



TECHNICAL INDICATOR DESCRIPTIONS (TIDS)

2018/19 ANNUAL PERFORMANCE PLAN (APP)

PROGRAMME 1

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/ COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Percentage of approved invoices paid within 30 days	The department is required to comply with National Treasury (NT) regulations and the PFMA of 1999 where invoices reflect undisputed invoices	To measure the level of DIRCO's compliance with relevant legislation in terms of payment of suppliers.	Process Owner: Financial and Assets Management (Finance, Supply Chain Management) Data is collected through Quarterly Reports Evidence: Exception reports, emails and submissions to NT	The method of calculation is the percentage of undisputed invoices paid versus undisputed invoices received	None	Activity	Cumulative	Quarterly	No	On target	Financial and Assets Management

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Number of training programmes implemented	Provision of training courses towards improving productivity, upskilling of officials and preparation for placement abroad	To monitor implementation against the Workplace Skills Plan (WSP).	<p>Process Owner: Diplomatic Training, Research and Development (DTRD) and Corporate Management (Generic Skills Development)</p> <p>Data is collected through Quarterly Reports</p> <p>Evidence: Attendance registers/ evaluation reports/ submissions</p>	Simple count	None	Output	Cumulative	Quarterly	Revised	Higher performance is desirable	DTRD and Corporate Management

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Percentage of requests responded to for legal and policy advice relating to domestic and international law	Foreign Policy engagements are guided by domestic priorities and legislation and conducted within the ambit of international law and instruments. DIRCO must be responsive to and compliant with international and domestic law.	To ensure that international relations engagements are undertaken in the context of the constitutional provisions and international law. South Africa can only enter into international agreements which are consistent with its domestic laws.	Process Owner: Office of the Chief State Law Adviser Data is collected through Quarterly Reports Evidence: Register of legal opinions	The method of calculation is to determine the percentage of requests responded to versus requests received	None	Output	Non-cumulative	Bi-annual	Revised	On target	Office of the Chief State Law Adviser
Number of programmes and projects undertaken to create an enabling environment for effective implementation of policies focussed on gender, youth and people with disabilities	Towards creating an enabling environment for the promotion of gender empowerment, youth development and for people with disabilities.	To track DIRCO activities on promoting gender empowerment, youth development and for people with disabilities.	Process Owner: Office of the COO Data is collected through Quarterly Reports Evidence: Reports/ Attendance Registers	Simple count	None	Activity	Cumulative	Quarterly	N/A	Higher performance is desirable	Office of the COO

PROGRAMME 2

SUB-PROGRAMMES: (A) AFRICA; (B) ASIA AND THE MIDDLE EAST; AND (C) AMERICAS AND EUROPE

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/ COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of structured bilateral mechanisms and high-level engagements facilitated to promote national priorities, the African Agenda and the Agenda of the South	Structured bilateral mechanisms is a terminology used to reflect regularised and formalised meetings that South Africa has with other countries and is governed by a signed agreement. These meetings usually take place in an agreed format and	Structured bilateral mechanisms and High-Level meetings remain the most important and valuable foreign policy instruments for DIRCO to advance South African positions, coordinate activities towards a particular country and promote South Africa's key priorities (Nine-Point Plan, National Priorities and National Growth Path (NGP))	Process Owner: Various bilateral Desks and Missions Evidence: Any of the following: - Signed minutes of stakeholder meetings (inter-departmental meetings), -Briefing documents,	Simple count	The content of both these meetings (structured bilateral mechanisms and high-level) could be similar and may coincide with State and/or Official Visits. These High Level engagements do not include those covered by other government Ministers only the DIRCO Minister and the two Deputy Ministers.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desired	All bilateral branches

