

FREE STATE PROVINCE



**BRIEFING BY THE OFFICE OF THE PREMIER
ON
PROGRESS MADE IN IMPLEMENTING RECOMMENDATIONS
OF THE COMMITTEE'S OVERSIGHT REPORT**

A presentation to the Portfolio Committee on Public Service and Administration/Planning, Monitoring and Evaluation

7 March 2018



the premier

Department of
the Premier
FREE STATE PROVINCE

BACKGROUND

- ✧ The Portfolio Committee on Public Service and Administration as well as Planning Monitoring and Evaluation, undertook an oversight visit in the Free State from 26-29 June 2017.
- ✧ On 26 June 2017, the committee met with the Office of the Premier, Department of Planning Monitoring and Evaluation, Department of Public Service and Administration and the Provincial Public Service Commission to receive reports on the provincial Management Performance Assessment Tool (MPAT), Service Delivery Improvement Plans (SDIPs), Thusong Service Centres and a report from Public Service Commission.
- ✧ The committee also conducted visits to service delivery centres (Department of Home Affairs - Bloemfontein, Botshabelo Thusong Service Centre and the National Youth Development Agency), Hospitals (Universitas, Pelonomi and Bongani) and Maseru Border Post.


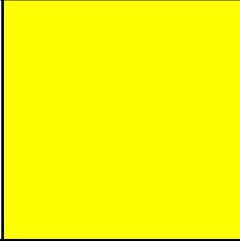
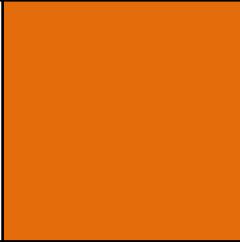
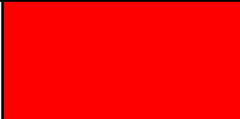
...BACKGROUND

- ✧ Based on the findings and recommendations of the Committee, the Office of the Premier, in collaboration with affected stakeholders developed an action plan to monitor progress.
- ✧ The Office of the Premier receives progress reports and convenes meetings with affected stakeholders on a regular basis to discuss progress.
- ✧ This report highlights progress made thus far in implementing recommendations of the committee.





**PROGRESS MADE IN IMPLEMENTING
RECOMMENDATIONS
OF THE COMMITTEE'S OVERSIGHT REPORT**

CLASSIFICATION OF PERFORMANCE

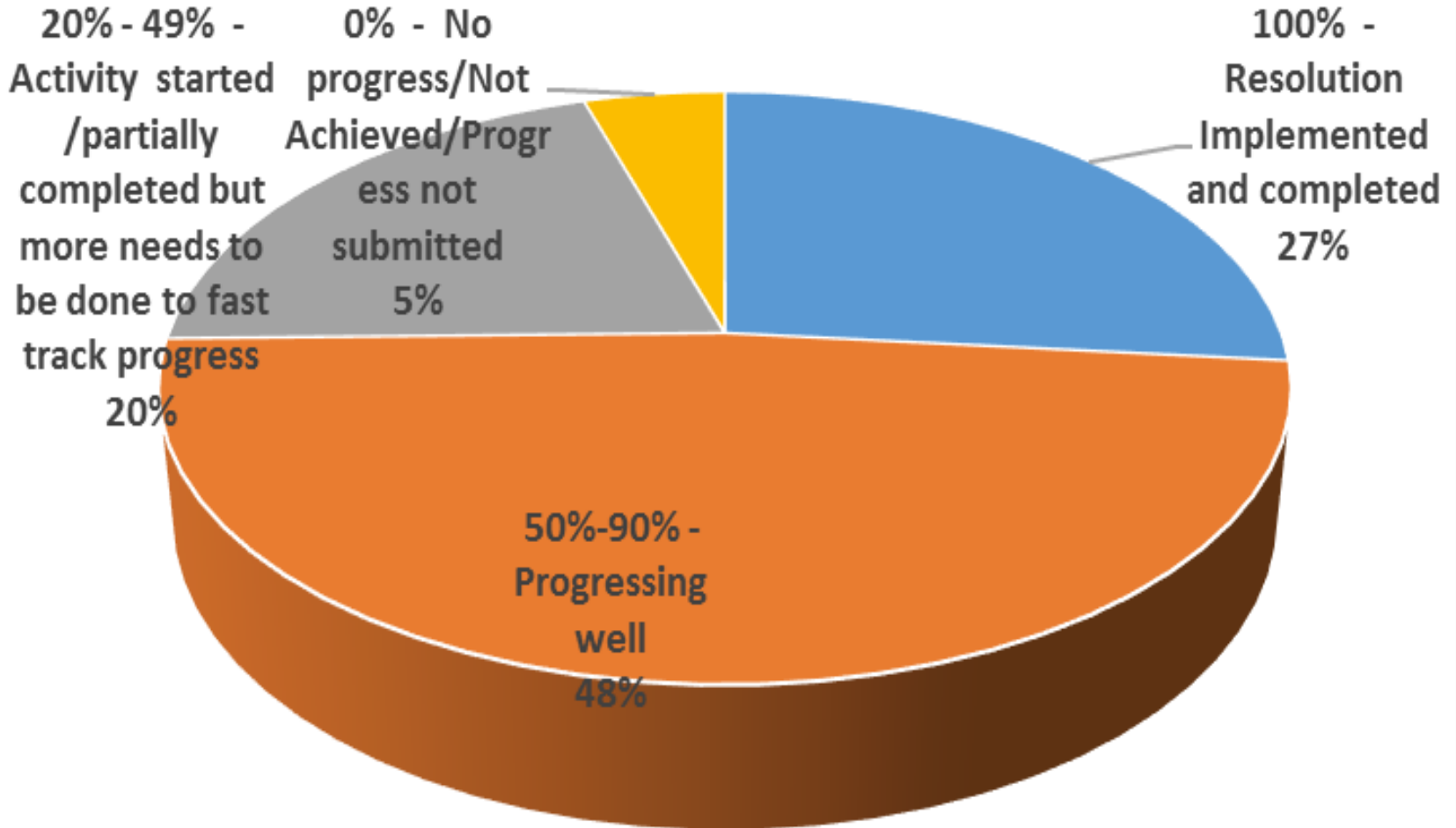
✧ The following Classification of Performance will apply in this report:

