2025-2030

SERVICE DELIVERY IMPROVEMENT PLAN

national treasury

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REPUBLIC OF SOUTH AFRICA

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DOCUMENT CONTROL

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1. ACRONYMS AND ABBREVIATIONS

ITEM	DESCRIPTION
AML	Anti-Money Laundering
APP	Annual Performance Plan
CPO	Chief Procurement Office
CSD	Central Supplier Database
CRO	Chief Risk Officer
FICA	Financial Intelligence Centre Act
G2P	Government-to-Person digital payment
GSCID	Governance, State Capacity and Institutional Development
KPI	Key Performance Indicator
KYC	Know Your Customer
MFMA	Municipal Finance Management Act
MTDP	Medium-Term Development Plan
NGO	Non-Governmental Organisation
PFMA	Public Finance Management Act
POPIA	Protection of Personnel Information Act
OAG	Office of the Accountant General
SCM-ICT	Supply Chain Management Information Management Technology Chief Directorate
SARS	South African Revenue Service
SASSA	South African Social Security Agency
SMEs	Small and Medium Enterprises
SP	Strategic Plan
Stats SA	Statistics South Africa
UIF	Unemployment Insurance Fund

2. OFFICIAL SIGN OFF

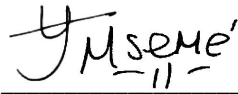It is hereby certified that this Service Delivery Improvement Plan:

- Was developed by the management of the National Treasury under the guidance of the Minister of Finance;
- Was prepared in line with the current **2025-2030** Strategic Plan and the **2025/2026** Annual Performance Plan**;**
- Is compiled with the latest available performance information from departmental business units.

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Date: 30 September 2025

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ENOCH GODONGWANA, MP
MINISTER OF FINANCE
Date: 09 October 2025

3. SUMMARY OF THE SDIP KEY SERVICES

OUTCOME	KEY SERVICES	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET					SOURCE DOCUMENTS
					Year 1	Year 2	Year 3	Year 4	Year 5	
Sound financial controls and management of public finances	Provide financial management systems	Data exchange platform implemented across government	N/A	No data exchange in place	Data exchange platform designed	Data exchange platform piloted for at least 20 databases	Data exchange platform piloted for at least 20 databases	Data exchange platform implemented across government	Data exchange platform implemented across government	SP 2025-2030 Pg. 37
		End-to-end Government To Person (G2P) system expanded to at least two government entities	N/A	No end-to-end G2P system in place	NT integration components completed	Integration with MzansiXchange completed	End-to-end G2P system deployed for Child Support and SRD Grants	End-to-end G2P system expanded to at least two government entities	End-to-end G2P system expanded to at least two government entities	SP 2025-2030 Pg. 37
		Automated Procurement System for the State developed by 2030	N/A	Manual handling of request for quotations	Automated process for handling requests for quotations implemented	Implementation of Government electronic marketplace completed	Automated end-to-end open tendering solution implemented	Automated Procurement System for the State developed	Automated Procurement System for the State developed by 2030	SP 2025-2030 Pg. 37 APP 2025/2026 Pg. 78

