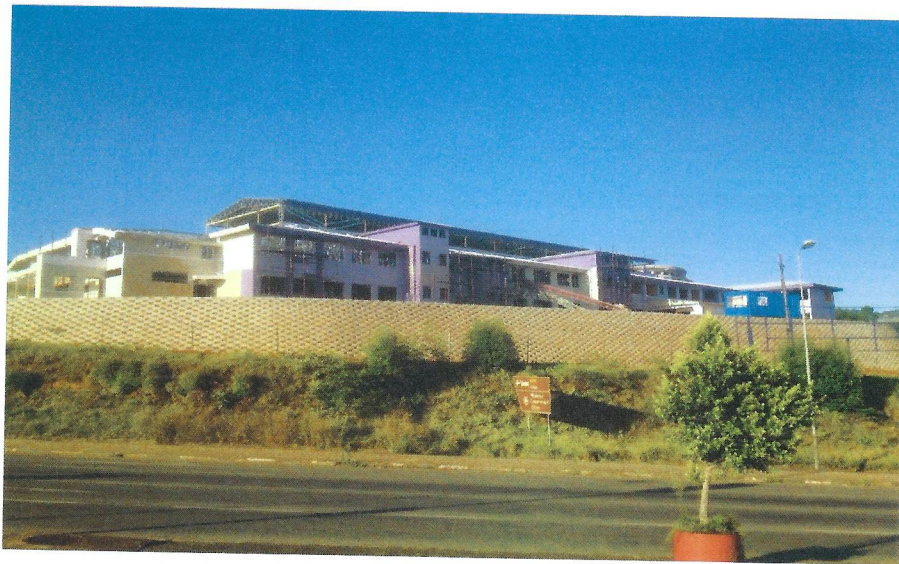




THE KINGDOM OF ESWATINI

MINISTRY OF ECONOMIC PLANNING AND DEVELOPMENT



CLIENT SERVICE CHARTER 2017-2022

ACRONYMS

ACMS	Aid Coordination and Management Section
AfDB	African Development Bank
COMESA	Common Market for Eastern and Southern Africa
CPs	Country Programmes
CSO	Central Statistical Office
DAO	Development Approval Order
ECA	Economic Commission for Africa
HIV/AIDS	Human immunodeficiency virus infection and acquired immune deficiency syndrome
GDP	Gross Domestic Product
GIS	Geographic Information System
ICPD PoA	International Conference on Population & Development Programme of Action
IMF	International Monetary Fund
IT	Information Technology
MDG	Millennium Development Goal
MoEPD	Ministry of Economic Planning Development
MPP	Micro-Projects Programme
MTBPS	Medium Term Budget Policy Statement
MTEF	Medium Term Expenditure Framework
NDP	National Development Plans
NDS	National Development Strategy
NEPAD	New Partnership for African's Development
NGO	Non-Governmental Organization
NPP	National Population Policy
NPU	National Population Unit

ODA	External Development Assistance
PRSAP	Poverty Reduction Strategy and Action Programme
RISDP	Regional Indicative Strategic Development Plan
SADC	Southern African Development Community
SDG	Sustainable Development Goals
SDP	Sector Development Plans
SNC	SADC National Committee
TSC	Technical Steering Committee
UNDAF	United Nations Development Assistance Framework
UNFPA	United Nations Population Development Programme of Action

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Foreword by Minister

The Ministry of Economic Planning and Development has considered the importance of its clients and stakeholders, thus realized that it is vital for the Ministry to come up with a set of standards by which it must abide with to dispense optimum service at a minimum cost and time. *It is therefore my singular pleasure to present the MoEPD service charter and Pledge that has been developed through the participation of all ministry Executive Management and Personnel.*

Keeping in line with the National Development Strategy and the Government's National Program of Action, the Ministry of Economic Planning and Development recognizes the prospects of meeting the aspirations of vision 2022 by His Majesty King Mswati III. This will be achieved through assisting Government in the formulation, co-ordination and implementation of economic policies and intervention measures that will effectively and efficiently accomplish the country's major economic and development objectives.

The Ministry has developed its Client Service Charter that is meant to signify our obligation to serve our clients with a view to creating a better understanding of the services we provide and enhancing our service delivery. The service charter is aimed at ensuring that we realize our targets and further show commitment to effective and efficient service delivery and improving the quality of life for all citizens through our mandate.