	<p>Time-frame pursuant to bilateral Communiqués, Agreements and/or other High-Level decisions. The term High-Level Meeting, for the purposes of our report, denotes meetings at the level of:</p> <p>President Deputy President</p> <p>DIRCO: Minister Deputy Minister Director-General DDG</p>	<p>as reflected in national policy documents. South Africa also utilises these engagements to discuss regional and global issues</p>	<p>- Outcomes documents i.e. approved submissions,</p> <p>- Joint Communiqués,</p> <p>- Joint Declarations, Statements released after the bilateral engagements</p> <p>- Media statements.</p>		<p>It should be noted that for High Level Visits, there are instances where the DIRCO Principals travel alone and participates in meetings on their own without the involvement of Desks/Missions in any way. Reports would not be available in these instances as there would not have been officials involved substantially or otherwise.</p> <p>The same may apply for Principals from other countries, where they just visit the country for private reasons and then decide to meet the SA President or Deputy President or DIRCO Minister or Deputy Ministers without any other officials involved or participating in the meetings.</p> <p>Even if the event garners media attention that doesn't mean that DIRCO would give a report</p>						
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					<p>because they would not be involved in the actual meetings.</p> <p>As a diplomatic practice Joint Communiqués, Joint Declarations, Statements released after the bilateral engagements and Media statements are usually never signed as they are released mainly through the media. There are instances where they may be signed but that is not the norm.</p>						

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Number of economic diplomacy initiatives undertaken to contribute to South Africa's economic growth	DIRCO is required to engage in meaningful and measurable Economic Diplomacy activities in the host country which should be informed by the Situational Analysis of the approved APP as well as the Market-Analysis done by the Mission. Initiatives undertaken to increase value-added exports; attract Foreign Direct Investment (FDI) to priority sectors (New Growth Path (NGP) and Industrial Policy Action Plan (IPAP);	Initiatives are undertaken with the purpose of engaging identified role-players/ stakeholders in order to promote economic opportunities in South Africa as well as highlight potential opportunities for South African business in the host country.									

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	National Development Plan (NDP) and Operation Phakisa; and the removal of non-tariff barriers as well as the promotion of Tourism and South Africa's image abroad. These activities are not only restricted to Missions, as Head Office can also participate in similar activities. Economic activities in this context consist of the following:										
	Trade and Investment Seminars to promote South African products and services:	To promote South African products and all services to contribute towards the achievement of South Africa's	Process Owner: Various bilateral Desks and Missions Evidence:	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is	All bilateral branches and Missions

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	Ideally, arranged by the Mission, however, participation at identified Trade and Investment Seminars, International Trade days and Expos/ Exhibitions identified to explore opportunities and promote the country's priorities. Measurable efforts on the Mission's side to promote inward and outward investment and trade. It is important and may include any platform where presentations are made on the ease of doing business in South Africa.	National Priorities. Platforms are also utilised to explain the ease of doing business in South Africa.	Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager. Minutes of meetings								

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	<p>Engagements with Chambers of Commerce and business formations to create market access: To arrange meetings with reputable business organisations and sector specific Chambers of Commerce in the host country to lobby and promote interest w.r.t investment and trade opportunities in South Africa and to create a positive atmosphere around doing business in South Africa. This may also provide the platform to engage on requirements for doing business with a specific country.</p>	<p>To promote business and interest to contribute towards the achievement of South Africa's National Priorities.</p>	<p>Process Owner: Various bilateral Desks and Missions</p> <p>Evidence: Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager. Minutes of meetings</p>	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	All bilateral branches and Missions

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	<p>Bilateral meetings held with targeted Government Ministries to seek cooperation and possible technology exchange: Targeted Government Ministries (including State-owned Enterprises) engagements used to identify areas of possible cooperation opportunities in the areas of the five Government Priorities, to advance objectives of the National Development Plan (NDP) and the Nine Point Plan and follow-ups with Memoranda of Understanding (MoUs).</p>	<p>To provide an opportunity for possible cooperation and in support of any MoUs to contribute towards the achievement of South Africa's National Priorities.</p>	<p>Process Owner: Various bilateral Desks and Missions</p> <p>Evidence: Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager. Minutes of meetings</p>	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desirable.	All bilateral branches and Missions

