

**Speech by Hon. BP Mabe, Chairperson of the Portfolio Committee on Public Service and Administration as well as Performance Monitoring and Evaluation, on the occasion of Budget Vote 8 Debate**

5 May 2015

Honourable Chairperson.

Honourable Minister, Honourable Deputy Minister for Planning, Monitoring and Evaluation.

Honourable Members of the Portfolio Committee

Members of Parliament.

Chairperson and Deputy Chairperson of the National Youth Development Agency.

Honourable Chairperson

As part of celebrating the 20 years of democracy, Government has published a 20 Year Review as evidence to reflect on the progress made and challenges encountered since 1994. To quote from the Review, hear this: "The transformation of the South African public service is not an event, but a process. As such, this transformation process has, in the main, been characterised by a range of achievements".

I am deeply proud and privileged to stand before you to debate the good work that the Department has achieved and they are planning to achieve with the Budget allocated to them by the National Treasury. In the absence of effective monitoring and evaluation, it would be difficult to know whether the intended results are being achieved as planned, what corrective measures may be needed to ensure delivery of the intended results and whether initiatives are making positive contribution towards human development. With the work done by the Department, the Portfolio Committees are now informed about the strengths and weaknesses of the respective Departments they oversee.

Honourable Chairperson

The ANC Conference in Mangaung December 2012, agreed to embrace the National Development Plan as a vehicle to address the past imbalance created by apartheid government. Indeed it will take us, the ruling party, some years to correct the past imbalances. In 2014, the African Nation Congress Manifesto was very clear that we should devote all our efforts and resources in the implementation of the National Development Plan Vision 2030. The NDP envisages closing the gaps, eliminating poverty and reducing inequality by the year 2030. Government is more concerned about how urgently it delivers quality services to its citizens.

The 53rd ANC Mangaung Conference resolved to agree that the second phase in our transition from apartheid colonialism to a national democratic society will be characterised by more radical policies and decisive action to effect thorough-going socio-economic and continued democratic transformation. Also, the Conference resolved that the state must continue to build capacity to drive the socio-economic agenda in the country, including absorbing young people and women into economic activity, employing professionals, investing in skills required by the economy, and investing in research and development to respond to the demands of the knowledge economy.

The Department for Planning, Monitoring and Evaluation has a crucial role in ensuring that all state departments deliver on this resolution by monitoring and evaluating them on the performance grid as specified in the requirements of the Monitoring Performance Assessment Tool (MPAT).

The Portfolio Committee compliments the Department for devising this important monitoring tool, which employs evidence-based information monitoring and evaluation process, so that from previous

or current baselines, departments can plan properly to predict and project what their future benchmarks and performance indicators should be.

The tool had made it easy for departments to know exactly where to improve and where to maintain a constant as far as service delivery is concerned. It is now generally known that performance of departments is determined according to critical benchmarks as follows:

Level 1 non-compliance

Level 2 partial compliance

Level 3 full compliance

Level 4 full compliance and doing things smartly.

Level

In this regard, I am happy to report that some of the highlights of this transformation, are reflected in the following achievements in the Public Service to name but a few:

ON Risk management: Out of 42 departments, 17 departments were on Level 4 (Full compliance and working smartly) and 8 departments on Level 3: Full compliance. This means that 25 departments performed better at risk management.

ON Human Resource Development Plans: Out of 42 departments, 25 departments were on Level 3 and 5 were on Level 4. This means that 30 departments performed better regarding HRD Planning.

We challenge all departments to work towards achieving Level 3 and 4.

Honourable Chairperson

President Zuma during the State of the Nation address declared 2015 the Year of "Freedom Charter" and "Unity in Action" to advance Economic Freedom.

The President highlighted Operation Phakisa, which focuses on the utilisation of ocean resources to boost the economy, as one of the nine point plans to ignite growth and create jobs.

Just to highlight the progress made through the departments coordination,

Since 2010 the oceans economy contributed approximately R54 billion to South Africa's GDP and accounted for approximately 316 000 jobs. As at the last half of 2014, the projected focus activities on aquaculture were 625, and I am happy to note that as at 17 April 2015, over 50% of these activities were completed successfully on time.

