




GAUTENG PROVINCE

TREASURY
REPUBLIC OF SOUTH AFRICA

**BATHO PELE & SDIP QUARTERLY REPORT
FOR QUARTER 1 2024/25**

Batho Pele annual programme:

Section A: Quarterly Reporting Template

Service delivery champion Tengani Khoza		Intra-departmental structure: Service Delivery Forum Chief Director: Strategy Management: Tengani Khoza Director: Monitoring and Evaluation: Stephen Chauke Deputy Director: Corporate Performance, Monitoring and Reporting: Phumlane Goba Director: Communications: John Sukazi Acting Chief Director: Local Government Financial Services: Seipati Tsui Director: Supplier Management and Development: Anthony Klaaste Director: Human Resource Development: Mmakgabo Mashabela
Name: Ncumisa	Surname: Mnyani	Name of Branch/ unit responsible for departmental coordination of Batho Pele Programmes: Strategy Management and Transformation
Department: Gauteng Provincial Treasury		
Reporting period: Quarter 1		
Signed by HOD: 		
Date	25 July 2024	

Operational and activity progress report

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
Host internal Service Delivery/ SDIP Forums	Four (4) Service delivery meetings held	30 June 2024	<p><u>Monitoring and Evaluation Directorate meeting</u></p> <p>GPT Service Delivery Coordinators hosted the Monitoring and Evaluation Directorate monthly meeting which was scheduled as follows:</p> <p>Date: 10 April 2024 Time: 09h30 – 11h30 Venue: Microsoft Teams</p> <p>Purpose: to discuss and track the implementation progress and performance information for the development of quarterly performance reports to different stakeholder. Batho Pele and Service Delivery Improvement Planning issues were also discussed in the meeting.</p> <p><u>GPT Batho Pele engagements</u></p> <p>GPT Service Delivery Coordinators had a Departmental engagement with HRD officials, which was scheduled as follows:</p> <p>Date: 30 April 2024 Time: 14h45 – 15h00 Venue: Email/Telephone conversation</p> <p>Purpose: to determine a way forward on how to provide training on Batho Pele principles to new employees during induction sessions, to ensure the process is institutionalised on a quarterly basis in the department. This engagement</p>				Attendance register

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			Q1	Q2	Q3	Q4	
			<p>resolved that HRD will communicate the training programme with Service Delivery Coordinators so that they will be part and ensure that institutionalisation of Batho Pele principles also form part of the agenda.</p> <p><u>Special Batho Pele Forum</u></p> <p>GPT attended the Special Batho Pele Forum which was scheduled as follows:</p> <p>Date: 6 May 2024 Time: 09h00 – 11h00 Venue: Microsoft Teams</p> <p>Purpose: to discuss the process of developing and implementation of departmental APSD activities aligned to the national programme, and the Integrated Batho Pele Awards programme. Departments were encouraged to participate.</p> <p><u>Provincial Service Delivery Forum</u></p> <p>The department service delivery champions attended Provincial Service Delivery Forum meeting during Q1 which was scheduled as follows:</p> <p>Date: 12 June 2024 Time: 10h00 – 15h00 Venue: Microsoft Teams</p> <p>Purpose: to discuss the Public Service Month Concept Note, implementation of the Public Service Charter, Integrated National Awards</p>				

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			Q1	Q2	Q3	Q4	
			<p>Concept Note and SDIP Reporting. The meeting resolved that all departments would participate in all these programmes, however the APSD planned activities were deferred to September due to transitional processes to the 7th Administration.</p> <p><u>Departmental Service Delivery Forum</u></p> <p>GPT attended internal meeting to discuss the development of departmental service delivery forum in line with Service Charter which was scheduled as follows:</p> <p>Date: 13 June 2024 Time: 09h00 – 11h00 Venue: Microsoft Teams</p> <p>Purpose: GPT Service Delivery Coordinators had an engagement on 13 June 2024, for the development of a departmental forum that will coordinate service delivery improvement programmes, and the implementation of the Public Service Charter. This programme of action was shared with the office of the HoD. GPT will participate in this process and communicate its progress to the Office of the Premier during Q2 reporting.</p>				
<p>Service Charters An executive authority shall publish on its website annually a service delivery</p>	<p>Service charter displayed and publicised on departmental websites.</p>	28 June 2024	<p>100% of the department's Service Charter is displayed and is publicised on the department's intranet.</p>				<p>Approved service charter published on the website</p>

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
charter which sets out the department's service standards that members of the public can expect and which will serve to explain how the department will meet each of the standards.							Department Details - Gauteng Provincial Government Visit Us Online
Service Standards An executive authority shall establish and maintain an operations management framework which shall include— service standards for all services	Service standards displayed and publicised on the website	28 June 2024	Service standards are reflected in the Charter and published on the departmental website.				Approved service standards published on the website Department Details - Gauteng Provincial Government Visit Us Online

