



international relations & cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

Service Delivery Improvement Plan 2015 -2018



SERVICE DELIVERY IMPROVEMENT PLAN 2015-2018

Main SDIP document	Vision	The Department of International Relations and Cooperation's (DIRCO) vision is an African continent, which is prosperous, peaceful, democratic, non-racial, non-sexist and united and which contributes to a world that is just and equitable.
	Mission	DIRCO is committed to promoting South Africa's national interests and values, the African Renaissance and the creation of a better world for all.
	Value Statement	<p>To provide efficient, effective, economical and fully capacitated department. The Department of International Relations and Cooperation adheres to the following values</p> <ul style="list-style-type: none">• Patriotism• Loyalty• Dedication• Ubuntu• Equity• Integrity• Batho pele <p>We are committed to providing quality services to both our internal and external customers by meeting and exceeding their needs and expectations. We commit to all Batho Pele principles, especially:</p> <ul style="list-style-type: none">• courteous behaviour• information• access• openness and transparency.
	Legal Mandate	Constitutional Mandate: According to the South African Constitution, 1996, the President is ultimately responsible for South Africa's foreign policy. The Minister of International Relations and Cooperation, in accordance with her Cabinet portfolio responsibilities, is entrusted with the formulation, promotion and execution of South Africa's foreign policy. The Minister assumes overall responsibility for all aspects of South Africa's relations in consultation with the President. In practice, the Minister consults the Cabinet and individual Cabinet Ministers on aspects of



importance, as well as on cross-cutting issues that have a bearing on the programmes of other Ministries and Departments.

The White Paper on Foreign Policy, approved by Cabinet 2011, assesses South Africa's foreign policy against the rising expectations of the critical role of foreign policy to meet domestic priorities. South Africa's diplomatic and consular missions implement South Africa's Foreign Policy in order to enhance its international profile, and serve as strategic mechanisms for the achievement of national interests.

Legislative Mandate:

DIRCO's overall mandate is to work towards the realization of South Africa's foreign policy objectives. The following legislation forms the framework which informs the strategic objectives of the Department

- The Foreign States Immunities Act (Act 87 of 1981)
- The Diplomatic Immunities and Privileges Act, 2001, (Act 37 of 2001)
- The African Renaissance and International Cooperation Fund Act, 2001, (Act 51 of 2001)
- International Agreements (Multilateral and Bilateral)
- The Hague Convention of 5 October 1961 - Abolishing the Requirement of Legalisation of Foreign Public Documents.
- Rule 63 of High Courts
- Commissioner of Oaths Act
- Vienna Convention on Consular Relations, 1963

DIRCO's primary mandate is to assist the Minister in carrying out her Cabinet and Ministerial responsibilities. DIRCO conducts its mandate by:

- Coordinating and aligning South Africa's foreign policy abroad;
- Monitoring developments in the international environment;
- Communicating government's foreign policy positions;
- Developing and advising government on foreign policy options and creating mechanisms and avenues for achieving objectives;



	<ul style="list-style-type: none">• Promoting South Africa's sovereignty and territorial integrity;• Contributing to the creation of an enabling international environment for South African business; sourcing of developmental assistance; and• Assisting South Africans abroad. <p>In compliance with the requirements of Public Service Regulations (2001), as amended, and the White Paper on the Transformation of Service Delivery (Batho Pele) 1997, the Department of International Relations and Cooperation identified one (1) key services that would form the basis of the Service Delivery Improvement Plan for a period of three (3) years (2015-2018). This also forms part of DIRCO Strategic Plan and Annual Performance Plans.</p>
<p>Listed services</p>	<p>DIRCO provides the following services:</p> <ul style="list-style-type: none">• Provides advice and communication on South Africa's foreign policy imperatives and positions.• Promotes and advances national interests and the country's foreign policy priorities and engagements with the international community• Coordinates and enhances participation by all spheres of government in the implementation of South Africa's foreign policy.• Renders consular and consular notarial services.• Coordinates and regulates engagements and interfaces with the resident diplomatic community. <p>All the services are supported by effective and efficient administrative governance.</p>
<p>Situational analysis</p>	<p><u>CONSULAR NOTARIAL SERVICES:</u></p> <p>Consular Notarial Services are rendered to South African citizens and foreign nationals requiring South African public documents to be legalised for use abroad. These services are rendered to provide legal validity to South African public documents to enable a person to use the documents outside South Africa. Consular legalisation service hours are strictly from 08:30 – 12:30 (Monday – Friday, excluding public holidays). Telephone enquiries are dealt with during normal office hours (08:00 – 16:30).</p>