CLASSIFICATION OF PERFORMANCE	LEGEND
100% - Target has been achieved or exceeded	
70% – 99% - Target could possibly be achieved by the stipulated time or substantial progress has been made towards meeting the target	
40% - 69% - Target could possibly not be achieved by the stipulated time or work has commenced but more needs to be done to fast track progress	
0% - 39% - No substantial progress towards meeting the target	

SUMMARY OF OVERALL PROGRESS

Legends	Status on implementation of EXCO Resolutions	Number of Key Items
	100% - Resolution Implemented and completed	22
	50%-90% - Progressing well	40
	20% - 49% - Activity started /partially completed but more needs to be done to fast track progress	17
	0% - No progress/Not Achieved/Progress not submitted	4


SUMMARY OF OVERALL PROGRESS %




**PROGRESS IN HOSPITALS (UNIVERSITAS, PELONOMI
AND BONGANI)**

UNIVERSITAS ACADEMIC HOSPITAL

UNIVERSITAS ACADEMIC HOSPITAL


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS	LEGEND
<p>Patients queuing at service points of hospitals indicated that they queue for 3 to 7 hours before acquiring health services especially the Pelonomi and Bongani Regional Hospitals.</p>	<p>Queue management strategy to be developed to manage time taken by patients to receive services. The Provincial Department of Health to report to the Committee about the queue management strategy in all hospitals across the province.</p>	<p>Department of Health with the Centre for Public Service Innovation</p>	<ul style="list-style-type: none">• The Institution will procure a new queue management system during 2018/19 financial year to improve waiting times at the institution.• The matter is receiving attention and there should be a reduction of the total patient waiting time by the end of June 2018.	

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS	LEGEND
<p>Shortage of staff in hospitals impact on the quality of the healthcare services</p>	<p>The Department of Health to develop a recruitment strategy to fill funded critical vacancies in all the hospitals.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Staff Establishment is 2606 and 2127 posts were filled by 31 January 2018, with 479 vacant posts. • The total vacancy Rate is at 18,38%. • The institution appointed 29 professional nurses, 12 Staff nurses and 22 nursing assistants by end of December 2017. • Approval has been granted for filling of medical and nursing personnel critical posts. • The following posts have been advertised: 11 Cleaners, 1 Admin Officer and 3 Messenger posts. • The rest of critical vacant posts will be filled in the next financial year depending on availability of funds. 	




...UNIVERSITAS ACADEMIC HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Huge bill for overtime impacts negatively on the departmental budget that hampers service delivery.</p>	<p>Properly manage the huge bill for overtime by health professionals and specialists, which impacts on accruals in the subsequent financial year.</p>	<p>Department of Health</p>	<ul style="list-style-type: none">• Group 4 overtime for medical officers was discontinued in all hospitals.• Continuous monitoring for group three is in place.• Attendance register in place and monitored for medical officers. 




...UNIVERSITAS ACADEMIC HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS/FINDINGS
<p>Lack of a biometric system in hospitals to capture the flow of patients through the different disciplines</p>	<p>Investigate the possibility of implementing a biometric system in hospitals</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • The existing System procured in 2011 is old and not functioning properly. • The institution commenced a process of repairing the system. If it is not cost effective, a new system will be procured during 2018/19 financial year. • A proposal will be made to appoint queue marshals to support the patients at the institution. 



...UNIVERSITAS ACADEMIC HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Aging infrastructure in public hospitals needs urgent attention</p>	<p>Needs to establish a team to look into the state of infrastructure in the public hospitals – finalise U-AMP.</p>	<p>Department of Health Department of Public Works</p>	<ul style="list-style-type: none"> • Repairs are done on a regular basis.  • The floor carpet at maternity corridor including the peeling of paint has been repaired.  • Other infrastructure issues have been referred to Provincial Infrastructure Unit to provide support with the replacement of lifts which needs a major revamp, repairs to the White Block and the Helipad. It should be prioritised during 2018/19. 


...UNIVERSITAS ACADEMIC HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Response time of ambulances too long</p>	<p>Put a system in place to monitor the response time of ambulances and improve the response time where it is not acceptable.</p>	<p>Department of Health</p>	<ul style="list-style-type: none">• Response time of ambulances is monitored by a transport coordinator. • Currently the response time is 30 – 60 minutes for discharges and transfers. • All challenges are escalated to District EMS Management Services. 

...UNIVERSITAS ACADEMIC HOSPITAL




KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS /FINDINGS
<p>System to be put in place to address time taken to process each patient visiting a hospital in the Free state Province.</p>	<p>A biometric system must be introduced at hospitals to capture the route of patients visiting the hospitals with a view to improving on efficiency of systems regarding time taken by the hospital to adequately process each patient</p>	<p>Department of Health</p>	<ul style="list-style-type: none">• Presently patients waiting period is done manually and analysed monthly to identify the challenges. • Queue management system will be repaired or procured during 2018/19 financial year (depending on what is cost effective). 

...UNIVERSITAS ACADEMIC HOSPITAL


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
Patients experience post-operation stress at hospitals visited.	Post-operation stress at the hospitals visited to be analysed and addressed.	Department of Health	<ul style="list-style-type: none">• Presently the patients are identified post operatively and referred to the Social Work Services for support.• In order to improve the service, patients will be identified pre and post operation who may need this kind of support.• The institution will present the matter to all role-players before the end of this financial year in order to support patients in need of pre- and post operations support. 

PELONOMI HOSPITAL






PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Shortage of staff in hospitals impact on the quality of the healthcare services</p>	<p>The Department of Health to develop a recruitment strategy to fill funded critical vacancies in all the hospitals.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Requests for approval to fill both critical Clinical and Non-Clinical posts were submitted. Only Clinical submissions were approved due to financial constraints.  • The following critical personnel were then appointed from the 1st of July 2017 to date: <ul style="list-style-type: none"> • 8 Radiographers • 13 Nursing Assistants, 10 Staff Nurses, 8 PNA-2, 13 PNB-1, 1 PNB-2, 1 PNB-4, 4 Clinical Program Coordinators(2 Infection control, Customer care, Quality) & 3 PNA-4) • 4 Medical Officers, 1 Medical Specialist, 1 HCU, 38 Medical Interns  • The rest of critical vacant posts will be filled in the next financial year depending on availability of funds. 




...PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS	Legend
<p>Patients queuing at service points of hospitals indicated that they queue for 3 to 7 hours before acquiring health services especially the Pelonomi and Bongani Regional Hospitals.</p>	<p>Queue management strategy to be developed to manage time taken by patients to receive services. The Provincial Department of Health to report to the Committee about the queue management strategy in all hospitals across the province.</p>	<p>Department of Health with the Centre for Public Service Innovation</p>	<ul style="list-style-type: none"> • 3 queue marshals are available to manage queues in Casualty and OPD. • Continuous monitoring of waiting time in place. • Waiting time standard displayed in all waiting areas. <p>Average waiting times:</p> <ul style="list-style-type: none"> • January to June 2017 was 263 minutes (Target achieved). • July to December was 325 due to shortage of Medical Officers and poor filing system – lack of space 	



...PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Huge bill for overtime impacts negatively on the departmental budget that hampers service delivery.</p>	<p>Properly manage the huge bill for overtime by health professionals and specialists, which impacts on accruals in the subsequent financial year.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> Group 4 overtime for medical officers was discontinued in all hospitals  Continuous monitoring for group three is in place.  Attendance register in place and monitored for medical officers. 
<p>Water quality at hospitals in the mining areas are not to agreed service standards.</p>	<p>Water quality at the hospitals in the mining area must be improved as it compromises the health of patients and the community.</p>	<p>Department of Health Municipalities</p>	<ul style="list-style-type: none"> 168 samples were taken in line with the policy for the year 2017 and they were all compliant.  Water supply to the hospital is compliant with the SANS241 standard for drinking water. 



...PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITIES	PROGRESS
<p>Lack of a biometric system in hospitals to capture the flow of patients through the different disciplines</p>	<p>Investigate the possibility of implementing a biometric system in hospitals</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Infrastructure Unit was requested to investigate procurement of biometric system for the next financial year.  • The system will be procured depending on availability of funds, 
<p>Aging infrastructure in public hospital needs urgent attention</p>	<p>Needs to establish a team to look into the state of infrastructure in the public hospitals – finalise U-AMP.</p>	<p>Department of Health Department of Public Works</p>	<ul style="list-style-type: none"> • Team from Provincial and National visited the province to assess the infrastructure conditions. • Report was compiled for HOD and MEC. • Contractor has been appointed to address some of the infrastructure challenges. 


...PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Response time of ambulances too long</p>	<p>Put a system in place to monitor the response time of ambulances and improve the response time where it is not acceptable.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> Response time for turn around time for ambulance is in place and monitored by EMS and hospital personnel. Continuous monitoring is taking place. 
<p>System to be put in place to address time taken to process each patient visiting a hospital in the Free state Province.</p>	<p>A biometric system must be introduced at hospitals to capture the route of patients visiting the hospitals with a view to improving on efficiency of systems regarding time taken by the hospital to adequately process each patient</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> Infrastructure Unit was requested to investigate procurement of biometric system for the next financial year. 



...PELONOMI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Patients experience post-operation stress at hospitals visited.</p>	<p>Post-operation stress at the hospitals visited to be analysed and addressed.</p>	<p>Department of Health</p>	<ul style="list-style-type: none">• Pre-anesthetic visits and counselling is done by psychologist. • No complaints picked-up relating to this issue through surveys or experience of care. 

BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Patients queuing at service points of hospitals indicated that they queue for 3 to 7 hours before acquiring health services especially the Pelonomi and Bongani Regional Hospitals.</p>	<p>Queue management strategy to be developed to manage time taken by patients to receive services. The Provincial Department of Health to report to the Committee about the queue management strategy in all hospitals across the province.</p>	<p>Department of Health with the Centre for Public Service Innovation</p>	<ul style="list-style-type: none"> • 3 queue marshals are available to manage queues in Casualty and OPD. • Triage system is implemented in emergency department (casualty) to comply with waiting time for emergencies and non-emergencies. • Continuous monitoring of waiting time in place. • Waiting time standard displayed in all waiting areas. • ICT department from Corporate Office was approached with possibility of installing electronic filing system to address the challenges of filing system. Assessment was done and possible implementation for the next financial year. • To address the challenges of PHC patients who are accessing their service in Bongani Hospital, it was concluded that gateway clinic be established in Bongani hospital in the next financial year. <p>Averages Waiting Times:</p> <ul style="list-style-type: none"> • January to June 2017 was 263 minutes (Target achieved). • July to December was 325 due to shortage of Medical Officers, shortage of permanent clerks in health records (currently utilising interns) and poor filing system – lack of space. • The referral system in Lejweleputswa remain poor as a result of PHC patients including Level 1 district hospitals service patients accessing the service at Bongani which is Level 2. 




...BONGANI HOSPITAL

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<p>Patients queuing at service points of hospitals indicated that they queue for 3 to 7 hours before acquiring health services especially the Pelonomi and Bongani Regional Hospitals.</p>	<p>Queue management strategy to be developed to manage time taken by patients to receive services. The Provincial Department of Health to report to the Committee about the queue management strategy in all hospitals across the province.</p>	<p>Department of Health with the Centre for Public Service Innovation</p>	<p>Intervention:</p> <ul style="list-style-type: none">• The following additional manpower were appointed/placed at Bongani Hospital to address shortage: Nine medical interns, five comm.serve, seven medical officers and three Consultants. • Electronic filing system will be installed in the next financial year due to current financial constraints. 




...BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Patients queuing at service points of hospitals indicated that they queue for 3 to 7 hours before acquiring health services especially the Pelonomi and Bongani Regional Hospitals.</p>	<p>Queue management strategy to be developed to manage time taken by patients to receive services. The Provincial Department of Health to report to the Committee about the queue management strategy in all hospitals across the province.</p>	<p>Department of Health with the Centre for Public Service Innovation</p>	<ul style="list-style-type: none"> • Boitumelo hospital was requested to share the expertise of Radiologist whilst busy recruiting permanent radiologist for the institution. 😞 • The Radiologist from Boitumelo visited the institution to check equipment and awaiting the report. 😞 • The following categories of consultants will be appointed in the next financial year: <ul style="list-style-type: none"> • Two (2) for internal medicine. • Two (2) surgery • One (1) Paeds • One (1) sessional O&G • One (1) sessional anaesthetic • One (1) radiology




...BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Shortage of staff in hospitals impact on the quality of the healthcare services</p>	<p>The Department of Health to develop a recruitment strategy to fill funded critical vacancies in all the hospitals.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Submissions to appoint critical personnel finalised in line with HR management recruitment strategy. Some were approved and others not approved due to financial constraints.  • The following critical personnel were then appointed from July 2017 to date: 12 Medical officers, 6 Comm.serve, 9 Interns, 3 Consultants and 1 Session Doctor, 7 Staff nurses, 7 Assistant nurses and 5 Professional Nurses, Financial Manager, State Accountant Specialist, HR Manager, Radiology manager, CEO.  • The rest of critical vacant posts will be filled in the next financial year depending on availability of funds. 

...BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Huge bill for overtime impacts negatively on the departmental budget that hampers service delivery.</p>	<p>Properly manage the huge bill for overtime by health professionals and specialists, which impacts on accruals in the subsequent financial year.</p>	<p>Department of Health</p>	<ul style="list-style-type: none">• Group 4 overtime for medical officers was discontinued in all hospitals. • Continuous monitoring for group three is in place. • Attendance register in place and monitored for medical officers. 



...BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Water quality at hospitals in the mining areas are not to agreed service standards.</p>	<p>Water quality at the hospitals in the mining area must be improved as it compromises the health of patients and the community.</p>	<p>Department of Health Municipalities</p>	<ul style="list-style-type: none"> • 168 samples were taken in line with the policy for the year 2017 and they were all compliant.  • Water supply to the hospital is compliant with the SANS241 standard for drinking water. 
<p>Lack of a biometric system in hospitals to capture the flow of patients through the different disciplines</p>	<p>Investigate the possibility of implementing a biometric system in hospitals</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Infrastructure and ICT were requested to investigate procurement and installation of biometric system for the next financial year. • The system will be installed in the next financial year depending on availability of funds. 




...BONGANI HOSPITAL

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Aging infrastructure in public hospital needs urgent attention</p>	<p>Needs to establish a team to look into the state of infrastructure in the public hospitals – finalise U-AMP.</p>	<p>Department of Health Department of Public Works</p>	<ul style="list-style-type: none"> • Team from Provincial and National came to assess the infrastructure conditions. • Report compiled for HOD and MEC • Contractor appointed to address some of the infrastructure challenges. 😊 • Two (2) new generators have been installed and are both functioning well. 😊 • Air conditioners are being installed in the following critical areas: <ul style="list-style-type: none"> Theatre 😊 ICU 😊 Neonatal ICU • Earth leak was installed around the whole hospital. • Glorifier, Autoclave, medical gas pump(p12) and vacuum pump (p12) have been installed in CSSD Theatre. 😊


...BONGANI HOSPITAL



KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
Response time of ambulances too long	Put a system in place to monitor the response time of ambulances and improve the response time where it is not acceptable.	Department of Health	<ul style="list-style-type: none">• Response time for turn around time for ambulance is in place and monitored by EMS and hospital personnel. • Continuous monitoring of ambulance response times is taking place. 


...BONGANI HOSPITAL


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>System to be put in place to address time taken to process each patient visiting a hospital in the Free state Province.</p>	<p>A biometric system must be introduced at hospitals to capture the route of patients visiting the hospitals with a view to improving on efficiency of systems regarding time taken by the hospital to adequately process each patient</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Infrastructure and ICT were requested to investigate procurement and installation of biometric system for the next financial year. • The system will be installed in the next financial year depending on availability of funds. 
<p>Patients experience post-operation stress at hospitals visited.</p>	<p>Post-operation stress at the hospitals visited to be analysed and addressed.</p>	<p>Department of Health</p>	<ul style="list-style-type: none"> • Pre-anesthetic visits and counselling is done by psychologist. • No complaints picked-up relating to this issue through surveys or experience of care  


MANAGEMENT PERFORMANCE ASSESSMENT TOOL (MPAT)

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Majority of Provincial Departments are not complying in terms of the implementation of the guidelines for the planning of implementation programmes.</p>	<p>Office of the Premier and the Department of Planning, Monitoring and Evaluation (DPME) to assist Provincial Departments with the coordination and facilitation of training on the New Guidelines for the Planning of Implementation Programmes.</p> <p>Provincial Departments to ensure that they comply with the implementation of the guidelines for the planning of implementation programmes.</p>	<p>PME: Office of the Premier DPME</p> <p>All Provincial Departments</p>	<p>Through coordination by the Office of the Premier, the DPME in collaboration with the National School of Government arranged a 3-day training session on the Guidelines for the Planning of Implementation Programmes. The training was scheduled from 13-15 February 2018 for the Departments of Health, Education, Social Development and Human Settlements at this stage. At least one Senior Manager from the said departments were nominated by the respective HODs to participate in the training. Also, two officials from the Free State Training Academy were nominated to participate in the training dedicated for trainers in the Training Academies from the 20-22 February 2018.</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>MPAT results should be correlated with service delivery in the respective provincial departments.</p>	<p>Annual moderated MPAT results to be triangulated with service delivery information of provincial departments as indicated in Annual Performance Plans</p>	<p>PME: Office of the Premier</p>	<p>The Office of the Premier is in the process of collating performance information based on the Annual Performance Plans of the respective Provincial Departments for triangulation purposes during 2018/2019.</p> 
<p>Certain Provincial Departments are partially compliant with the Framework for Annual Performance Plans.</p>	<p>Office of the Premier and the DPME to assist the Department(s) to adhere to the Framework for Annual Performance Plans.</p>	<p>Strategic Planning: Office of the Premier DPME</p>	<p>Based on the MPAT 1.6 Final Moderated Results three departments namely Police, Roads and Transport, Social Development and Sports, Arts, Culture and Recreation were partially compliant with the Framework for Annual Performance Plans.</p> <p>The Office of the Premier has taken an initiative to develop departmental MPAT Improvement Plans focusing on all areas of compliance challenges based on MPAT Final Moderated Results and monitors implementation of the planned actions on a quarterly basis. The finalisation of MPAT 1.7 Final Moderated Results is underway by the DPME.</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Committee concerned about the validity or contradictory information regarding the submission of SMS financial disclosures between the MPAT and the PSC</p>	<p>Clarify the difference of information between MPAT (75% compliance) and PSC (100% compliance)</p>	<p>PME: Office of the Premier PSC</p>	<p>During 2015/16, departments could still submit both electronic and manual reports on the SMS financial disclosures to the PSC. However, the MPAT moderation process relied on the secondary data from the system which did not necessarily include the financial disclosures that were submitted manually. Hence, the discrepancies.</p> <p>The matter is resolved since it is compulsory for all departments to submit their SMS financial disclosures electronically.</p> 