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	<p>High-Level potential Investors and importers to seek investments into South Africa: To request meetings to source investment for South Africa and to consider a possible market for South African products. Discussions also take place to advance Operation Phakisa, addressing South Africa's energy needs, including renewable energy and to promote South Africa as a regional and global trade and investment destination of choice. This may include State-owned Investment Agencies of host country.</p>	<p>To seek investment in order to increase trade balance to contribute towards the achievement of South Africa's National Priorities.</p>	<p>Process Owner: Various bilateral Desks and Missions</p> <p>Evidence: Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager Minutes of meetings</p>	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	All bilateral branches and Missions

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	<p>Tourism promotion events to promote South Africa as a tourist destination: To arrange meetings and participate in tourism events with sector role-players (travel agencies and tour operators) in the host government in a concerted effort to promote South Africa as a favourable tourism destination. For business and leisure (Meetings, Incentives, Conferences and Events [MICE]) and as a safe and value for money destination of choice. It is also part of the Mission activities to promote South Africa at events such as National Days.</p>	<p>To promote South Africa as a favourable tourism destination as well as increase tourist arrival at home to contribute towards the achievement of South Africa's National Priorities.</p>	<p>Process Owner: Various bilateral Desks and Missions</p> <p>Evidence: Signed reports supported by attachments such as speeches delivered, photos and exhibitors lists by the HoM for all Mission activities undertaken. Head Office reports should be approved at the level of the respective Business Unit Manager. Minutes of meetings</p>	Simple count	The meetings are dependent on the availability of stakeholders who may re-arrange the meetings.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	All bilateral branches and Missions

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Number of Southern African Development Community (SADC) structures and processes supported with substance and logistics to promote peace and stability, socio-economic development and good governance and democracy and regional integration	Political and economic integration work is coordinated through the SADC Secretariat in Gaborone. The SADC Organ on Politics, Defence and Security Cooperation meets annually at both regular Summit and Ministerial meetings. Sectoral interactions between SADC member-states also take place regularly to formulate and implement various aspects of peace and security and regional integration.	Reflects efforts and activities aimed at maintaining regional peace, security, stability and promotion of sustainable development.	Process Owner: Stability, Peace and Security, Regional Economic Integration, SACU, Infrastructure and Regional and SADC coordination sectoral meetings and the Regional Indicative Strategic Development Plan (RISDP) Evidence: Signed outcomes reports/submissions, Minutes of meetings, Programmes of Action and Communiqués, decisions and Declarations issued by the SADC on SADC letterhead (not signed)	Simple count	The meetings are dependent on the SADC secretariat to arrange them.	Activity indicator	Cumulative	Quarterly	N/A	Higher performance is desirable	All bilateral branches and Missions

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	<p>Economic integration is carried out through the promotion of the SADC Free Trade Area and is also strengthened through the Southern African Customs Union (SACU). Economic integration takes place within the context of the East African Community (EAC) the Common Market for Eastern and Southern Africa (COMESA) SADC Free Tripartite negotiations at council and summit level, which meet biannually</p>										

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Number of observer missions facilitated for South Africa's participation as part of SADC observers	South Africa as a member of SADC has to participate and observe at the election observer missions in order to promote good governance and democracy.	To track how many elections observer missions in which South Africa participates as part of SADC observers.	Process Owner: SADC Evidence: Approved submissions CD Memo	Simple count	The election observer missions are managed by SADC. Invitations/ Requests come from the SADC secretariat. Due to unforeseen circumstances civilians may travel to election observer Missions in SADC region without DIRCO officials. As a result neither a report nor a submission can be submitted.	Activity indicator	Cumulative	Biannual	Revised	Higher performance is desirable	All bilateral branches and Missions

PROGRAMME 3

SUB-PROGRAMME 3.1: SYSTEM OF GLOBAL GOVERNANCE

SUB-PROGRAMME 3.1: GLOBAL GOVERNANCE

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/ COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of multilateral structures and processes engaged in to strengthen outcomes to meet the needs of South Africa, Africa and developing countries	South Africa's multilateral engagements are premised on the need to advance the priorities reflected in the National Development Plan (NDP) as well as the Development Agenda of developing countries.	For South Africa to promote its national interests in the multilateral system, it must actively participate in and influence negotiations on the outcomes of multilateral processes and meetings. The rationale for South	Process Owner: United Nations (UN), Economic and Social Development, Human Rights and Humanitarian Affairs Evidence: Reports, submissions, outcomes, decisions and statements delivered	Simple count	South Africa is not in control of the outcomes of multilateral meetings and structures. Whether or not South Africa's national interests are reflected in these outcomes depends on negotiated agreements and consensus reached	Activity	Cumulative	Quarterly	No	Higher performance is desirable	UN, Economic and Social Development, Human Rights and Humanitarian Affairs