4. CHANGE MANAGEMENT PLAN: STAKEHOLDER MAPPING

4.1. DATA EXCHANGE STAKEHOLDER MATRIX

IDENTIFIED STAKEHOLDERS	STAKEHOLDER'S INTEREST	METRICS (WEIGHTING & RELEVANCE)	POTENTIAL BENEFIT
Department of Home Affairs (DHA) National Student Financial Aid Scheme (NFAS)	• Access to Administrative Data: Reliable, standardised data from other government departments (Home Affairs, Education, Health, Labour, etc.) to reduce dependency on costly surveys. • Data Quality & Consistency: Ensure data shared across government is accurate, comparable, and follows statistical standards. • Reduced Duplication: Avoid multiple institutions collecting the same information. • Public Trust: Ensure data is managed ethically, securely, and protects citizens' privacy. • Policy Alignment: Support evidence-based decision-making by providing harmonised data for government planning.	High	• Improved Data Availability: Faster access to real-time administrative data for statistical analysis. • Reduces reliance on outdated census or survey cycles. • Cost Savings: Less need for large, expensive national surveys if administrative data can be re-used. • Enhanced Statistical Accuracy: Better data integration leads to more reliable national accounts, labor statistics, education statistics, etc. • Faster Turnaround: Timely reporting of socio-economic indicators to government and the public. • Strengthened Role: StatsSA becomes the central hub of trusted government data, reinforcing its mandate as the official statistics authority.
South African Social Security Agency (SASSA)	• Access to identity and status data from Home Affairs (citizenship, death records) • Access to income/employment data from SARS & Dept. of Labour. • Bank account verification for grant payments. • Fraud detection and prevention. • Protection of sensitive beneficiary data (POPIA compliance). Faster processing of applications and payments.	High	• Accurate Targeting: Only eligible beneficiaries receive grants. Fraud Reduction: Eliminates ghost beneficiaries and duplicate applications. • Operational Efficiency: Faster grant approvals, reduced paperwork. Cost Savings: More funds available for legitimate beneficiaries • Transparency & Accountability: Better reporting to Treasury, Parliament, and auditors. • Improved Service Delivery: Faster, fairer, more reliable services for citizens.
Private Sector (Businesses, Banks, Insurers, Telecoms, etc.)	• Reliable access to verified government data (IDs, company registration, tax compliance, permits, licenses). • Faster regulatory compliance checks (e.g., KYC, AML, FICA). • Secure data sharing with government for reporting (e.g., payroll, UIF, taxes). • Use of open government data for innovation and product development.	Medium	• Reduced Compliance Burden: Faster Know Your Customer (KYC) and Anti-Money Laundering (AML) verification and regulatory approvals. • Ease of Doing Business: Streamlined interaction with government (tax, licensing, procurement). • Fraud Prevention: Ability to cross-check customer/beneficiary information with authoritative government sources. • Cost Savings: Less duplication of verification processes and paperwork.

IDENTIFIED STAKEHOLDERS	STAKEHOLDER'S INTEREST	METRICS (WEIGHTING & RELEVANCE)	POTENTIAL BENEFIT
	• Assurance that data sharing complies with POPIA and other laws		• Market Opportunities: Access to anonymised government datasets to develop new products/services (e.g., fintech, Insurtech, Agritech). • Trust and Transparency: Clearer accountability and reduced risk in transactions.
Citizens	• Improved public services with less bureaucracy. • Easier compliance with regulations (e.g., tax, licensing). • Data privacy and protection. • Transparency on how their data is used.	Low	• Seamless access to services (no need to provide the same information repeatedly). • Greater trust in government processes. • Personalised and efficient service delivery.

4.2. END-TO-END G2P SYSTEM STAKEHOLDER MATRIX

IDENTIFIED STAKEHOLDERS	STAKEHOLDER'S INTEREST	METRICS (WEIGHTING & RELEVANCE)	POTENTIAL BENEFIT
Government agencies	• Efficient, secure disbursement of funds (grants, subsidies, pensions, wages). • Prevent fraud and leakage of funds. • Transparency and accountability in public finances. • Ensuring compliance with data protection, security, and privacy laws • Provide secure, scalable, and interoperable platforms. • Innovate in digital payments, and cybersecurity.	High	• Reduced cash handling costs. • Better monitoring and auditing of public spending. • Faster delivery of social benefits improved social stability and trust. • Cost savings (less redundant data systems). • Faster decision-making and evidence-based policies. • Faster payment approval • Opportunities to build data-driven products and services. • Strengthened accountability and governance • Ensure G2P aligns with financial inclusion and social protection goals.
Citizens	• Timely, reliable, and accessible payments. • Low-cost or free access to funds. • Trust that their money is safe. • Improved public services with less bureaucracy. • Data privacy and protection. • Transparency on how their data is used.	Medium	• Financial inclusion (especially for the unbanked). • Reduced need to travel long distances or queue for cash. • Greater dignity and empowerment in accessing government support. • Seamless access to services (no need to provide the same information repeatedly). • Greater trust in government processes. • Personalised and efficient service delivery. • Improved public trust in digital government.