Government has ring-fenced a total of R2.1 billion, and 32 settlements were being upgraded and 87 housing projects were being implemented across the prioritised distressed mining towns up to the current year.

In collaboration with provinces and local government, the Department's strategy in 2015/16, going forward is to assess the operating environment and quality of management practices of selected municipalities. This is done through the Local Government Improvement Model (LGIM). The Model was approved to work and was implemented in 20 municipalities, as a baseline, in 2014 already.

Honourable Chairperson

The President further mentioned during the State of Nation Address the Siyahlola Presidential Monitoring Programme, which involves visits to communities together with teams of Ministers in order to assess service delivery challenges and to ENGAGE with the people. In the 2013/14 financial year alone, the President visited the community of Eldorado Park in Gauteng, Muyexe village in Limpopo and Mthatha in the Eastern Cape. Also, in the 2014/15 financial year, he visited Port Elizabeth in the Eastern Cape and Giyani in Limpopo as part of the Siyahlola Presidential Monitoring Programme.

No doubt a tremendous work has been achieved so far in the past financial year, the Committee will in this financial year prioritise receiving a report on the success of Siyahlola Presidential Monitoring Programme.

Honourable Chairperson

Government has delivered many services which have led to the improvement of the lives of our people but more still needs to be done. The Department has conducted a number of impact evaluation studies to provide evidence-based information to Government, Parliament and Citizens.

South Africa today is better than before 1994. As part of deepening participatory democracy, information management remains key to monitoring and evaluation. In this regard, the Department plays a crucial role with its Citizen-Based Monitoring Project. Communities and citizens are surveyed on what and how they would like to see change or improvement regarding pre-set areas of service delivery. Citizens do not theorise on what has to be done, they state exactly how they want to see it done.

Honourable Chairperson

The initiative of the Frontline Service Delivery programme clearly reflects a caring and responsive Government to its citizens. Citizens need a government that constantly visits their areas to assess the quality of service delivery in their respective service centres. In the 2013/14 financial year, 186 facilities were monitored, regarding “dignified treatment of citizens/clients, the location and accessibility and opening and closing times”, the average ratings were positive as rated by citizens.

The visibility of the Department of Planning Monitoring and Evaluation on the ground brings hope to aspirations of the citizens in improving the quality of services.

Honourable Chairperson

Research has proven that the President of the Republic is the most accessible , responsive, interactive that we have ever had in the country.this is confirmed by the Presidential Hotline that he personally follows up on complains logged on the hot line.

The Hotline had dealt with a case of Mr Sifiso Ngcobo who called in to report on being overcharged concerning his electricity bill by the City of Johannesburg. The PRESIDENCY intervened through the Hotline and Mr Ngcobo e-mailed back to report that the matter had been resolved and he is a happy citizen.

However, the Department must continuously monitor other sector departments particularly the provincial departments and municipalities on the response rate regarding cases referred to the Hotline.

Honourable Chairperson

In January 8, 2015, the President said: “We are increasingly becoming a youthful society as 60% of our population are young people. The youth of today is much more educated, more mobile and connected to each other through various social media platforms”.

“The challenges that face our country, especially the triple challenges of unemployment, poverty and inequality have a negative impact on young people. We need to give the youth hope that the future is in their hands. Let us prepare our young people to embrace that brighter future”.

Therefore, as the Portfolio Committee, we note that the Presidency, the Ministry for Planning, Monitoring and Evaluation have a keen interest in the development of youth and to create a better and a brighter future for the youth, wherein there is widespread opportunity to start own business and to mentor the youth through the National Youth Development Agency

The Portfolio Committee had conducted oversight visit to the Eastern Cape and KwaZulu Natal Provinces to verify beneficiaries of the Grant Funding Programme of the NYDA.

The Portfolio Committee was impressed by the youth who are aspiring to be entrepreneurs. Most of the youth interviewed during our oversight visit were pleased with services of the NYDA. As the Committee, we take this opportunity to encourage young people to unleash their business potential and to create more job opportunities for others.. We further encourage the Agency to accelerate its services by providing access to the youth across the length and breadth of South Africa.