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Provincial departments are not performing well when it comes to fraud prevention.</p>	<p>Fraud Prevention Strategies/Policies and Implementation Plans to be developed and approved by all Provincial Departments</p>	<p>All Provincial Departments</p>	<p>Based on the MPAT 1.6 Final Moderated Results only 3 Provincial Departments did not fully comply in terms of Fraud Prevention.</p> <p>The Office of the Premier has taken an initiative to develop departmental MPAT Improvement Plans focusing on all areas of compliance challenges based on MPAT Final Moderated Results and monitors implementation of the planned actions on a quarterly basis. The finalisation of MPAT 1.7 Final Moderated Results is underway by the DPME.</p> 



KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Provincial Departments not compliant with the basic legal/regulatory requirements in terms of Organisational Design (OD) and Implementation.</p>	<p>Provincial Departments to ensure that they comply with the legal/regulatory requirements in terms of Organisational Design and Implementation.</p>	<p>All Provincial Departments OD: Office of the Premier</p>	<p>The Moderation Criteria requires:</p> <ul style="list-style-type: none"> - that the approved structure must be fully funded in line with the MTEF - % difference between budget allocation for COE cannot variate 5% <ul style="list-style-type: none"> • Office of the Premier is in process of filling vacancies which will have a positive impact on the regulatory requirements and the proper alignment of funded vacant posts being filled. • The Departments of Human Settlement, Social development and Police, Roads & Transport will realize the same impact. • The filling of funded vacancies will address the elimination of contract posts and the abolishment of unfunded vacancies. • The province is experiencing a lack of capacity in the Organizational and Development (OD) and Change Management functions. Upon the revision of the PSR 2016, an OD training initiative is planned for March 2018 to capacitate the departments, an OD forum is planned to be formed after the capacity training programme has been completed. 


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>...Provincial Departments not compliant with the basic legal/regulatory requirements in terms of Organisational Design and Implementation.</p>	<p>Provincial Departments to ensure that they comply with the legal/regulatory requirements in terms of Organisational Design and Implementation.</p>	<p>All Provincial Departments OD: Office of the Premier</p>	<ul style="list-style-type: none"> A request of nomination at senior management has been submitted to HOD's in order to have the correct level of officials. Two training initiatives have already been undertaken as a corrective measure to address capacity and skill issue in the province. Matters discussed at the said forum will be elevated regularly to the forum of HoDs in order to address: <ul style="list-style-type: none"> common challenges faced by departments not compliant with the regulatory requirements in terms of the approved functional structure and the implication that arises from contract appointments, vacancies and the misalignment of the budget with the structure. This noncompliance affects the strategic plans of the departments in terms of their MTEF, which impacts negatively on key service delivery priorities in each department. Proper consultation between HR, Finance and OD upon the allocation of CoE each financial year is crucial in addressing challenges that arises.





KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS/FINDINGS
<p>...Provincial Departments not compliant with the basic legal/regulatory requirements in terms of Organisational Design and Implementation.</p>	<p>Provincial Departments to ensure that they comply with the legal/regulatory requirements in terms of Organisational Design and Implementation.</p>	<p>All Provincial Departments OD: Office of the Premier</p>	<ul style="list-style-type: none"> The moratorium on the filling of vacancies in the province due to financial constraints is also contributing to structural challenges in terms of the prescribed period a vacancy has to be filled in by.

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Provincial Departments must have appropriate administrative delegations in place in order to operate effectively and in compliance with the Public Service Act and Public Service Regulations.</p>	<p>All Provincial Departments must have approved administrative delegations in place aligned to the new Public Service Regulations promulgated in 2016.</p>	<p>All Provincial Departments</p>	<p>Latest MPAT moderated results to be provided. Based on the MPAT 1.7 self assessment results there is a 83% compliance rate. This implies 3 departments on level 3 (compliance) and 7 departments at a level 4 (beyond compliance).</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Non compliance with the submission of HOD Performance Agreements and Assessments</p>	<p>Office of the Premier to ensure adherence to the timelines for the submission of performance agreements and assessments of HOD's</p>	<p>Office of the Premier</p>	<ul style="list-style-type: none"> • All HoD agreements have been submitted to OPSC and acknowledgement of receipt has been received.  • The Directive on the PDMS of HoDs has been approved by cabinet on 06 December 2017 which will be effected as of 01 April 2018. DPME, DPSA, OPSC and OTP's are finalizing the presentation of the directive nationally by end of March 2018. In case of Free State, the Directive together with the revised template has already been communicated to the DG and the HoDs. 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>...Non compliance with the submission of HOD Performance Agreements and Assessments</p>	<p>Office of the Premier to ensure adherence to the timelines for the submission of performance agreements and assessments of HOD's</p>	<p>Office of the Premier</p>	<ul style="list-style-type: none"> • A provincial workshop is also planned to capacitate the Chief Director's: Corporate Services and HOD Office Managers who will be responsible for the administration and implementation on their departmental system, especially adherence to the timelines in the respective performance cycle period. • The OTP will oversee and coordinate this process timeously to avoid challenges experienced in the past. 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Provincial Departments not in compliance with the legal framework for the implementation of Performance and Development Management Systems within the Public Service.</p>	<p>Provincial Departments to ensure that they comply with the legal/regulatory requirements in terms of Performance and Development Management.</p>	<p>All Provincial Departments</p>	<p><u>Provincial:</u></p> <p>All Provincial Departments were requested to provide the approved performance assessments for the 2016/2017 cycle.</p> <p>A Provincial Report on Performance Management is to be finalized by end February 2018 and presented to the Forum of Heads of Department (FOHOD). This will be done on an annual basis to strengthen monitoring of compliance.</p> <p>The Office of the Premier will oversee and coordinate this process timeously to avoid challenges experienced in the past.</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>All Provincial Departments do not finalise disciplinary cases within 90 days as required.</p>	<p>Departments to establish disciplinary committees to expedite finalisation of disciplinary cases.</p> <p>Departments to capture all disciplinary cases on PERSAL, as required by the DPSA.</p>	<p>All Provincial Departments</p>	<p>Departments were informed in the Inter-departmental Labour Relations Forum (IDLRF) meeting of 26 May 2017 of the reasons why the 90 day period as per MPAT requirement is not met.</p> <p>It was evident from monthly reports received from departments that requirements were not met; and hence recommendations were made to assist in aforesaid regard as stipulated in the APP Report of the Office of the Premier for the 4th quarter of 2016/2017 financial year.</p> <p>Departments were also requested in the IDLRF to ensure that they load disciplinary cases on PERSAL. Departments will be requested to provide quarterly progress reports on implementation of the Portfolio Committee recommendations to the Office of the Premier.</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>The Committee requested detailed information on the 30 day payments per Provincial Department.</p>	<p>Detailed information on the 30 day payments per Departments be submitted to the Committee</p> <p>Accounting Officer to put in place the necessary processes to improve departmental compliance with 30 day payments.</p>	<p>All Provincial Departments Provincial Treasury</p>	<p>The following slides indicate the 30 day payments per department for the period (April 2017 to December 2017), interventions implemented by the Provincial Treasury to assist the departments in improving in this regard and interventions by the Office of the Premier to deal with non- payment of service providers within 30 days.</p> 

