

**MINISTRY: PUBLIC SERVICE AND ADMINISTRATION**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**QUESTION NO.: 534.**

**Ms A T Lovemore (DA) to ask the Minister for Public Service and Administration:**

With reference to commitments made during his department’s Budget Vote speech on 13 May 2015, what are the relevant details of the (a)(i) business processes mapped, (ii) standard operating procedures developed and (iii) organisational functionality assessments conducted in response to his department’s commitment to its Operations Management Framework and (b) strategy for providing resultant support to poor performing departments that was drafted for consultation with stakeholders in the Public Service in terms of the (i) strategy for providing support, (ii) poor performing departments referred to in the speech and targeted by the strategy and (iii) consultation that has taken place on the strategy his department committed to? NW640E

**REPLY**

(a)(i)(ii)(iii) Department of Public Service and Administration (DPSA) is mandated by the Medium Term Strategic Framework and Outcome 12 to develop an Operations Management Framework (OMF) and to provide institutional support on the implementation thereof to selected national and provincial Government departments on an annual basis.

In pursuance of that mandate, the Chief Directorate: Operations Management of the DPSA developed an Operations Management Framework with supporting toolkits which includes amongst others includes Business Process Management and Standard Operating Procedures.

In the 2015-16 financial year, DPSA focused on the National Department of Labour, the Social Development Sector and the Transport Sector. Business Process Maps and Standard Operating Procedures were developed for these Departments as follows:

**Labour:**

|  |  |  |
| --- | --- | --- |
| No. | Branch | Core Service |
| 1 | Inspection and Enforcement Service (IES) | * Conduct Review Inspection on Employment * Inspection in terms of Labour Legislation - Basic Conditions of Employment Act * Inspection in terms of the Occupational Health and Safety Act |
| 2 | Public Employment Services (PES) | * Recruitment and Placement Services * Walk in Registration of Work Seekers at a Labour Centre * Online Registration of Work Seekers via ESSA * International Cross Boarder Labour Migration Management |
| 3 | Labour Practice and International Relations (LPIR) | * Registration of Labour organisations * Processing of Collective Agreements |
| 4. | Unemployment Insurance Fund (UIF) | * Online application for unemployment/ordinary claim by claimant |
| 5. | Compensation Fund (CF) | * Assessment: Tariffs Section 85: Reduction and Loading Assessment Rate * Assessment: Tariffs Section: Sub Class investigations * Raising Assessment (Manual Submission) * Registration of Employer * Revision of Assessment |

**Social Development:**

* Registration of Non-Profit Organisations
* Funding of Non-Profit Organisations
* Placement of children in need of care and protection in foster care

**Transport:**

* Issuing of contracts to service providers for the transportation of eligible learners to and from school
* Issuing of public transport operating licenses
* Issuing drivers licenses

The DPSA provided institutional support and/or advice to other departments on the Operations Management value chain. A list of departments is provided hereunder:

|  |  |
| --- | --- |
| No. | Name of the Government Department/ Component/ Institution |
| 1 | Gauteng Department of Health |
| 2 | National Department of Health |
| 3 | Batho Pele Forum |
| 4 | Free State — Office of the Premier |
| 5 | Mineral Resources |
| 6 | Military Veterans |
| 7 | Department of Corporative Governance |
| 8 | KZN — Arts and Culture |
| 9 | National School of Government |
| 10 | Department of Justice and Constitutional Development |
| 11 | Eastern Cape — Safety and Security |
| 12 | Department of Telecommunications and Postal Services |
| 13 | KZN —Education |
| 14 | Correctional Services Inspector Judge |
| 15 | Northern Cape — Office of the Premier |
| 16 | Batho Pele Standards Steering Committee |
| 17 | Department of Trade and Industry |
| 18 | KZN — Office of the Premier |
| 19 | Human Settlements |
| 20 | Parliamentary Budget Office |
| 21 | Agriculture and Rural Development |
| 22 | Ministry: Public Service and Administration |
| 23 | National Consumer Commission |
| 24 | Independent Police Investigative Directorate |
| 25 | Agriculture — Mpumalanga |
| 26 | Gauteng Office of the Premier |
| 27 | Northern Cape Provincial Treasury |

(b) (i) (ii) (iii)

(i) The Strategy on the Provision of targeted support to Departments was developed by the DPSA to coordinate targeted support to government departments in line with the mandate of the MPSA outlined in section 3 (6) of the Public Service Act, 1994 as amended by the Public Service Amendment Act 30 of 2007.

The Strategy on the Provision of targeted support to Departments is delivered in phases and the Initiation phase of the strategy looks at three key areas:

* Cabinet initiated Intervention or Support
* Pro-active requests from Departments for support and
* DPSA initiated support (MPAT, SD sites)

The targeted support on year one focused on Pro Active requests from departments for support and the requests received were on Organisational Design support. Received requests on Organisational Design from 43 sectors, 25 were finalised and 11 in progress, **attached at Annexure B.** The Strategy on the Provision of targeted support to Departments has been approved for implementation.

(ii) With regard to poor performing departments, a presentation was made to the North West province on their performance against outcome 12 and it was agreed that the Province will be assisted in the new financial year on their Service Delivery Improvement Plans (SDIPs), and together with National Treasury assist the Province in unblocking the challenge of 30 day payment to suppliers.

(iii) Extensive consultations were held within DPSA and with National and Provincial departments. The draft strategy was finally presented at the Governance and Administration cluster on 01 October 2015 for endorsement and support.