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/ COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
	<p>A key aspect of this would be through the reform of the existing global governance architecture and international institutions with a view to improve their responsiveness to the needs of, and challenges faced by, developing states. In order to influence the global processes, South Africa must be represented at multilateral fora to engage, influence, negotiate and to articulate its positions and ultimately to have these positions reflected in the outcomes of multilateral meetings and processes.</p>	<p>Africa's involvement in the engagement of multilateral processes and meetings is therefore to advocate for a reformed rules based global system, which is equitable as well as responsive to its needs in particular, and the needs of the developing countries in general. The NDP stipulates that DIRCO must retain an influential space for South Africa in key multilateral institutions.</p>									

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Number of multistate meetings and processes, influential in the system of global governance, engaged in to advance South Africa's foreign policy objectives	South Africa considers the following to be multi-state processes as their membership is restricted to a limited number of states and there is no clear alignment to either the South or the North, which are the G20, Commonwealth and World Economic Forum (WEF).	South Africa participates in these multi-state processes to promote its national interests by influencing and negotiating the outcomes of these meetings and processes.	Process Owner: Economic and Social Development Evidence: Reports, submissions, outcomes, decisions and statements delivered	Simple count		Activity Indicator	Cumulative	Quarterly	No	Higher performance is desirable South Africa is not in control of the outcomes of multi-state meetings and structures. Whether or not South Africa's national interests are reflected in these outcomes depends on negotiated agreements and consensus reached	Economic and Social Affairs

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Number of positions identified influential multilateral bodies where South Africa is represented	South Africa has to identify and take up positions at influential multilateral bodies where we are represented. Most of these positions are available on rotational basis and, once available, South Africa needs to field a suitable candidate and lobby for support in order to get the candidate elected.	South Africa is represented at identified multilateral bodies to promote its national interests and to influence resolutions, decisions and outcomes. Representation can be both at country level and at expert level.	Process Owner: Global Governance and Continental Agenda Evidence: Reports, Submissions	Simple count	None	Activity Indicator	Cumulative	Biannual	New indicator	Higher performance is desirable	Global Governance and Continental Agenda

SUB-PROGRAMME 3: SYSTEM OF GLOBAL GOVERNANCE

SUB-PROGRAMME 3.2: CONTINENTAL COOPERATION

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATION	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of African Union (AU) structures and processes used to promote peace and stability, socio-economic development as well as good governance and democracy on the continent	South Africa participates in multilateral institutions, particularly the AU and its organs to advance the African Agenda. The engagement is informed by South Africa's vision of 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.	To utilise South Africa's membership of the AU to advance its national interest and values, particularly in relation to democracy and good governance, and the promotion of peace and security as necessary conditions for sustainable development - the African Renaissance and the creation of a better world for all.	Process Owner: AU: Economic/regional integrations Evidence: Approved submissions, Programmes of Action, outcomes reports, South African submissions into the AU processes, and Communiqués, decisions and declarations issued by the AU and its various organs (not signed)	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Target performance is desirable. However, higher performance might be reached due to the attendance of unscheduled AU extra-ordinary meetings which will have budgetary implications	AU: Economic/regional integrations

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	Structures and processes are AU summits and associated meetings; Sectoral AU Ministerial meetings and associated meetings; meetings of the Permanent Representatives' Committee; the Executive Council Meeting (AU Foreign Ministers); the Special Session of the Labour and Social Affairs Commission; as well as the Extra-Ordinary meetings of the AU and its organs										

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	South Africa participates in AU structures and processes charged with the promotion of peace and security on the continent, which include the AU Peace and Security Council (AU Post-Reconstruction and Development [PCRD] Committee on Sudan), among others. These forums are engaged with a view to strengthen the African Peace and Security Architecture (APSA) by supporting the operationalisation of the African Standby Force (ASF) and the Continental Early Warning System.	Promotion of peace and security in Africa is central to the realisation of the African Agenda, which is the thrust of South Africa's foreign policy. It is within this context that South Africa supports the efforts towards strengthening the APSA i.e. promote PCRD in Sudan; support the African Solidarity Initiative as a PCRD process; and was instrumental in getting support for the African Capacity for Immediate Response to Crises.	Process Owner: National Office for the Coordination of Peace Missions (NOCPM) Evidence: Approved Programmes of Action, outcomes reports, South African submissions into the AU processes, and Communiqués, decisions and Declarations issued by the AU and its various organs (not signed)	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desirable	NOCPM

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	NEPAD serves as a guide for partnerships between African countries and countries outside the continent in pursuit of Africa's development Agenda. Contains the African Action Plan 2010 - 2015, which enumerates key priority projects through which South Africa seeks to contribute towards sustainable development in Africa.	To promote sustainable development on the continent by contributing towards the implementation of Africa's development agenda. The identification and prioritisation of projects in the Action Plan is sought to ensure implementation of projects in areas of urgent need and build momentum for implementation of other projects.	Process owner: NEPAD, Heads of States and Government Orientation Committee (HSGOC) and Steering Committee coordination Evidence: Signed reports and statements of outcomes of summits and meetings	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desirable	NEPAD

SUB-PROGRAMME 3.3: SOUTH-SOUTH COOPERATION

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATION	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of High-Level meetings of organisations of the South engaged in to contribute to and advance common positions of the South, aligned to South Africa's Foreign Policy positions	Participation in meetings and organisations of developing countries, commonly referred to as countries of the South, allows for the development of common positions that reflect the needs of the developing countries and aim to exert greater influence in pursuing these positions within multilateral forums.	For the developing countries to have a common position and use the numbers of the countries and organisations to sway decisions in multilateral forums.	Process Owner: Indian Ocean Rim Association (IORA), India Brazil, South Africa (IBSA) Evidence: Signed reports and submissions, Media reports/statements Joint Communiqué Agreed minutes, Decisions and statements released	Simple count	None	Activity indicator	Cumulative	Quarterly	No	Higher performance is desired	IORA, IBSA, Global Governance, Regional Organisations

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Number of Brazil, Russia, India, China and South Africa (BRICS) structures and processes engaged in to advance the Development Agenda in line with South Africa's Foreign Policy objectives.	The BRICS formation has various structures at various levels which assists and guides the working of the formation. South Africa participates at various levels to advance South Africa's priorities.	To reflect South Africa's membership of this important forum of countries of the South and to reflect how this contributes to a changed global agenda and to facilitate cooperation projects among Brazil, Russia, India, China and South Africa (BRICS) member states.	Process Owner: BRICS Evidence: Reports and submissions Media reports/statements Joint Communiqué Agreed minutes, Decisions and statements released	Simple count	None	Activity indicator	Non-cumulative	Quarterly	No	Higher performance is desired	BRICS
Number of national BRICS structures utilised to implement agreed BRICS outcomes	National BRICS structures are utilised to implement the agreed BRICS outcomes. The BRICS structures refers to the Inter-Ministerial Committee (IMC)	BRICS structures are utilised in order to assist in the implementation of the agreed BRICS outcomes.	Process Owner: BRICS Evidence: Reports/ Submissions/ minutes of meetings/Decision matrix	Simple count	None	Activity indicator	Non-cumulative	Quarterly	No	Higher performance is	BRICS