30 DAY PAYMENTS PER DEPARTMENT (all departments & entities)

DEPARTMENTS & ENTITIES	PAID AFTER 30 DAYS											
	APR 2017		MAY 2017		JUN 2017		JUL 2017		AUGUST 2017		SEPTEMBER 2017	
	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO. OF INVOICES	AMOUNT R
Agriculture & Rural Development	0	0.00	0	0.00	0	0.00	0	0.00	5	302,822.69	1	2,522.89
Education	0	0.00	216	30,512,949.67	233	24,071,749.75	435	67,658,936.86	331	37,271,239.81	433	44,946,125.16
Health	3	591,564.29	591	23,537,822.35	162	10,992,278.59	253	35,631,111.71	599	31,154,108.75	499	13,762,342.09
COGTA	23	141,948.63	0	0.00	0	0.00	0	0.00	0	0.00	1	1,238.05
Human Settlements	4	451,482.52	177	125,172,691.69	17	516,276.64	9	239,000.00	3	72,916.40	5	537,371.90
Premier	0	0.00	0	0.00	11	482,754.37	17	723,921.25	3	12,303.05	0	0.00
Public Works & Infrastructure	0	0.00	2	10,720.25	4	9,952.65	2	310,655.85	4	24,279.90	2	48,220.53
Police, Roads and Transport	0	0.00	3	15,874.02	5	89,887.40	5	101,775.15	6	362,773.66	2	152,717.44
Sports, Arts, Culture and Recreation	12	176,270.24	59	567,787.28	22	861,036.30	58	1,052,320.49	39	1,906,175.00	3	152,173.57
Social Development	3	47,024.27	0	0.00	4	447,189.20	13	320,453.14	4	9,552.00	1	14,509.20
Provincial Treasury	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
DESTEA	0	0.00	16	61,314.03	9	63,581.17	0	0.00	5	18,209.32	1	12,479.74
FS Gambling and Liquor Authority	0	0.00	0	0.00	2	200,045.57	1	27,000.00	0	0.00	0	0.00
Free State Tourism Authority	12	463,364.31	6	110,449.02								
FS Gambling Liquor & Tourism Authority					6	130,116.30	5	154,277.01	0	0.00	2	9,754.50
Free State Development Corporation	0	0.00	32	31,640,925.81								
Fleet Management	0	0.00	0	0.00	0	0.00	3	574,345.00	4	38,390.12	1	877,342.86
MEDPAS	0	0.00	788	50,962,861.07	1958	143,337,348.36	283	6,074,473.33	2357	56,106,332.86	2361	46,443,793.22
TOTALS	57	1,408,289.95	1894	232,080,445.52	2413	181,202,216.30	1084	112,868,269.79	3360	127,279,103.56	3312	106,960,591.15

30 DAY PAYMENTS PER DEPARTMENT (all departments & entities)

DEPARTMENTS & ENTITIES	PAID AFTER 30 DAYS											
	OCT 2017		NOV 2017		DEC 2017		JAN 2018		FEB 2018		MARCH 2018	
	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO OF INVOICES	AMOUNT R	NO. OF INVOICES	AMOUNT R
Agriculture & Rural Development	0	0.00	0	0.00	1	120,692.50						
Education	154	22,653,746.96	739	43,682,588.12	459	54,577,423.51						
Health	372	46,084,600.13	335	14,843,922.68	303	39,430,695.60						
COGTA	1	4,524.51	1	1,522.89	5	22,022.63						
Human Settlements	6	139,836.85	3	204,825.40	10	1,160,079.47						
Premier	3	29,265.65	2	32,561.45	15	108,206.70						
Public Works & Infrastructure	2	5,997.76	4	3,065,373.05	16	221,843.18						
Police, Roads and Transport	4	152,527.55	0	0.00	19	995,657.94						
Sports, Arts, Culture and Recreation	61	2,359,735.30	83	828,014.70	60	5,440,484.44						
Social Development	0	0.00	1	12,068.67	0	0.00						
Provincial Treasury	0	0.00	0	0.00	0	0.00						
DESTEA	0	0.00	0	0.00	1	25,000.00						
FS Gambling and Liquor Authority	1	1,140.00	1	2,707.50	0	0.00						
Free State Development Corporation	0	0.00	0	0.00	0	0.00						
Fleet Management	1	282,332.10	19	485,231.40	8	71,660.51						
MEDPAS	18	3,031,789.03	2591	84,145,921.00	1962	40,934,659.55						
TOTALS	623	74,745,495.84	3779	147,304,736.86	2859	143,108,426.03						

INTERVENTIONS BY PROVINCIAL TREASURY ON 30 DAYS PAYMENTS

✧ 30 days payments report is presented at the following forums:

- SCM Forums
- EXCO
- FOHOD
- CFO Session


✧ Provincial Treasury also:


- Handles grievances relating to non-payment of suppliers of invoices by issuing letters to Accounting Officers/Authorities
- Follow-up on a regular basis to ensure payments are made and reported to the relevant aggrieved suppliers
- Advises departments and entities to put measures in place to ensure compliance with Instruction Note 34/2012


INTERVENTIONS BY THE OFFICE OF THE PREMIER ON 30 DAYS PAYMENTS



- ✧ The Office of the Premier is often inundated with complaints from service providers that despite supplying goods in accordance with orders and/or rendering services satisfactory, some departments and municipalities are not effecting payments within 30 days from receipt of an invoice.
- ✧ In August 2017, the Premier established a contact centre in the Office of the Premier under the Provincial Monitoring and Evaluation Branch; to deal with non-payment of service providers within 30 days.
- ✧ Once a written complaint and relevant documentation have been received by the Office of the Premier (Provincial Monitoring and Evaluation Branch), it is forwarded to the relevant department or municipality.
- ✧ The responsible officials in the Office of the Premier follow up with departments and municipalities on outstanding payments; and provide feedback to the service provider/complainant until the case is resolved.