This Client Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency, professional competence, and accountability.

The Client Service Charter spells out the role of the Ministry Economic Planning and Development and highlights the kind of services that are available to our Stakeholders, service delivery targets, quality and timelines, as well as stipulating the rights to our Stakeholders, complaints procedures and obligations when seeking for our services.

In order to be successful, this Client Service Charter is a living document, which is a product of good working relationship that our Ministry will endeavor to maintain with its Stakeholders.

I am convinced that what is contained in this document will go a long way in enhancing professional competence of our staff and consolidating other gains made to improve service delivery in the Ministry.


Minister of Economic Planning and Development
HIS ROYAL HIGHNESS PRINCE HLANGUSEMPHI DLAMINI

Acknowledgements by the Principal Secretary

The Ministry of Economic Planning and Development (MoEPD) would like to extend its gratitude to the Government of Eswatini for spearheading the roll- out of Client Service Charter development which is an initiative aimed at improving service delivery and promoting ethical behavior within MOEPD and the general citizenry.

The Ministry has a strategy which presents the Vision, Mission, Portfolio Responsibilities, objectives and goals for the overall performance of its targets towards attaining the National Development Strategy goals of poverty reduction, economic competitiveness and increased global partnerships.

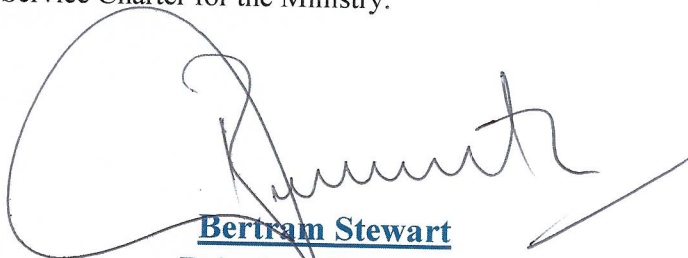
As reflected in the mission statement our primary goal is to promote sound macro-economic management that will provide an enabling environment for sustainable economic growth and efficient and cost effective delivery of services.

I would like to dedicate my special thanks to the Ministry of Public Service (MoPS) Management Services Department for the awesome technical support and time they offered to our Ministry to facilitate the development of this Service Charter. This document is a social pact between the Ministry and its clients thus very important document that stipulate standards for service delivery which our stakeholders have a right to expect and know.

Our Client Service Charter is aligned to the Ministry's Strategic Plan and we commit ourselves to report timeously to our stakeholders, Cabinet, and Parliament on our performance against this charter.

Our Ministry acknowledges the benefits of using the service charter as a tool to drive a cultural change towards a more customer-focused approach.

Lastly I further extend my accolades to the Ministry's Heads of Departments, our Charter focal persons, staff and stakeholders who took their valuable time and did not spare any effort to develop this important Client Service Charter for the Ministry.



Bertram Stewart
Principal Secretary
Ministry of Economic Planning Development

EXECUTIVE SUMMARY

The ministry of Economic Planning and Development (MoEPD) has put in place several measures and initiatives that are intended to provide a roadmap towards sustainable economic growth, social justice and political stability, which include the Ministry's Strategic Plan for the years 2014 – 2018, as well as developing the ministry's Client Service Charter 2018-2022.

MoEPD is presently faced with the challenging macroeconomic imbalances that are partly driven by the global economic decline and shocks thus negatively impacting the economy and the overall growth of the country as a whole. However, in spite of the challenging macroeconomic context, MoEPD is still required to enable the Kingdom of Eswatini to meet its national development targets and align itself to the National Development Strategy. This Service Charter and Pledge is therefore a commitment by the ministry to enhance the implementation of policies that will enhance economic competitiveness to enable Eswatini to meet its national development targets.

This Service charter further Outlines, the following;

- The Portfolio Responsibilities of the Ministry of Economic Planning and Development, the Vision, Mission, Mandate, Objectives and its Values.
- The Departments and Sections that are responsible for executing the MoEPD mandate.
- Our Service Standards and Commitments and what we do and how the services are rendered by the Ministry.
- It also states what the client will expect from us
- The Client Obligations have been articulated as well.
- This charter further gives room for client complaints/compliments and Redress Mechanisms
- And finally the Ministry's **Customer Services Pledge**.

The Ministry Management and Staff are ready to be held accountable to the commitments made through this charter. It is expected that clients will give feedback through the procedures which have been outlined herein for making complaints.

OBJECTIVES OF THIS CHARTER ARE;

1. To inform our clients and stakeholders of the quality of services our Ministry offers.
2. To clarify the relative rights, expectations and obligations of our clients and the service commitments.
3. To provide a framework for defining service delivery standards to be provided by Ministry of Economic Planning and Development (MoEPD)
4. To act as a tool towards enhancing performance across all departments
5. To professionalize and encourage excellence in the MoEPD.

1.0 INTRODUCTION

The Ministry of Economic Planning and Development (MoEPD) is a Central Ministry which derives its mandate and portfolio responsibilities from Legal Notice No. 25 of 2009. The ministry is primarily responsible for the realization of Millennium Development Goal (MDG) Number One, which aims to eradicate extreme hunger and poverty.

The Ministry prepares economic and social development plans and programs for Government approval, follows up implementation of approved projects, manages the coordination of external assistance and implements projects for community empowerment and poverty reduction. The Ministry also undertakes macro-economic analysis, monitors the performance of the economy and population developments. In addition, it collects and provides statistical information needed for the formulation and implementation of economic and social policies.

1.1 MISSION

To co-ordinate and promote effective planning, resource mobilization and utilization, sound macro-economic management, provide and promote usage of quality data and create a policy environment that will enable sustainable economic growth and cost effective service delivery.

1.2 VISION

To be the lead agent in coordinating and facilitating inclusive and sustainable socio-economic development through comprehensive and adaptive planning.

1.3 MANDATE

The mandate of the Ministry is to assist Government in the formulation, co-ordination and implementation of economic policies and intervention measures, that will effectively and efficiently accomplish the country's major economic and development objectives.

1.4 MoEPD OBJECTIVES

- (a) To provide political guidance on development policies and strategies;

- (b) To provide policy advice on pertinent national socio-economic issues;
- (c) To provide national representation to key Regional and International conferences as well as to various national and international fora;
- (d) To provide leadership to the country's international resource mobilization program;
- (e) To effectively represent the ministry and spearhead its policy agenda in Cabinet and Parliament.
- (f) To submit and defend ministry's performance reports and performance targets submitted to Cabinet and Parliament.

1.5 CORE VALUES AND PRINCIPLES

The implementation of this service charter/commitment will be guided by the following principles and values;

- a) **Professional excellence:** We shall be committed to adhering to the highest standards of diligence when executing our duties, and constantly search for the best ways to meet the requirements of Ministries/ Departments. We shall adhere to the code of conduct as illustrated in the Public Service Bill and further adhere to ethics and high degree of competence.
- b) **Innovation:** We shall focus on doing things differently and better; build the capability to pursue results through the application of better services, processes, technologies, and or novel ideas.
- c) **Transparency:** We shall be open and accountable as possible, about all our decisions and actions taken in a uniform, impartial and reasonable manner. We shall also avail non-confidential information on the operations and activities of the MoEPD to all citizens and clients.
- d) **Integrity:** We shall be honest, truthful and driven by strong values and moral principles in conducting all Ministry and public affairs. We shall ensure that proper rules are in place, and that these are aligned with the principles and policies of Government, and are strictly followed and enforced.
- e) **Farness:** We shall treat our clients equally without favoritism or discrimination.
- f) **Loyalty:** We shall be committed to the policies and programmes of the Government of the Kingdom of Eswatini.

1.6 PORTFOLIO RESPONSIBILITIES

- a) National Economic Planning
- b) National Development Strategy Co-ordination
- c) Integrated Development Planning
- d) Co-ordination and mainstreaming of poverty eradication
- e) National Population Issues

- f) National Statistics
- g) External Assistance Management
- h) Millennium Projects/ National Strategic Projects
- i) National Coordination of SADC Affairs
- j) The Minister will be responsible for the Micro – Project Unit

2.0 DEPARTMENTS AND UNITS OF THE MINISTRY OF ECONOMIC PLANNING AND DEVELOPMENT

2.1 MINISTER'S OFFICE

The Minister's office is responsible for the policy and political administration of the Ministry. The policies guide the day-to-day operations of the Ministry as it regulates sectors that seek to address its challenges. The Minister has the mandate to supervise one Public Enterprise called Micro Project Unit.

