

ADDRESS TO STRATEGIC PLANNING

TO: HOD AND TEAM

: INVITED GUESTS

: ATTENDEES TO THE SESSION

GOOD MORNING

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AAH!

I am honored to address the session that is meant to ponder and shape a better Department in the quest to serve our people better. It is encouraging that the department did so well in the previous financial year.

We spent 97.1 percent of the Departmental budget which is good, as the more we spend, the more we activate economic activities and improve lives. I would have loved it 100 percent but I believe you do your best again.

We are further noting that you did your best in terms of overall performance as per the Annual Performance Report. Some of the areas of underperformance are attributable to GNT of which is beyond your reach, notwithstanding that, push harder to serve even better.

The most notable is the clean audit that has put our department amongst the best. The audit goes a long way in showcasing transparency and good governance. The public always wants to have a sense that we are holding the public purse in good trust.

HOD and the team, I want to appreciate the good work and let the DTCS flag fly even higher. It is the common good that glues us together and let every shoulder be on the wheel for the sake of our people.

I have recently gone on the performance assessment based on the service delivery agreement I signed with Premier. It should be noted that I perform only when you perform. My deliverables are based on your KPA's as such, do your best for the entire team to do good. So far, I am convinced that I have the best team that is able and capable, we just need to have a sense of urgency. We should not wait until the last moment to action our activities. Always do good whether someone is watching or not.

Ezra Taft Benson says: "if you really want to receive joy and happiness then serve others with all your heart. Lift their burden and your burden will be lighter."

Earl Nightingale says 'Our rewards in life will always be in direct ratio to our service'

All the above proves to us that until you see your work not as work but duty and service you will be found wanting. Your success and fulfillment is when your touch lives and that will always come to you in multifold.

As you review and refine our vision, mission and values, envision an ever-changing world. The world is fast advancing with technology and artificial intelligence. Find ways to infuse a means of doing things much quicker and at a less cost. Let's reduce bureaucratic red tape while oiling the value chain to deliver reliable services.

I always marvel at the banks in our country; they offer their service with deliberate consistency. Always on time, very few availability downtown. I would like our Government and Department to be reflective of the consistency and reliability of a business.

If there is an application for a permit, the client must expect a response on specific timelines. Let's keep deliberate and doable standards that will comfort the clients. Our people deserve the best service, and we can match private business if we put our mind to it.

I know for a fact that we are the best collector for provincial revenue. Let's capitalize the traffic fines by employing a system that can collect with ease. The AARTO is about to start, are we ready for it. Do we have plans to publicize its inception?

Let's find ways to deal with reckless driving. Almost every accident is due to overtaking and over speeding. I am quite happy with the PHUZA OPERATION that nabs drunken drivers. It is sending a proper message because drivers now know that they are likely to be arrested more often than not.

HOD, Find ways to oil the recruitment space, we take forever to appoint. Further the feedback we getting does not augur well for the reputation of the Department. No one must be seen to be in the business of selling posts. It is something we cannot tolerate.

Under general we are doing well.

Let's do it for the poor!

Let's do it for those who can't do it for themselves!

Let's serve God by serving others!

I THANK YOU