THUSONG SERVICE CENTRES (TSCs)

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>TSC Management Committees are not functioning optimally.</p>	<p>Provide the necessary capacity building for the TSCs structures including centre management committees</p>	<p>PME: Office of the Premier in consultation with the DPSA and GCIS.</p>	<p>The DPSA, in collaboration with the GCIS and National Treasury, developed a business case to provide a most suitable institutional and governance arrangements for the oversight and coordination of the Thusong Programme. The TSC Improvement programme monitored through the G & A working session is inclusive of the mechanisms to improve the governance arrangements and management committees of TSCs to optimise functionality thereof.</p> 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Centre Managers presently on level 7 and the positions do not have the necessary management experience and skills to manage the centres and coordinate management meetings.</p>	<p>Benchmark structures to be developed for all TSCs countrywide also addressing transversal job descriptions and salary levels of Centre Managers.</p>	<p>DPSA</p>	<p>No progress at this stage. The work in this regard will be part of the broader improvement programme of the TSCs.</p> 


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Shortage of office space is a challenge confronting most of the Thusong Service Centres</p>	<p>Improvement of design and infrastructure of the TSCs within budget limitations.</p>	<p>PME: Office of the Premier in consultation with the DPSA.</p>	<p>The Thusong Service Centre Improvement Programme is exploring different options for the TSC service delivery models to address the office space; capacity constraints which include enhancing leveraging on technology. The TSC service delivery model is part of the consultative process with various stakeholders.</p> 


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>TSC Model not institutionalised through Legislation and Policy</p>	<p>Legislation and policy to be developed to institutionalise the TSC Model to ensure the relocation of government service providers to TSCs.</p>	<p>DPSA</p>	<p>The Thusong Service Centres are now catered for in the legislation in terms Section 18(1) (b) of the PAMA which calls for the development of a Framework for the establishment, promotion and maintenance of service centres (including the TSCs). DPSA is coordinating this process.</p> 
<p>Lack of financial model for TSCs</p>	<p>Financial Model to be developed for TSCs</p>	<p>National Treasury and DPSA.</p>	<p>As part of the TSC Improvement Programme, the Treasury led multi-departmental task team comprising of DPSA, GCIS DPW and Cog finalise research on funding model for TSC Programme. Consultative process on the model with relevant stakeholders has commenced.</p> 


SERVICE DELIVERY IMPROVEMENT PLANS (SDIP'S)


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS/FINDINGS
<p>Service Delivery Improvement Plans to be aligned with departmental strategic plans and Annual Performance Plans in order to avoid silo planning in departments.</p>	<p>Ensure alignment between Strategic Plans, APP's and SDIP's</p>	<p>All Provincial Departments</p> <p>OD: Office of the Premier</p> <ul style="list-style-type: none"> • Strategic Planning Units • Verify alignment with Strategic Plans and APP • Work in conjunction with SDIP Units to link to strategic documents 	<ul style="list-style-type: none"> • The DPSA is in the process of assisting all Provincial Departments to identify alignment discrepancies as resolved by the National task Team forum as this is a challenged faced by all. • A proposed provincial policy on PDMS for levels 1-12 is approved for presentation at FOHOD and for approval at EXCO ahead of the implementation date of 01 April 2018. • The revised policy was concluded in consultation with departments after a review workshop was held and facilitated by DPSA in October 2017. • Capacity in the Provincial departments will be assessed. A functional PDMS provincial forum is in place which is headed by the Office of the Premier. • Few challenges experienced by this forum is the reluctance of departments to openly share objectively the report of their end of cycle assessments.



KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS/FINDINGS
<p>Service Delivery Improvement Plans to be aligned with departmental strategic plans and Annual Performance Plans in order to avoid silo planning in departments.</p>	<p>Ensure alignment between Strategic Plans, APP's and SDIP's</p>	<p>All Provincial Departments OD: Office of the Premier</p> <ul style="list-style-type: none"> Strategic Planning Units Verify alignment with Strategic Plans and APP Work in conjunction with SDIP Units to link to strategic documents 	<ul style="list-style-type: none"> A challenge that needs further intervention is all cases of poor performance in the province, there are not clearly lifted out and supervisors do not follow through with intervention to assist the departments. The office of the Premier's corrective measure is to ensure that personnel development plans are submitted to the Skills Development Office to ensure training and upskilling programmes which has to be included in each departments work skills plan to correct continuously and improve performance in the public service. <div style="text-align: center;">  </div>


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS /FINDINGS
<p>The location of the SDIP function within Provincial Departments to be addressed.</p>	<p>Provincial Departments to ensure that the SDIP function is Placed correctly to ensure the success of SDIP processes</p>	<p>All Provincial Departments</p>	<ul style="list-style-type: none"> • Departments were informed of and provided with the DPSA Generic Corporate Services functional structure which guides the placement of SDI function in Corporate Services under transformation. • The EA/Accounting Officer has the prerogative of placement in their respective departments which poses challenges for a number of departments. • In cases where the SDI is placed with Strategic Planning, such departments are able to address issues properly as required by the alignment with Strategic plans and APPs. • Departments are advised of this regularly, the challenge of the majority of departments is the lack of skilled SDI officials. 


KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS /FINDINGS
<p>Quality of SDIP's to improve</p>	<p>All Provincial Departments to ensure that they SDIP's comply with the DPSA Framework for SDIP's</p>	<p>All Provincial Departments</p>	<ul style="list-style-type: none"> • Two (2) departments have scored between 0.1 – 1, which did not meet the minimum standard set by the DPSA. • Office of the Premier is assisting with the development of the SDIP's in these Departments which are now at a draft stage. • DPSA has been offering capacity support in the province to improve the quality of SDI's. Ongoing interactions are assisting the province in making sure that SDIP's are developed and implemented accordingly. • Where SDIP's are developed, a challenge is faced with implementation and follow through. SDIP's in the majority of departments are not elevated and discussed at the SMS meetings of departments, this has a huge implication on the service delivery areas identified for improvement. • Ongoing regular meetings between the Office of the Premier and departments is to ensure and fast track implementation progress as identified by each department. 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Provincial Departments do not send Senior Managers to represent them on the Provincial SDIP Task Team but officials on lower levels are representing Provincial Departments.</p>	<p>Review of the composition of the Provincial SDIP Forum to be on Senior Management level</p>	<p>Office of the Premier: OD HOD's</p>	<ul style="list-style-type: none"> Discussions were held at a National co-ordination meeting in November 2017 where member composition was discussed and terms of reference for forums were drafted as this seemed to be a nationwide problem. The review of the forum in the province has been concluded and will be submitted to HoDs for nominations. SMS and MMS members have been identified as relevant officials who will help drive the implementation in departments as they are largely part of decision making. A fully fledged provincial forum is expected to convene before the beginning of the 2018/19 financial year. 



NATIONAL YOUTH DEVELOPMENT AGENCY (NYDA)

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Accessibility is a challenge as the National Youth Development Agency is operating with only one branch in the Province.</p>	<p>The National Youth Agency to open more branches within the Province.</p>	<p>National Youth Development Agency in consultation with the Provincial Branch.</p>	<p>NYDA will be opening three additional Service Centers in the Free State. Three districts will have Service Centres which are:</p> <ul style="list-style-type: none"> • Thabo Mofutsanyane – Phuthaditjhaba • Fezile Dabi – Parys • Lejweleputswa – Welkom  <p>Each centre will cater for the whole district in which it is situated. Some product will be offered immediately within the Service Centre and some will be through the assistance of the branch. The following are the services to be offered:</p> <ul style="list-style-type: none"> • Grant Programme (Offered at the Service Centre) • Entrepreneurial Development Programme Training (Offered at the Service Centre) • Voucher Programme (Offered at the Service Centre) • Mentorship & Market Linkage (Through the assistance of the branch) • Jobs Programme (Both the centre and the branch) • NYS Programme (Both Head Office & the branch) • Outreach Programme <p>Young people will access all products and services of NYDA</p>

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Accessibility is a challenge as the National Youth Development Agency is operating with only one branch in the Province.</p>	<p>The National Youth Agency to open more branches within the Province.</p>	<p>National Youth Development Agency in consultation with the Provincial Branch.</p>	<p>Staff Capacity at Service Centres:</p> <ul style="list-style-type: none"> • It is expected that each centre will have at least a maximum of four people each. • The branch will provide all the necessary and continuous support to each centre. <p>Service Centres Operations:</p> <ul style="list-style-type: none"> • It is envisioned that the three Service Centres will be operational in 2018/2019 financial year. • DESTEA in the province has made two centres available for NYDA in the Free State Province. • Welkom centre will be placed in Thabong Government Offices • Three Centres will be operating on a full time basis from Monday to Friday 08h00 – 17h00. 

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Accessibility is a challenge as the National Youth Development Agency is operating with only one branch in the Province.</p>	<p>The National Youth Agency to open more branches within the Province.</p>	<p>National Youth Development Agency in consultation with the Provincial Branch.</p>	<p>Future Partnerships:</p> <ul style="list-style-type: none"> • Office of the Premier has indicated that they can offer a Youth Centre for NYDA to utilize in Thaba Nchu. • Department of Social Development under their Youth Directorate also indicated that they have a space for NYDA in Phuthaditjhaba in one of their unused Youth Centres. • NYDA in the Free State will try to utilize these spaces to reach out to young people in the Province. 

BLOEMFONTEIN REGIONAL HOME AFFAIRS OFFICE

KEY FINDINGS	RECOMMENDATIONS	RESPONSIBILITY	PROGRESS
<p>Staff of the Department of Home Affairs complained about the cutting of working hours and overtime.</p>	<p>Issue of overtime have to be resolved and a long term strategy needs to be implemented.</p>	<p>Home Affairs DPSA National Treasury</p>	<p>The Department (Minister) has decided not to continue to render services at their local offices on a Saturday. This decision was taken after the Constitutional Court ruled that office hours cannot be cut and overtime must be paid for those officials working on a Saturday. However if officials want to work on a Saturday, it will be on a voluntarily basis.</p> 
<p>The Province only have one Home Affairs facility providing services to all residents of Bloemfontein.</p>	<p>Open more Home Affairs offices around Bloemfontein.</p>	<p>Home Affairs</p>	<p>The National Department of Public Works has identified a building in the city centre and is currently finalising the lease matter with the landlord. The Department of Home Affairs is in the process of finalising the following issues:</p> <ol style="list-style-type: none"> 1. Some staff members from the current Local Office to be moved to the new office in the city centre. 2. Furniture, telephone lines etc. to be arranged. 3. Key services to be identified that should be rendered at the said office. <p>Long queues at the Local Office Bloemfontein are addressed as it is expected from senior managers and some supervisors to assist citizens who enters the Local Office just before closing time at 16:00.</p> 

MASERU BORDER POST

- ✧ Currently a Team of senior officials are analysing for one week the blockage of vehicle movement at the Maseru Border Post.
- ✧ The infrastructure is too small at the South African side and that hampers flow of citizens to and from Lesotho.
- ✧ Long queues of citizens happened due to ineffective coordination of vehicles outside the offices (space and no vehicle lanes). In future vehicles will be cleared at the Lesotho Border post as they have clear vehicle lanes.



WAY FORWARD

- ✧ All role-players took note of the findings and recommendations made by the Portfolio Committee.
- ✧ The Office of the Premier will continue monitoring progress to ensure that recommendations of the committee are implemented.
- ✧ Key focus will be on those targets that could not be achieved or work has commenced but more needs to be done to fast track progress.
- ✧ A meeting will be convened by the Office Of the Premier with all affected stakeholders to come up with corrective actions with clear responsibilities and timeframes.
- ✧ This process will take into consideration the current budget constraints of government.
- ✧ All role-players have so far shown considerable commitment to implement the findings and recommendations made by the Portfolio Committee.
- ✧ The budget constraints have however affected progress in implementing some of the recommendations.



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Thank you