	<p>Consular Notarial Services is a demand driven service. Statistics indicate an average of 12 % increase in documents that are legalised on an annual basis. The number of documents legalised over the last 4 years are as follows:</p> <p>2011/2012 = 24 706 2012/2013 = 29 297 2013/2014 = 36 327 2014/2015 = 43 601</p>
<p>Process mapping & unit costing</p>	<p>Chief Directorate : Consular Service is ISO 9001:2008 certified Audited bi-annual - internally and externally</p>
<p>Problem statement</p>	<p>Key Service 1 – To provide Consular Notarial Services</p> <ul style="list-style-type: none"> • Information sharing between relevant stakeholders. • Lack of human resources. • Equipment outdated. • Electronic signature database not available. • Legalisation Section reception area is becoming too small for the amount of walk-in customers / not sufficient space for customer to sit.
<p>Identified key services for improvement over a 3-year cycle (2015-2018)</p>	<p>Key Service 1 – To provide Consular Notarial Services To provide consular notarial services for South African public documents for use abroad.</p>
<p>Service beneficiaries per key service</p>	<p>Key Service 1 – Consular Notarial Services South African citizens and foreign nationals requiring South African official (public) documents to be legalised for use abroad.</p>



Key Service 1	Current quantity	Desired quantity 2015/2016	Desired quantity 2016/2017	Desired quantity 2017/2018
<p>To provide Consular Notarial Services</p> <p>Quantity: current status & projected targets</p>	<p>Consular Notarial Services are provided in the following timeframes:</p> <ul style="list-style-type: none"> • Number of documents legalised for 2014/2015 = 43601. • This is a demand driven service. 	<p>Historically there is a 12 % increase in the demand for documents to be legalised per annum</p>	<p>Historically there is a 12 % increase in the demand for documents to be legalised per annum</p>	<p>Historically there is a 12 % increase in the demand for documents to be legalised per annum</p>
Quality: current & projected targets:				
Professional standards	Current professional standards.			
Legal standards	<p>ISO9001:2008 standards for a Quality Management System</p> <p>Current legal standards & approved standard operating procedures</p> <ul style="list-style-type: none"> • The Hague Convention of 5 October 1961 – Abolishing the Requirement of Legalisation of Foreign Public Documents. • Rule 63 of High Courts • Commissioner of Oaths Act • Vienna Convention on Consular Relations, 1963 			
	Desired changes Year 1	Desired changes Year 2	Desired changes Year 3	
	ISO 9001:2008 standards for a quality management system	ISO 9001:2008 standards for a quality management system	ISO 9001:2008 standards for a quality management system	
	Desired changes Year 1	Desired changes Year 2	Desired changes Year 3	
	Maintain current standard	Maintain current standard	Maintain current standard	



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	Desired changes Year 1 2015/2016	Desired changes Year 2 2016/2017	Desired changes Year 3 2017/2018
Batho Pele principles			
Consultation:	Consultation is done through the following: <ul style="list-style-type: none"> • Telephone enquiries. • Written enquiries via e-mail, fax or letters. • Visits by clients to the Legalisation Section 	Consultation through structured meetings with stakeholders on quarterly basis	Enhance stakeholder relationships through structured meetings with stakeholders on quarterly basis
	Officials are friendly, courteous, highly professional and knowledgeable in the services provided	Television screen (and content) to display consular information – by December 2015	Update content displayed on the television screen quarterly
Courtesy:	Officials are identified by name tags.	Intercom system to be installed by July 2015	Monitor and evaluate the effectiveness of the intercom system on a quarterly basis
	There is a fully furnished reception/waiting area with a computer to access Legalisation information, addresses and other contact details for foreign embassies in South Africa. Temporary closures (e.g. Christmas and New Year's Eve) are communicated according to the	Rope and electronic queue management system to be implemented by November 2015 Electronic signature database to be re-designed in consultation with ICT by March 2016	Monitor and evaluate the effectiveness of the rope and electronic queue management system on a quarterly basis Electronic signature database to be tested for functionality and problems addressed by March 2017