Honourable Chairperson

The overall budget for the Department in 2015/16 financial year is R717.7 million and had decreased as compared to the allocation of the past financial year. The Department has also been affected by the budget cuts measures introduced by the National Treasury.

Through deliberations on the strategic and annual performance plans, the Portfolio Committee is of view that the budget allocated to the Department needs to be increased in future to cater for more service delivery outcomes. I fully believe that Government and the citizens do value the existence of the Department of Planning, Monitoring and Evaluation as a way of improving state performance and their lives. Sufficient capacity within the Department can help to measure performance accurately.

The ANC supports # say no to xenophobia

We support the budget

Thank you!!

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**Speech by Honorable RMM Lesoma on the occasion of Public Service and Administration  
Budget Vote**

5 May 2015

Honorable Chairperson  
Hon Minister Jeff Radebe  
Hon Deputy Minister Buti Manamela  
All Hon Ministers and Deputy Ministers present  
Hon members  
All protocol observed  
Members of DPME family and NYDA

Members of the Department's Management, Staff, and Entities  
Members of the media present  
Comrades

Fellow South African we stand before you today in support of Vote 8 because we comprehend clearly our responsibilities and obligation you bestowed upon us for the 5th time. We say No to Afro-Xenophobic tendencies once more.

However we are not going to be bothered by those who are intent on exacerbating the situation instead of crafting durable and substantive solutions.

Monitoring of compliance to the 30 day payments prescripts  
Monitoring of compliance to declarations of financial interest by Senior Management Service  
Members in the Public Service  
Allocation of extra funds to enable the department to do monitoring on municipalities  
Acceleration of the projects to improve provision of goods and services in the distress mining communities  
Achievement of 50% women in SMS levels and 2% recruitments of people with disabilities  
Monitoring and assisting departments in the implementation of the Medium Term Strategic Plan (MTSP)  
Educating the people on the importance of Monitoring and Evaluation to assist government to address the accountability criteria for specific policies or programmes  
Calendar of events on the International Year of Evaluation launched at the University of Witwatersrand. We can also look at the ANC Manifesto, January 8th Statement, and State of the Nation Address  
In 1955 all fundamental common dreams of South Africans were given life through the Freedom Charter in particular the oppressed at that time in South Africa and Africa at large. A new nation, conceived in Liberty, and dedicated to the proposition that all men are created equal and it should be as such moving forward.

Now we are engaged in a great economic equalization war, testing whether that nation, or any nation so conceived is dedicated, can long endure. We have come to dedicate a portion of that field, as the almost final resting place for those who here gave their lives for our nation to live. We are talking about, Oliver Reginald Tambo, Thembisile Chris KaHani, MamuBertha, Nelson Mandela, and others.

Honorable Chair, as we dedicate that fundamental collective common dream within this 5th administration which marks the resting place for those who gave lives that this nation lives as people.

It is altogether fitting and proper that we should do this, Together Pushing South Africa Forward using a scientific tool of Radical Economic Transformation underpinned by NDP stipulations as the benchmark and indicators.

Hon Chair allow me to congratulate Hon Minister, and Deputy Minister for being amongst those who are able to walk the talk, almost all of the action he promised through 2014 Budget speech has been realized. ANC has once more demonstrated that together we can do more. Yes there is still more to be done, it is only the ANC-lead government that can better implement the NDP, which is so overwhelmingly owned by all South Africans. What a perfect deployment.

The incoming Planning Commission after the term end of the current one, will allow government to assess and evaluate with clear mitigating interventions where necessary with strengthened capacity. We are looking forward! We are sure that some of our agencies such as PSCI will also work closely with department in suggesting creative means of delivering better and faster to our communities.

Within EThekweni, the department has partnered with Department of Local Government as one of the strategic approaches to management, which equips leaders, managers, employees and stakeholders at various levels with a set of tools and techniques to regularly plan, continuously monitor, periodically measure and review performance of the organization in terms of indicators and targets for efficiency effectiveness and impact that encourages integration of departments of all levels.

The above partnership of departments is not too distanced to comrade Thembisile Chris Hani's thinking, I quote "The perks of a new government are not really appealing to me. Everybody would like to have a good job, a good salary.... But for me that is not the be-all and end-all of the struggle.