SUB-PROGRAMME 3.4: NORTH-SOUTH COOPERATION

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE /COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of High-Level engagements with strategic formations of the North to contribute to and advance National Priorities, the African Agenda and the Agenda of the South positions	Strategic formations of the developed countries, usually referred to as countries of the North, are engaged to garner support for the African Agenda, including NEPAD projects and the Agenda of the South. These are countries usually considered to have influence in the global arena and also with resources that can be channelled to the developing world.	To reflect the political contribution of DIRCO that enables South Africa to build partnerships with formations of the North that advance and support the African Agenda, NEPAD projects and the Agenda of the South.	Process Owner: AU Evidence: Approved Desk and Mission reports, agreed minutes, decisions and statements released after engagements and summits	Simple count	None	Activity indicator	Non-cumulative	Quarterly	No	Higher performance is desirable	AU

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Percentage of partnerships with outcomes aligned to Agenda 2063, the National Development Plan (NDP) and Sustainable Development Goals (SDGs)	<p>Participating in the partnerships that the continent has with the developed countries are utilised to address the development needs of Africa. A structured way is to pursue Agenda 2063, the National Development Plan (NDP) and Sustainable Development Goals (SDGs)</p> <p>Therefore through Agenda 2063 and NDP South Africa and most African nations with partnerships with strategic formation and countries can increase development on the continent</p>	The Agenda 2063 is a strategic framework for the socio-economic transformation of the continent over the next 50 years. This is the development plan for Africa. It is a blueprint for the growth of all the nations of the African continent therefore the principles of the Agenda 2063 will be pursued in the meetings of the AU partnerships	<p>Process Owner: AU</p> <p>Evidence: Approved Desk and Mission reports/ agreed minutes/ decisions/statements released after engagements and summits</p>	Simple count	None	Activity indicator	Non-cumulative	Quarterly	Yes	On target	AU

PROGRAMME 4

SUB-PROGRAMME 4.1: PUBLIC DIPLOMACY

INDICATOR TITLE	SHORT DEFINITION	PURPOSE/ IMPORTANCE	SOURCE/COLLECTION OF DATA/EVIDENCE	METHOD OF CALCULATIONS	DATA LIMITATIONS	TYPE OF INDICATOR	CALCULATION TYPE	REPORTING CYCLE	NEW INDICATOR	DESIRED PERFORMANCE	INDICATOR RESPONSIBILITY
Number of platforms utilised to inform and promote South Africa's foreign policy to domestic and international audiences	Different platforms are utilised by the Principals, i.e. Minister, Deputy Ministers to engage on domestic and international developments such as Public Participation Programmes (PPPs), Media Statements, Opinion Pieces and Stakeholder Publications.	To promote a better understanding of South Africa's Foreign Policy through people to people interaction in the execution of the public diplomacy strategy of the department to the domestic audience.	Process Owner: Media and Research, Analysis and Public Participation Evidence: - Media statements including press release, media advisory published on website issued by DIRCO; - Speeches; - Invitations; and - Programmes on PPP events.	Exit Reports – SMS to sign. Each PPP, media statement, stakeholder publication and opinion piece are counted	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Media Liaison, Media Research, Analysis and Public Participation

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	<p>A PPP is an outreach where domestic audiences are engaged on Foreign Policy held by political Principal. In instances where political principals are not available and represented by the DDG, DG, or other government Ministries.</p>										

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	<p>DIRCO utilises media statements and opinion pieces to inform opinion and communicate South Africa's Foreign Policy positions to domestic and international audiences.</p> <p>A media statement is a written communication directed at members of the news media for the purpose of announcing something newsworthy, or keeping media informed of developments in the international arena.</p> <p>An opinion piece is a written expression of thoughts on a particular political issue.</p>	To promote a better understanding of South Africa's Foreign Policy through written interaction.	<p>Process Owner: Media Liaison</p> <p>Evidence: - Media Statements issued by DIRCO; and - Opinion pieces published.</p>	Simple count	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Media Liaison

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	DIRCO has its own publication which it compiles and publishes to communicate the news and activities of the department.	To promote a better understanding of South Africa's Foreign Policy both internally and externally.	Process Owner: Publishing and New Media Evidence: Ubuntu Magazine	Simple count	None	Output indicator	Cumulative	Quarterly	Revised	Higher performance is desirable	Publishing and New Media

