

Errata

Kindly note that this page replaces page 63 in the report.

PART 5

Oversight Report

The statistics and information published in this part of the annual report are required in terms of Chapter 1, Part III J.3 of the Public Service Regulations, 2001 and have been prescribed by the Minister for the Public Service and Administration for all departments within the Public Service.

The statistical tables provide high-level information on key human resource issues. The information aims to empower legislatures, the media, the public and other key stakeholders to monitor whether departments:

- Are exercising the powers granted under Public Service and Public Finance legislation in a responsible manner.
- Are achieving national transformation priorities established by the Cabinet, for example, affirmative action.

Annual reports are produced after the end of the financial year. This is aimed at strengthening the accountability of departments to key stakeholders. The tables in this report are revised on a regular basis by the Department of Public Service and Administration (DPSA).

1. Service Delivery

All departments are required to develop a Service Delivery Improvement (SDI) Plan. The following tables reflect the components of the SDI plan as well as progress made in the implementation of the plan. Services provided per programme are discussed in Part 2 of this statement.

Table 1.1 - Main services provided and standards

Main services	Actual customers	Potential customers	Standard of service	Actual achievement against standards
Smooth and effective functioning of the Minister's Office.	Ministry of Finance and Economic Development	Public Provincial Ministries and Departments	Adherence benchmarked service standards	Adequate
Sound departmental financial administration and management.	Provincial Treasury Directorates	Provincial Departments and Directorates	Adherence benchmarked service standards	Adequate
Deliver quality and timeous administrative supporting functions.	Provincial Treasury Directorates	Provincial Departments and Directorates	Adherence benchmarked service standards	Adequate
Effective communication.	Provincial Treasury Directorates	Provincial Departments and Directorates	Adherence benchmarked service standards	Adequate
Capacitated and fully developed personnel equipped to perform assigned functions.	Provincial Treasury Directorates	Provincial Departments and Directorates	Training in terms of the WSP	Adequate
Participation in learnerships.	WCPA Departments Provincial Treasury Directorates	Provincial Departments and Directorates	QMS	Below the requirements of the QMS.
Determined and evaluated socio-economic needs within a provincial and national context.	Provincial and National Departments	Provincial Departments and Directorates	Quality information that can be used to determine and assess performance.	Adequate