What is important is the continuation of the struggle. The real problem of the country is not whether one is ANC. Honorable Chair, we must say it is politically dangerous to pose as if you are co-governing with anyone without majority of voters mandating you. But is what we collectively do for the social upliftment of the working masses of our country, in this regard we need to create the pathway to give hope to our youth that they can have the opportunity through education and relevant skills to escape the trap of poverty, by Voting Yes vote to this budget.

There is a dire need of creating a new breed of people who love their country, continent and its people, irrespective of color, nationality, and sexual orientation. All people shall be equal and everyone's human dignity shall be restored and secured through a better quality of life.

NYDA on a positive trajectory

The NYDA has continued to increase its spending on more programmes, products and services for youth since changing its strategy in 2013. The NYDA currently spends 72% of its budget on programmes and has improved its overall performance by reaching 86% of its predetermined objectives, targets in the last financial year, which were approved by this parliament. The Agency has further improved on compliance by reducing irregular expenditure from R62 million in 2012 to R16 million in 2013 and is on track to further reduce irregular expenditure to only R515 000 in 2014, a whopping 97% reduction in irregular expenditure. In the last two years the agency has demonstrated to be on a positive trajectory, only one emphasis of matter.

For the first time last year, the NYDA reached more than 1 million youth in one of its targets, that being the provision of information through local youth offices. Exactly 1 061 000 young South Africans received information to better their lives through its network of 14 branches and 180 local youth offices. Provinces with a vast majority of rural communities such as the Eastern Cape have 19 local youth offices while others such as Mpumalanga have 55. This indicates that the NYDA does have a presence in rural areas. The NYDA is more visible than any other state entity but its major challenge is accessibility. Young South Africans do not complain about what the NYDA offers, they complain about accessing the products and services from the NYDA for themselves. This is precisely why the Agency needs more financial resources to scale up its bouquet of products and services so that more young people can benefit. A pondering panda survey conducted in 2013 indicated that 83% of young South Africans feel that the NYDA is an important and relevant institution. A further survey on customer satisfaction conducted in 2014 indicated that 95% of young South Africans who actually walked into an NYDA branch felt satisfied with the service they received.

The new NYDA Business Grant programme has disbursed R50 million worth of grants to micro and small youth owned enterprises in the last 2 years. Vutivi Mashaba is one young person who has benefitted from the NYDA Grant Programme. Vutivi is from Bushbuckridge in Mpumalanga and was given a grant of R9 725 to start his own car wash which he has named 'Well Done Car Wash Services.' Vutivi once had nothing but today he has his own business because of the NYDA. He is one of more than 2 000 other young people who have received grants from the NYDA.

353 young South Africans also received R40 million worth of scholarships from the NYDA Solomon Mahlangu Scholarship Fund.

#### On the Loan Book

The NYDA with the inception of a new Board of Directors took the strategic decision to move away from loan financing towards grant financing to allow young entrepreneurs greater leverage to succeed without carrying the burden of debt. The Board also took the decision to close the loan book within the confines of laws and regulations.

To this end management has put together a four-phase plan to mitigate the findings in relation to its loan book:

##### Phase 1:

The borrowing status of each borrower is being determined in terms of business status, individuals' status, employment status, and assets of the business and performance of businesses.

This data is necessary to determine the ability of the loan holder to repay the loan to the NYDA.

Current status: In progress

Aimed completion date: 31 May 2015

##### Phase 2:

Legal advisors to the NYDA are provided with the loan holders' details and status of the loan and aim to recover funds through restructuring of debt, settlement offers, and renegotiation of loan terms and where necessary by following the legal process.

Current status: In progress

Aimed completion date: 30 June 2015

##### Phase 3:

Allow and external evaluator to provide an assessment where the legal process is unsatisfactory on the socio-economic impact of continuing to pursue young people who have loans that cannot be repaid. This assessment must include amongst others the costing of job losses should business be shut down as a result of assets attachment and loss of income to households.

Current status: In progress

Aimed completion date: 31 July 2015

##### Phase 4:

Present a final consolidated report based on the above three phases that will determine continued collection, final settlement, write-off of debt and attachments of assets.

Current status: Awaiting phases 1 - 3

Aimed completion date: 31 March 2016

## On the Salary Bill

The NYDA has a high salary bill and a transformation plan which constitutes part of the NYDA's turnaround strategy will reduce the overall salary expenditure by 13%. This will lead to a saving of R37 million which the NYDA will redirect towards products and services for youth in the next financial year. Whatever the salary bill of the NYDA is at this point in time is of no relevance given that NYDA has a plan to reduce this salary bill in the next financial year. The agreed plan to reduce the NYDA salary bill by 13% is what matters.

## On the Qualifications Report,

The Qualifications Report that was produced by Bowman Gilfillan and Cliff Decker Hofmeyer attorneys was part of the Skills Audit initiated by the NYDA. The outcomes of the skills audit and the subsequent qualifications report was that 11 out of 400 employees did not have the qualifications they claimed to have had or could not produce the certificates to support what was contained in their CVs. The sanctions that were imposed on these 11 employees were recommended by a panel of experts from one of the top 5 law firms in the country being Cliffe Decker Hofmeyer Attorneys. These were experts who recommended what actions we should take as the NYDA. The agency had no basis to go against their recommendations and so they implemented them as is.

To illustrate this, one employee was head hunted in 2002, some 13 years ago by the CEO of the former Umsobomvu Youth Fund at the time. While he was pursuing his Masters degree, the qualifications audit was being undertaken and he was found to have stated that he had a Diploma. When he was asked to produce a certificate for the said diploma he could not. He indicated to the Attorneys that his credits for the diploma were converted into his masters studies and in fact allowed him to enroll for his Masters in the first place. Because it was found that he actually had all the credits for his diploma, that he was in fact pursuing his masters, and that he did not use the misrepresentation to obtain his job in the first place, the recommended sanction for him by the Attorneys was a written warning and the need for him to complete his masters. This would have been the case in any other organization.

## On the WFDY Festival

The NYDA currently has an investigation paragraph on its audit report which reads as follows:

During the 2011 financial year, an investigation by the Public Protector to probe whether the hosting of the World festival of Youth and Students held in December 2010 was within the NYDA's mandate, if the allocated funds were not misappropriated and whether the relevant supply chain management prescripts were followed. The investigation continued during this financial year. The initial scope of this investigation has been extended during this financial year to include queries regarding salary structures and travel and subsistence allowances as well as the execution of the legislative mandate by the NYDA, including objectives, duties and functions.

The NYDA has complied with all requests of the Public Protector and submitted all information applicable to the WFDY and is currently awaiting the outcome of the investigation.

Honorable Chair ANC supports the Vote 8

May our revolutionary ancestors and God Bless , guide ANC and South Africa.

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**Budget vote speech by Mr Buti Manamela (MP), Deputy Minister in the Presidency for Planning, Monitoring and Evaluation**



5 May 2015

Chairperson of the Portfolio Committee on Public Service and Administration Honourable -Peace Mabe

Honourable Deputy President Cyril Ramaphosa

Honourable Members of the Portfolio Committee

Minister in the Presidency: Honourable Jeff Radebe

Chairperson of the Board of the NYDA- Mr Yershen Pillay

Members of the Board of the NYDA

Members of staff present

Members of the media

Distinguished guests

Ladies and Gentlemen

This budget vote takes place against the backdrop of the attacks on foreign nationals in our beloved country. We have seen young people at the forefront of these attacks often displaying the most brute behaviour. There can be no justification for this. This is not the South Africa we know. The majority of South Africans are peace loving and want good relations with our brothers and sisters on the continent as was evident in the last few weeks.

We have also seen young South Africans stand up and boldly declare "NOT IN MY NAME". These young people have courageously said that they will not be silent in the face of attacks on foreign nationals. They will not allow the name of South Africa to be associated with these dastardly acts committed by the few. Young people in the majority have shouted out clearly "WE ARE ALL AFRICANS".

We applaud them.

We applaud the stability that have returned to our communities and our townships. Government has acted decisively and will continue to do so in order to protect everyone within our borders. The NYDA is developing a programme that will address some of the underlying causes of these attacks as it relates to young. An programme will be announced in this regard linked to our commemoration of Africa Day and June 16.

Speaking last year in his budget vote speech of the Presidency, the President has indicated that our Ministry should mainstream youth development, provide oversight on all youth matters as well as lead government's effort on youth development. Minister Jeff Radebe has delegated full responsibility of youth affairs to myself. Therefore one of my key responsibilities is to drive the National Youth Policy formulation and implementation as well the mainstreaming of youth development and empowerment in all sectors of society.

The commitment to deal with the challenges facing our youth is contained in the National Youth Policy (NYP) 2020. Conforming to our culture of consultation when designing key policies and programmes, we released the draft National Youth Policy for consultation, inputs and discussions. We received overwhelming responses from all sectors of society.

We reached over 100 000 young people with the #NYP 2020 campaign using social media platforms. We directly engaged youth in provincial, regional and local consultations across the nine provinces. We went to schools, shebeens, taxi ranks, bus stations and workplaces speaking with young people. We met with key youth formations from across our diverse youth sector.

We also received well over 100 written submissions on the NYP 2020 from varied youth voices across the country. The consultations culminated in the National Youth Policy 2020 Consultative Conference where young people were given a further opportunity to help sharpen the NYP 2020 through our dialogue.

Honourable members, allow me to highlight the five key priorities of the National Youth Policy 2020. These five priorities are:

Enabling economic participation and transformation  
Facilitating education, skills development and second chances (quality and access)  
Health care and combating substance abuse  
Facilitating nation building and social cohesion, and  
Optimising the youth development machinery

The policy proposals within the NYP 2020 are thoroughly aligned with the NDP 2030 and the declarations within the Freedom Charter. The NYP 2020 proposes an expansion of second chance opportunities for young people to acquire basic education as a stepping stone for decent work and sustainable livelihoods. There are policy proposals on a mass youth entrepreneurship programme including training young people in skills relevant to agriculture and agro-processing. These proposals are aimed at growing the economy and stimulating entrepreneurship. The NYP 2020 also includes policy proposals for expanding recreational facilities and diversion programmes including more centres for drug prevention, treatment and rehabilitation. There are policy proposals for better coordination and implementation of National Youth Service as well as fostering youth leadership for active citizenry.

The NYP 2020 also includes policy proposals for optimising governments youth development machinery for effective delivery and responsiveness as part of the overall effort of developing a capable and developmental state. I have highlighted just a few NYP 2020 policy proposals. There is a clear alignment with the NDP 2030 and the expressions of the Freedom Charter.

The NYP 2020 challenges young people to reimagine youth development through active citizenry. The policy accentuates the understanding that the rights of young people comes with responsibilities of fostering social solidarity and building national cohesion. The NYP 2020 is about giving young people "a hand-up and not a hand-out"

The draft NYP 2020 is with the respective cabinet committees for discussions and decision and subsequently be submitted to cabinet for approval. We expect the NYP2020 to be finalised in June 2015. The department is also overseeing the development of the Integrated Youth Development Strategy. This strategy document will give practical expression to the implementation of the NYP 2020.

I have started meeting with Youth Directorates of government departments to ensure that the commitments within the NYP 2020 find expression within the Annual Performance Plans of the departments. This will ensure mainstreaming of youth development and better coordination.

We are currently working on amendments to the NYDA Act. We will bring the draft NYDA Amendment bill to Parliament for review and approval. These amendments are geared towards ensuring that the NYDA works more effectively and will give expression to the NYP 2020.

Honourable members, the NYDA continues to provide much needed youth development services to the young women and men of our country. Young people have to be creators of jobs and not only job seekers. This is the primary reason for the NYDA's grant programme for young entrepreneurs. It is designed to minimise risk and to stimulate youth entrepreneurship uptake. The NYDA has disbursed

R28 million through its grant funding programme to support the new start up entrepreneurs and to help current young businesses to further their ambitions. This has led to 741 youth owned enterprises being created and 4 189 new and sustainable direct jobs for the 2014-2015 Financial Year.