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
Annual Citizen report	Annual citizen report Compiled, published, and distributed on website, booklets, posters, reception, and web screenshots.	30 August 2024	2022/2023 Annual Citizens' Report has been approved and published in the departmental website. GPT Service Delivery Coordinators are currently having engagements and gathering performance information for the development of the 2023/24 Annual Citizens' Report. The approved report will be shared with OoP and uploaded on the departmental website for public consumption, as per the requirement.				Annual publication of citizen report on the website https://www.gauteng.gov.za/Departments/DepartmentPublicationsDetails/%7B483a0d5b-7063-4bda-aa50-a35f0cfcf49e%7D?departmentId=CPM-001013
Standard Operating Procedures (SOPs)	Standard Operating Procedures (SOP's) developed for any processes in the department	Annually	The department has developed its 2023/24 – 2024/25 Service Delivery Improvement Plan that include Standard Operating Procedures (SOP's) for the identified intervention.				Approved SOP's
Business Process Mapping (BPM)	Mapped processes for any service in the department	Annually	The department has mapped process on the intranet.				Approved service standards publicised Treasury Intranet - 2018 - 2019 - All Documents (sharepoint.com)

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
Complaints Mechanisms/Strategies <ul style="list-style-type: none"> • Customer Care Units • Suggestion boxes 	<p>Number of cases received and resolved</p> <p>Type of cases received</p>	Quarterly	No complaints were received in Q1.				N/A
Batho Pele Training conducted	<p>Number of training sessions conducted and number of employees trained on Batho Pele.</p> <p>Batho Pele training conducted during onboarding/ induction of employees</p>	01 April 2024 - 31 March 2025	<p><u>National Batho Pele Forum</u></p> <p>GPT attended the National Batho Pele Forum meeting, which was scheduled as follows:</p> <p>Date: 23 – 24 May 2024 Time: 09h00 – 13h00 Venue: Hybrid</p> <p>Purpose: to discuss the provincial performance on Batho Pele deliverables.</p> <p><u>E-Disclosure System Training</u></p> <p>OoP trained GPG ASDs level 9 and 10 on completion of 2023/24 financial interests on the E-disclosure system, scheduled as follows and GPT was part of the training:</p> <p>Date: 10-14 June 2024 Time: 09h00 – 10h00 & 12h00 – 13h00 Venue: Microsoft Teams</p>				Training material/ presentation

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			Q1	Q2	Q3	Q4	
			<p><u>Ethics Management Training</u></p> <p>GPT trained 42 new appointees on ethics management during the induction session. It was scheduled as follows:</p> <p>Date: 19 June 2024 Time: 08h30 – 15h00 Venue: Microsoft Teams</p>				
Annual SMS Deployment plan (Khaedu Programme)	Annual Deployment Programme: Provide lists of sites, number of SMS deployed; Deployment report	Quarterly	No Khaedu training and deployment conducted for GPT SMS members in Q1. Deployment is planned for Q2.				Deployment / Khaedu report
Africa Public Service Day/ (APSD) Develop Departmental programme	Africa Public Service Day Departmental programme and Report	17- 21 June 2024	<p>GPT will participate in the 2024 Public Service Month Programme, and most of the activities that were planned for APSD have been deferred to September 2024 for PSM, therefore they will be implemented as per the directive.</p> <p>The plans were shared with Office of the Premier.</p>				APSD report
Public Service Week/ Month (PSM) (Submission of	Develop and implement departmental Public	30 September 2024	GPT participated in the 2023 Public Service Month Programme and its activities were aligned with the National/Provincial programmes as guided by the Office of the				PSM report

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			Q1	Q2	Q3	Q4	
<p>sites for Unannounced Visits)</p> <p>Report of findings & recommendations and measures to be implemented)</p>	Service Month Programme		<p>Premier. GPT will also participate in the 2024 Public Service Month Programme, and most of the activities that were planned for APSD have been deferred to September 2024 for PSM, therefore they will be implemented as per the directive.</p> <p>GPT plans were shared with the Office of the Premier.</p>				
<p>Share Good Practice</p>	<p>Identify and share one good practice of case study per Department per quarter</p> <p>No of projects entered for awards.</p>	Quarterly	<p>The department has introduced Electronic Invoice Submission (EIS) as a good practice in the province. In Q1 100% of invoices were submitted electronically against the target of 90%.</p> <p>The department did not enter for awards during Q1 period.</p>				EIS Q1 Report
<p>Name Tags – All staff members wearing name tags (The National Development Plan directs officials to wear their name tags as a compliance of the Batho Pele principles Access, courtesy, openness, and Transparency).</p>	Are all employees wearing name tags in your department?	01 April – 31 March 2024	<p>Employees were issued with name tags, frontline staff wear their tags and all employees are encouraged to wear their name tags.</p> <p>Further, all employees are using electronic access cards for identification and access.</p>				Report on wearing of name tags

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			Q1	Q2	Q3	Q4	
<p>Consultation with stakeholders</p>	<p>No of Izimbizo, Meetings, Conference, Community Forum Meetings held</p> <p>Customer Satisfaction reports developed</p>	<p>Quarterly</p>	<p><u>Gauteng Treasury Compliance Awareness Workshop (CSD and e-Invoicing) Workshop</u></p> <p>Gauteng Provincial Treasury in partnership with City of Tshwane invited business owners and co-operatives to participate in a database registration (CSD registration) and compliance awareness session.</p> <p>Date: 25 April 2024 Time: 10h00 -14h00 Venue: Mandela Community Hall, City of Tshwane</p> <p><u>Neighbourly Family Market, Business Matters Day</u></p> <p>The Neighbourly Family Fun Market was an event organised by a private company in partnership with Gauteng Economic Development, where families come together to celebrate local talent, support small business, and create lasting memories. Gauteng Treasury was invited to promote and educate the business owners about the departmental services (CSD and E-invoicing)</p> <p>Date: 03 May 2024 Time: 10h00 -14h00 Venue: Sebothoma Hall Unit D, Hammanskraal.</p>				<p>Attendance registers of consultation Customer satisfaction reports/survey</p>

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			Q1	Q2	Q3	Q4	
			<p><u>Gauteng Treasury Compliance Awareness Workshop (CSD and e-Invoicing) Workshop</u></p> <p>Gauteng Provincial Treasury in partnership with City of Tshwane invited business owners and co-operatives to participate in a database registration (CSD registration) and compliance awareness session.</p> <p>Date: 09 May 2024 Time: 10h00 -14h00 Venue: Mandela Community Hall, City of Tshwane</p> <p><u>Youth Month 2024</u></p> <p>Gauteng Provincial Treasury hosted the City of Tshwane, Bronkhorstspuit youth in business. The aim was to celebrate the contribution that young people made to the struggle for freedom in South Africa, to promote and educate the youth about the departmental Central Supplier Development (CSD) registration and workshop, e-invoicing and vendor verification services. The youth month theme this year: <i>Actively Embracing the Socio-economic Gains of Our Democracy</i>,</p> <p>Date: 27 June 2024 Time: 09h00 -12h00 Venue: Bronkhorstspuit Sport Centre, Bronkhorstspuit.</p>				

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			Q1	Q2	Q3	Q4	
			<p><u>e-Service Activation</u></p> <p>The Department of e-Government invited GPT on an event called e-Service Activation it was aimed at activating their e-services in the City of Tshwane, Soshanguve. Gauteng Treasury contribute by promoting and exhibiting the services of the department.</p> <p>Date: 13 June 2024 Time: 09h00 -14h00 Venue: Soshanguve Crossing Hall, City of Tshwane</p>				
Monitoring and evaluation Quarterly service site visits	Site visits conducted by Service delivery champions at service points in compliance to Batho Pele	Quarterly	The service delivery champions assessed status of displayed SDIP, SS, SC material in the building.				Site visit reports

Service delivery improvement plans Quarterly Report

An executive authority shall establish and maintain a service delivery improvement plan aligned to the strategic plan contemplated in regulation 25 for his or her department—

SDIP Key Service(s)	Key performance Indicator (KPI)	Planned/Total Target	Status /Progress				Evidence
			Q1	Q2	Q3	Q4	
KS1: Spending on Township suppliers	% of GPT spending on Township suppliers based	Increase GPT TER spend Year 1 - 15%	5.51%				TER spend report

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
		Year 2 – 30%					
Batho Pele Principles							
Consultation	No. of engagements held with relevant stakeholders	30 June 2024	The department held 29 IGR engagements with relevant stakeholders.				Attendance registers, presentations
Service standards	Approved Service Charter	30 June 2024	The department has an approved service charter which is published on GPT intranet				Department Details - Gauteng Provincial Government Visit Us Online
Courtesy	No. of complaints acknowledged and resolved in line with Service Charter	30 June 2024	There were no complaints received by the department during Q1.				Customer complaints reports
Access	Access to the building by the departmental visitors	30 June 2024	The department was accessible through its physical address, telephone and emails until the closure of Imbumba house on the 28 th September 2023. GPT staff was moved to 18 Rissik Street due to renovations and the department is accessible at that location.				Attendance registers
Information	No. of published performance reports on intranet and website	30 June 2024	All the performance reports are published in the departmental intranet under publications and website				Department Details - Gauteng Provincial Government Visit Us Online

PROJECTS	INDICATORS	TARGET DATE	STATUS / PROGRESS				EVIDENCE
			Q1	Q2	Q3	Q4	
Openness and transparency	Publishing of quarterly and annual performance reports on intranet and website	30 June 2024	All the quarterly and annual performance reports are published in the departmental intranet under publications and website.				Department Details - Gauteng Provincial Government Visit Us Online
Redress	Complaints must be resolved within the prescribed timeframe indicated in the Service Charter	30 June 2024	There were no complaints received by the department during Q1				Not applicable
Value for money	% Achievements of APP targets	30 June 2024	The department APP achievement was 93% (26/28) for Q1 2024/25.				Department Details - Gauteng Provincial Government Visit Us Online