>Time:</b>	Monthly	<b>Time:</b>	Monthly
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	Ten	<b>Human Resources:</b>	Ten

**PLANNED STANDARD:**

All hunters across the Province will receive licenses upon payment of license fee and within 72 hours of submitting applications with correct supporting documentation.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Issue licenses for hunting	Hunting industry, game farmers and members of the public	<b>Quantity:</b>	200	<b>Quantity:</b>	200
		<b>Quality:</b>	Satisfied clients	<b>Quality:</b>	Satisfied clients
		• Consultation	Bimonthly meetings	• Consultation	Bimonthly meetings
		• Access	Telephone, e-mails, fax, visits	• Access	Telephone, e-mails, fax, visits
		• Courtesy	Applicants answered promptly	• Courtesy	Applicants answered promptly
		• Openness and Transparency	Information available in respective offices	• Openness and Transparency	Information available in respective offices
		• Information	Legislation, regulations, operational guidelines	• Information	Legislation, regulations, operational guidelines
		• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders	• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders
		• Value for Money	Annual report, IYM, return on investment to value of R100 m	• Value for Money	Annual report, IYM, return on investment to value of R100 m
		<b>Time:</b>	72 Hours	<b>Time:</b>	72 Hours
		<b>Cost:</b>	Within budget	<b>Cost:</b>	Within budget
		<b>Human Resources:</b>	42	<b>Human Resources:</b>	42

**PLANNED STANDARD:**

Bio-diversity permit applications will be issued within 21 working days after receipt of application and submission of correct documentation.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Issue bio-diversity permits	Hunting industry, game farmers and members of the public	<b>Quantity:</b>	5370	<b>Quantity:</b>	5400
		<b>Quality:</b>	Satisfied clients	<b>Quality:</b>	Satisfied clients
		• Consultation	Bimonthly meetings	• Consultation	Bimonthly meetings
		• Access	Telephone, e-mails, fax, visits	• Access	Telephone, e-mails, fax, visits
		• Courtesy	Applicants answered promptly	• Courtesy	Applicants answered promptly
		• Openness and Transparency	Information available in respective offices	• Openness and Transparency	Information available in respective offices
		• Information	Legislation, regulations, operational guidelines	• Information	Legislation, regulations, operational guidelines
		• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders	• Redress	Provide contact numbers of head office and all the regional offices to all stakeholders
		• Value for Money	Annual report, IYM, return on investment to value of R100 m	• Value for Money	Annual report, IYM, return on investment to value of R100 m
		<b>Time:</b>	21 Days	<b>Time:</b>	21 Days
		<b>Cost:</b>	R65 000	<b>Cost:</b>	R80 000
<b>Human Resources:</b>	42	<b>Human Resources:</b>	42		

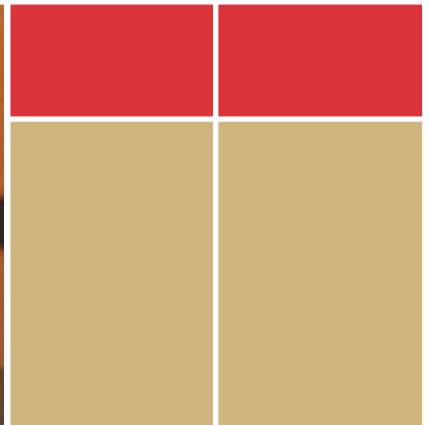
**PLANNED STANDARD:**

Municipal officials will be capacitated on environmental matters bimonthly through capacity building events.

<b>KEY SERVICE</b>	<b>SERVICE BENEFICIARY</b>	<b>CURRENT STANDARD</b>		<b>DESIRED STANDARD</b>	
Empowerment of municipal officials	Municipalities	<b>Quantity:</b>	Seven	<b>Quantity:</b>	Seven
		<b>Quality:</b>	Informed municipal officials	<b>Quality:</b>	Informed municipal officials
		• Consultation	Bimonthly meetings	• Consultation	Bimonthly meetings
		• Access	Telephone, e-mails, fax and meetings	• Access	Telephone, e-mails, fax and meetings
		• Courtesy	Enquiries answered promptly	• Courtesy	Enquiries answered promptly
		• Openness and Transparency	Information available in regional and head offices	• Openness and Transparency	Information available in regional and head offices
		• Information	Legislation, regulations, operational guidelines, information brochures	• Information	Legislation, regulations, operational guidelines, information brochures
		• Redress	Strengthen co-operative governance	• Redress	Strengthen co-operative governance
		• Value for Money	Better understanding of environmental management issues	• Value for Money	Better understanding of environmental management issues
		<b>Time:</b>	Two months	<b>Time:</b>	Two months
		<b>Cost:</b>	R8 500	<b>Cost:</b>	R20 000
		<b>Human Resources:</b>	16	<b>Human Resources:</b>	16







## **HEAD OFFICE**

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