Through its YouthBuild programme, the NYDA invested R10 million to assist 2 512 participants. This was attained through its partnerships with the Department of Human Settlements, the Department of Public Works, and various local government municipalities. This programme is a multi-faceted involving skills development, education, national youth service and leadership empowerment. Young people obtain scarce artisan skills linked to the construction industry while also giving back to their communities by building houses for those who are less fortunate.

The Solomon Mahlangu Scholarship Fund, which was launched by the President in March 2014, continues to do well with a success rate of over 70%, in its first year of implementation. This programme now supports 300 young people in Higher Education and Training Institutions. This notable success has been attained with the support received from the National Department of Higher Education and Training as well as the National Skills Fund. Honourable members, indeed the "the doors of learning and culture are being opened for all".

The NYDA's governance continues to improve. The agency has significantly reduced its irregular expenditure from R16 million to just R500 000. This was achieved through improved financial controls as well as disciplinary measures against those who breach regulations. The Agency is currently working on a plan to close off the loan book by the end of the 2015/16 financial year bringing an end to this chapter of its history. The agency has taken serious steps to reduce its high salary bill and is in the process of an organisational redevelopment programme. The first phase promises to reduce the salary bill and operational costs by R34 million. Further savings are expected in forthcoming phases. The savings will be reinvested into critical youth development programmes. The agency's turnaround strategy promises better and faster implementation of youth development including a more responsive NYDA. I will continue to make unannounced visits to NYDA branches to ensure that they provide quality services that are due to young people.

In this financial Year (2015-16), the NYDA has been allocated R409.8 million to be used for the delivery of youth development services. However I must emphasise that youth development is the responsibility of the entire government. The NYDA must coordinate this work.

Honourable members, one of the key mandates of the department is to ensure that the quality of services provided to our people continues on a positive upward trajectory.

It is our conviction that the impact of government services must be seen and felt at the coalface of service delivery. We will continue conducting unannounced and follow-up monitoring visits of frontline service delivery facilities such as social grant distribution sites, schools, clinics, police stations, courts, drivers' license centres, municipal customer care centres and home affairs offices.

In the 2014-15 financial year budget speech, we set ourselves a target of conducting 90 unannounced visits to new frontline service sites and 120 follow-up visits to check if agreed improvements have been implemented. Allow me to report that at the close of the financial year, we had visited 123 new facilities and conducted 122 re-visits.

The analysis of the results of the follow-up visits shows that in 65% of the cases, facilities managers have acted on the recommendations for improvements and whilst in others, the culture of problem solving has been poor.

Recently, in one of my unannounced visits at Mabopane Drivers Licences Testing Centre (DLTC) a

few weeks ago, we found that the staff did not have name tags, the supervisors were not at work, and the queue management was also not functional. We will conduct follow-up visits to determine the progress made in respect of the observations we made.

The Presidential Hotline continues to provide the Department with valuable data in our monitoring activities. To date we have recorded 207 000 complaints through the Presidential Hotline which is an increase from the 190 000 complaints and queries that was recorded last year. Of these cases, 94% are recorded as being resolved.

Last year, we said that the department has been hard at work to support the institutionalisation of citizen-based monitoring in government. CBM is now in full swing. The pilot has to date involved 18 frontline facilities with over 12 000 citizen interviews and more than 750 staff surveys being conducted. The frontline facilities have included police stations, health facilities, South African Social Security Agency and Department of Social Development service points.

The budget allocated to the Department of Planning, Monitoring and Evaluation for the 2015/16 financial year is R717.7 million. Of this amount, R414.5 million is allocated to national youth development. This includes a transfer payment to the National Youth Development Agency of R409.8 million

Honourable Members, we recognise that 21 years on, South Africa is a better place to live in than it was before 1994. We however, acknowledge that despite these achievements, our freedoms as espoused in the Freedom Charter will remain a pipe dream for the majority of our people unless we shift gears to intensify our struggles against poverty, unemployment and inequality.

I appeal to all of us, government, labour, business and civil society to create an environment where young people have an opportunity to be employed and empowered. The future of our country depends on our youth. Youth development is everyone's responsibility.

I thank you.