	Desired changes Year 1 2015/2016	Desired changes Year 2 2016/2017	Desired changes Year 3 2017/2018
<p>service charter by the placement of notices in the Legalisation Reception and DIRCO's main entrance gate.</p> <p>Vending machines for refreshments available for public use.</p> <p>Free parking available for all clients.</p>	<p>Legalisation Section reception area to be enhanced to provide sufficient seating and space for walk-in customers by October 2015</p>	<p>Monitor the legalisation reception area to ensure that seating and space for walk-in customers are sufficient on a quarterly basis</p>	<p>Monitor the legalisation reception area to ensure that seating and space for walk-in customers are sufficient on a quarterly basis</p>
	<p>Move of fax machine to the closed office, as to provide sufficient working space on counter (number 3) by May 2015</p>	<p>Updating of equipment i.e. printers, fax machine and scanner currently utilised by the Legalisation Section (Note: Scanner to be provided for the sole use of the Legalisation Section as to scan specimen signatures and to be captured on the electronic signature database) by December 2016</p>	<p>Maintain standards set in 2016/2017</p>
	<p>Access (limited) control to be implemented on the entrance/exit door at the</p>	<p>Maintain standards achieved in 2015/2016</p>	<p>Maintain standards achieved in 2015/2016</p>



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	Desired changes Year 1 2015/2016	Desired changes Year 2 2016/2017	Desired changes Year 3 2017/2018
	Legalisation Section by June 2015		
	Implementation of the Departmental Language Policy which caters for consular services to be provided in the following languages : English, Afrikaans, Zulu and Sotho	Maintain standard achieved in 2015/16	Maintain standard achieved in 2015/16
	<p>The service is accessed as follows:</p> <p>Physical Address: Ground Floor, Legalisation Section OR Tambo Building, 460 Soutpansberg Road, Rietondale, Pretoria, 0084</p> <p>Postal address: Department of International Relations and Cooperation, Private Bag X152, Pretoria, 0001.</p> <p>Access: Legalisation Section is open to the public on workdays from 08:30 – 12:30. By telephone: 012 351 1726 (enquiries line) or the following direct lines, i.e. /11232 (Supervisor), x11269, x11231, x10033, x10595, x11490, x11268, or x11717. Fax: 012 329 1018</p>		



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<p>Official emails and Website: (www.dirco.gov.za) There is a dedicated general enquires' email address: (legalisation@dirco.gov.za) on the website.</p> <p>GPS co-ordinates available on the website</p>			
<p>Information is shared as follows:</p> <ul style="list-style-type: none"> • The DIRCO and GCIS websites • Daily telephone and e-mail enquiries • Daily distribution of information sheets • In person to walk in clients to the Legalisation Section • Service Delivery Charter displayed • Ad hoc meetings held with stakeholders • Consular material not advocated during Public Participation Programmes <p>Information:</p>	<p>Structured stakeholder meetings held quarterly</p> <p>Television screen to be used for consular related information</p> <p>One PPP event to be attended quarterly</p>	<p>Maintain standard achieved in 2015/16</p>	<p>Maintain standard achieved in 2015/16</p>



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<p>Legalisation services may be applied for by any of the following means:</p> <ul style="list-style-type: none">• In person at the Legalisation Section at DIRCO.• By courier.• By registered/fast mail.• Via the South African High Commission, Embassy or Consulate General abroad. <p>The services include the legalisation of South African official (public) documents for use abroad. Documents that may be legalised include but are not limited to vital documents pertaining to vital statistics (birth, marriage and death certificates); other civic documents i.e. letters of no impediment (marital status), citizenship letters/letters of renunciation, vault copies; police clearance certificates; educational certificates; divorce decrees and settlement agreements; documents relating to adoption; verification of drivers licences;</p>			