4.3. GOVERNMENT AUTOMATED PROCUREMENT SYSTEM STAKEHOLDER MATRIX

IDENTIFIED STAKEHOLDERS	STAKEHOLDER'S INTEREST	METRICS (WEIGHTING & RELEVANCE)	POTENTIAL BENEFIT
Government procurement agencies	• Transparent, efficient procurement processes. • Standardised supplier registration and vetting. • Reduced corruption, collusion, and bid rigging.	High	• Faster procurement cycles. • Lower costs through competitive bidding. • Stronger public trust and compliance with PFMA/MFMA.
Suppliers/ Private Sectors	• Fair and equal access to tenders. • Transparent evaluation and award processes. • Reduced paperwork and simplified compliance.	Medium	• Easier entry for SMEs and previously disadvantaged groups. • Faster payment cycles and reduced disputes. • Increased business opportunities via broader access to tenders.
Citizens / Civil Society (NGOs, Watchdogs, Media, General Public)	• Transparency in how public money is spent. • Accountability in supplier selection and contract awards.	Low	• Reduced corruption and misuse of public funds. • Improved public service delivery (since funds are better spent). • Greater trust in government institutions.
Regulators & Oversight Bodies (Auditor-General, Competition Commission, Public Protector, Parliament)	• Effective monitoring of procurement practices. • Ensuring compliance with procurement laws and policies. • Preventing monopolies and anti-competitive practices.	Low	• Real-time audit trails and data for investigations. • Easier enforcement of procurement rules. • Strengthened accountability in the use of state resources.

5. SUMMARY ON THE IMPROVEMENT OF BATHO PELE (SERVICE QUALITY) STANDARDS FOR THE CENTRAL SUPPLIER DATABASE

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET					PORTFOLIO OF EVIDENCE
				Year 1	Year 2	Year 3	Year 4	Year 5	Provide names of documents used to populate this template & relevant page numbers
a) PROFESSIONAL STANDARDS - PUBLIC SERVANTS	Percentage compliance with set Standard Operating Procedures for CSD	80%	80%	80%	80%	80%	80%	80%	CSD Quarterly reports
b) COURTESY STANDARDS	Percentage of responses to citizens provided with respect	100%	100%	100%	100%	100%	100%	100%	CSD Quarterly reports
c) ACCESS STANDARDS	Percentage of CSD system uptime	95%	95%	95%	95%	95%	95%	95%	CSD Quarterly reports
d) INFORMATION STANDARDS	Percentage response to telephone queries on the CSD	100%	100%	100%	100%	100%	100%	100%	CSD Quarterly reports
e) REDRESS STANDARDS	Percentage of feedback responses given within 48 hours for Central Supplier Database	95%	95%	95%	95%	95%	95%	95%	CSD Quarterly reports
f) SERVICE STANDARDS	Percentage of CSD system uptime	95%	95%	95%	95%	95%	95%	95%	CSD Quarterly reports

6. MONITORING AND REPORTING

6.1. MONITORING AND REPORTING APPROACH TO BE FOLLOWED:

The Service Delivery Improvement Plan is an essential component of the planning and monitoring framework, with progress against the defined deliverables to be rigorously tracked through the routine performance monitoring and reporting processes.

#	ACTIVITIES	DELIVERABLES	RESPONSIBILITY
1	Chief Directorate assesses progress made and prepare reports for the DDG	Progress Reports	OAG: Financial Systems ODG: Data Analytics OCPO: SCM ICT
2	Divisions submit consolidated reports to SPME	Quarterly Performance Reports	OAG: Financial Systems ODG: Data Analytics OCPO: SCM ICT
3	SPME to review progress reports and consolidate quarterly performance reports	Quarterly Performance Reports	SPME
4	SPME to submit quarterly performance reports to EXCO	Quarterly Performance Reports	SPME
5	SPME to submit performance reports to Audit Committee	Quarterly Performance Reports	SPME

6.2. STANDARD PERFORMANCE REPORTS:

a) Quarterly Performance Report
b) Bi-Annual GSCID Cluster Implementation Plan
c) Mid-Term Strategic Planning Report
d) Mid Term MTDP Plan Report
e) End Term Strategic Planning Report
f) End Term MTDP Planning Report

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