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<p>Percentage of protocol services rendered during state visits and international conferences</p>	<p>Incoming and outgoing international visits for Principals (State and Official visits)</p>	<p>To provide protocol support to Principals at official events and to track the provision of protocol services in line with international diplomatic practice ensuring standardisation.</p>	<p>State and Official Visits: Signed quarterly schedule for confirmed International visits of Principals facilitated as well as approved reports and/or submissions</p>	<p>The method of calculation is the denominator (requests received) and numerator (requests responded to) Total number of requests received versus requests responded to.</p>	<p>State and Official Visits: Not all requests will be in writing, verbal requests will be noted as such. Facilitates Working, Official, and State visits. All these categories entails specific courtesies which are accorded according to the type of visit. For incoming visits courtesies are offered at Presidential level, Deputy President, Minister of Foreign Affairs and Deputy Minister of Foreign Affairs (Other Countries) For outgoing visits courtesies are offered at Presidential and Deputy President levels ONLY. DIRCO Minister and Deputy Ministers are excluded. (SA Ministers) Exclusions are Courtesy visits, Special Envoy,</p>	<p>Output indicator</p>	<p>Non-Cumulative</p>	<p>Quarterly</p>	<p>No</p>	<p>On target</p>	<p>State and Official Visits</p>
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					Special Visits, Private visits.						
	Coordination of international conferences hosted by DIRCO		International Conferences: Signed quarterly schedule with exit reports included as well as proof/ notification of request		International Conferences: The report will only include events hosted by DIRCO regardless of the venue in the Republic of South Africa. Achievements will be reported on the quarter in which facilitation concluded, even though request was made in the previous quarter. International Conferences is guided by its own Service Delivery Charter and Cabinet's framework guidelines						

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Number of strategic engagements held with Diplomatic Corps in support of facilitating diplomatic immunities and privileges	Management of the Branch host strategic engagements with Diplomatic Corps to engage on issues related to diplomatic immunities and privileges	To keep track on how many engagements held with Diplomatic Corp in support of their facilitation in South Africa	Process Owner: Diplomatic Immunities and Privileges Evidence: Agenda/ Programme, Presentations/ Attendance register	Simple count	Dependent on the availability of the stakeholders both from DIRCO and the Diplomatic Corps.	Output indicator	Cumulative	Biannual	New indicator	Higher performance is desirable	Diplomatic Immunities and Privileges
Percentage of requests for consular assistance rendered as per guidelines set in the Service Delivery Charter	To render consular services and to protect the interests of all South Africans abroad as contemplated in the Vienna Convention on Consular Relations, 1963.	To monitor assistance provided by DIRCO to South Africa citizens abroad as per the Vienna Convention governing consular relations.	Process Owner: Consular Services Evidence: Consular statistics signed by Manager	The method of calculation is the denominator (requests received) and numerator (requests responded to). Total number of requests received versus requests responded to.	Consular Services will report only the new cases received (initialisation of the process) and not the completion.	Output indicator	Non-Cumulative	Quarterly	No	On target	Consular Services

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					<p>Responded to in this context means attended to or has been of service to the client in regard to a particular/ specific request and it does not mean the matter has been finalised/concluded.</p> <p>Guided by the Consular Service Delivery Charter and Consular Handbook</p> <p>Consular will only report on the following:</p> <ul style="list-style-type: none"> - Citizens in distress - Detainees/ prisoners - new cases - Mortal remains - Whereabouts - Extraditions - Services of civil process 						

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Percentage of documents legalised as per guidelines set in the Service Delivery Charter	Documents for use abroad are legalised and authenticated by the department. Documents accepted for legalisation are processed in accordance with the guidelines set in the Service Delivery Charter	To track the number of documents legalised.	Process Owner: Legalisation Evidence: Legalisation statistics signed by Manager	The method of calculation is the denominator (requests received) and numerator (requests responded to). Total number of requests received versus requests responded to.	Legalisation is guided by Chapter 20 of the Consular Handbook. Blank spaces on the daily register indicate a walk-in	Output indicator	Non-Cumulative	Quarterly	No	On target	Legalisation