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<p>registration of companies and close corporations, registration of patent designs, trademarks and copyrights; health reports; translated documentation; export documents; and End-User Certificates (EUC's). Clients who do not have the correct documents are directed to the relevant department/institution to obtain the correct documents (information sheets available to customers).</p> <p>The Chief Directorate is ISO9001 certified: document and version control exercised as per ISO9001 requirements to ensure that customers are not provided with out-dated information.</p> <p>Opening hours and processing times clearly displayed at the Legalisation Reception and on the DIRCO website.</p> <p>Service beneficiaries are given receipts and Customer Satisfaction questionnaires after being helped.</p>			
<p>Openness & transparency:</p>			



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<p>Service Delivery Charter is displayed at the DIRCO website and Consular waiting area</p> <p>A formal complaints resolution process has been established in compliance with ISO9001 requirements. These processes are as follows:</p> <p>LEGALISATION SECTION: Walk-in customers can provide feedback on their acknowledgement of receipt forms. The statistical information received is captured on the daily register. If a poor performance was received, the official who dealt with the enquiry must provide a written report on the incident, which is provided to the Supervisor. The Supervisor to contact the customer and a suitable resolution or corrective measures to be implemented (where applicable). All negative comments are reported to Management for analysis and action within one week of lodging the complaint. If the reported complaint involves non-compliance</p>	<p>Align consular processes with the approved Departmental complaints and compliments management framework by March 2016</p>	<p>Maintain and implement corrective measures where necessary to improve on the standards achieved from 2015/16 through evaluation and assessment based on the previous outcomes.</p>	<p>Maintain and implement corrective measures where necessary to improve on the standards achieved from 2015/16 through evaluation and assessment based on the previous outcomes.</p>
<p>Redress:</p>			



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	<p>to the SDC, the matter will be addressed with the staff member involved.</p> <p>The Supervisor also addresses any complaints or difficult situations directly with walk-in customers, as and when required (which cannot be dealt with by the counter staff member).</p> <p>A suggestion box is also available within the Legalisation Section reception area, for customers to provide suggestions, compliments and complaints which is addressed accordingly by the Supervisor.</p>		
Value for money:	<p>Legalisation services are provided free of charge.</p>	<p>Continue to provide Legalisation services free of charge</p>	<p>Continue to provide Legalisation services free of charge</p>
Human resources:	<p>The staff establishment for rendering the service is as follows:</p> <ul style="list-style-type: none"> 6 permanent staff members (on level 8); and the section is managed by an Assistant Director (Supervisor). 	<p>Management to ensure sufficient staff are available at all times. Replacement or appropriately trained officials to be provided during staff vacancies due to attending of training courses and leave, etc., irrespective of DIRCO internal policies, etc.</p>	<p>Monitor and evaluate quarterly.</p>



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Cost:	R3 285 300 per annum for compensation of employees in the Directorate Development, Strategy and Legalisation.	Amount for goods and services, employee expenditure increase by 5%	Amount for goods and services, employee expenditure increase by 5%
Time:	<ul style="list-style-type: none"> • 1 - 5 documents received between 08:30 and 12:00: 30 - 45 minutes; • More than 5 documents and documents received after 12:00: Next working day during public hours. • 20 Documents or more received during public hours: Two (2) working days / during public hours. <p>Approximately 2080 hours per person is spent annually rendering legalisation services.</p>	<ul style="list-style-type: none"> • 1 - 5 documents received between 08:30 and 12:00: 30 - 45 minutes; • More than 5 documents and documents received after 12:00: Next working day during public hours. • 20 Documents or more received during public hours: Two (2) working days / during public hours. 	<ul style="list-style-type: none"> • 1 - 5 documents received between 08:30 and 12:00: 30 - 45 minutes; • More than 5 documents and documents received after 12:00: Next working day during public hours. • 20 Documents or more received during public hours: Two (2) working days / during public hours.



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Particulars of champion/team

**: Ms Serialong O Chauke
012 351 1137**

Signature of HOD


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Ambassador JM Matjila

Director-General: Department of International Relations and Cooperation

Date:

Signature of Executive Authority

: _____


**Ms Maite Nkoana-Mashabane, MP
Minister of International Relations and Cooperation**

Date: