



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

Private Bag X916, PRETORIA, 0001 Tel: (012) 336 1000, Fax: (012) 326 7802
Private Bag X9148, CAPE TOWN, 8000 Tel: (021) 467 5120, Fax: (021) 467 5484

File no:

TO: ALL HEADS OF NATIONAL AND PROVINCIAL DEPARTMENTS

**DPSA SERVICE DELIVERY IMPROVMENT PLANS (SDIP) CIRCULAR NO 14
OF 2022**

1. This circular seeks to outline the SDIP Building Blocks that need to be strengthened by departments for the SDIP development process to be effective as outlined in the revised SDI Directive and template.
2. Subsequent to SDIP Circular No 1 of 2021 dated 24 March 2021 (**Copy attached as Annexure A**), consultations were held with national and provincial departments across the public service during the period May up to October 2021 in order to review the SDIP Directive (2008) and its templates.
3. The SDIP templates which have been developed aim to ensure that the draft SDI Directive is effectively implemented through the process of integrating and cross-referencing the products developed by departments during their day-to-day operations that should continuously lead to service delivery improvement.
4. During the review of the SDIP Directive, 2008 consultations and testing thereof, a recommendation was made that an extension of time be given by the DPSA on the submission of approved SDIPs and support be provided to strengthen the critical SDIP building blocks that will enable departments to produce realistic, effective and credible SDIPs, namely:

No.	BUILDING BLOCK	PURPOSE	SUBMISSION DATE TO DPSA
a	An approved 2023-2025 SDIP	Alignment of the SDIP to the departmental strategic plan in terms of regulation 38 of the Public Service Regulations (PSR), 2016.	31 March 2023

b.	Approved departmental Service Delivery Model (SDM)	Outlined list of services offered by departments and modes of operation used by departments to deliver on their services to be aligned to the departmental strategic plan.	As outlined in the Operations Management Framework (OMF)
c.	Status on implementation of the Complaints and Compliments Management Framework (CCMF), 2013	Response by departments to inform DPSA on the status of the implementation of the CCMF. The link is: https://forms.office.com/r/Pwz7Ex54Xh	30 April 2022
d.	Departmental Norms & Standards on the management of Complaints & Compliments	Indicators to be developed by departments based on the CCMF set standards shall serve as a guide towards setting improvement targets towards the effective management of complaints and compliments.	31 August 2022
e.	Departmental Norms and Standards on all the eight cross-cutting Batho Pele Principles	Indicators developed by departments towards the implementation of their set Batho Pele standards which should not be below the set National Minimum Batho Pele standards approved by Cabinet shall serve as a guide towards continuous service delivery quality improvement.	31 August 2022
f.	Issues of concern from the departmental cross-cutting performance reports/complaints reports/ satisfaction surveys/enquiries/ queries/ A-G's reports	Identified cross-cutting poor-performing areas based on the integrated reports/ satisfaction index and set norms & standards that should be addressed in the SDIP	30 September 2022
g.	Problem & Process analysis of areas of concern emerging from the identified critical (Key) services	An analysis of critical service areas informed by the Operations Management Framework (OMF) and the Norms and Standards Framework	30 November 2022

	h. Draft SDIP based on items (d) to (g) above	Integration of chapter 3 of the Public Service Regulations, 2016 and the development of an action plan based on the attached SDIP Template (Annexure A)	15 December 2022
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5. Departments will be provided with the necessary technical support by the DPSA integrated team. For any further information, kindly contact: Ms. Folusho Mvubu: e-mail: mvubu@dpsa.gov.za, Cell no: 082 903 4892;

Kind regards



MS. YOLISWA MAKHASI
DIRECTOR-GENERAL (ACT)
 DATE: 25/4/2022