2.2 ADMINISTRATION DEPARTMENT

The Administration department is responsible for the overall administration of policy and the Ministry's budget. Its other main responsibility involves the management of all personnel related issues such as facilitation of staff recruitment, appraisals, confirmation and promotions, including staff discipline and welfare. It comprises of the office of the Principal Secretary, Undersecretary and common support services of the ministry to ensure the smooth operation of the ministry.

2.2.1 Principal Secretary's Office

The Principal Secretary is the administrative head and controlling officer of MoEPD. This office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. It also has the responsibility of coordinating the operations of the Ministry's technical departments/sections as well as the creation of a conducive working environment within the entire Ministry.

2.2.2 Undersecretary Administration

Under Secretary is in charge of the general administration and management of the Ministry's Human Resources. It plays a crucial role in procurement of all required supplies for an effective functioning of the Ministry.

2.2.3 Legal Advisor

This office is an extension of the Attorney General's office. It is tasked with advising the ministry on all legal matters, drafting legal documents that may be required in court, vetting of agreements (conventions, treaties, protocols etc.) in which MoEPD is a partner, as well as representing the ministry in litigation proceedings in collaboration with Attorney General's office.

2.2.4 Accounts Section

This department is entrusted with the responsibility of preparing the budget for the Ministry and its departments, attending to audit reports and addresses all Public Accounts Committee recommendations. Further, the unit also facilitates procurement and processes payments, collects revenue, banking and reporting on funds collected, processes salaries and allowances due to officers and the reconciliation of special and suspense accounts.

2.2.5 Planning Unit.

This department provides policy, programmes and project planning and advice to the Principal Secretary and technical sections of the Ministry. It is also an advisory unit on resources allocation under the recurrent budget to departments and parastatals. It coordinates the preparation of the capital budget submission for the line agency and advises on revenue and cost recovery issues affecting the sector. It monitors financial implementation of the capital budget and request supplementary capital funds as appropriate.

2.3 THE ECONOMIC PLANNING DEPARTMENT

This department has the responsibility of overall development planning, through coordinating the preparation, administration and implementation of the National Development Strategy (NDS), Poverty Reduction Strategy and Action Programme (PRSAP), National Development Plans, the Annual Capital Programme and Budget; Economic Performance as well as Aid Mobilization.

The Economic Planning Department is divided into the following divisions;

2.3.1 MACRO-ECONOMIC ANALYSIS AND RESEARCH DIVISION

The Macro-economic analysis and Research division is responsible for undertaking a comprehensive review and analysis of the country's economic development and outlook. This division has a role to track economic prospects through modeling and forecasting the economy of Eswatini. The overall aim is to provide macro-economic policy advice to Government.

2.3.2 SECTORAL DIVISION

The role of the sectoral division is to plan, manage and monitor Government's capital investment programs as well as guide the formulation and revision of policy.

2.3.3 THE AID COORDINATION AND MANAGEMENT SECTION (ACMS)

The Aid Coordination and Management Section (ACMS) is responsible for the mobilization and management of external assistance, intended for the implementation of various programmes and projects within and outside Government. This Section is located at the old Central Statistics Offices next to the Finance Building in Mbabane City.

2.3.4 CROSS SECTORAL DIVISION (MONITORING AND EVALUATION OF NATIONAL DEVELOPMENT STRATEGY AND POVERTY REDUCTION)

This Unit is based at the Dlan'ubeka Building in Mbabane opposite the Central Transport Administration workshop.

The cross sectoral division is responsible for the monitoring and evaluation of development programs, and poverty monitoring. This division has the role of coordinating and operationalizing the National Development Strategy (NDS), through the implementation of PRSAP as well as the monitoring and evaluation of the impact of development programmes in achieving Vision 2022.

The Poverty Reduction, Monitoring and Evaluation Unit is responsible for the monitoring and evaluation of development programmes. This division has the role of coordinating and operationalizing the National Development Strategy, through the implementation of the PRSAP as well as monitoring and evaluating the impact of development programmes in achieving Vision 2022.

2.4 THE NATIONAL POPULATION DIRECTORATE

The National Population Directorate is located at the Sokhamlilo Building in Mbabane below the Eswatini Building Society Headquarters.

The National Population Unit (NPU) was created to coordinate the preparation, implementation, review, monitoring and evaluation of the National Population Policy (NPP), and facilitate the integration of population dynamics in development policies, plans and programmes. The goal of the policy is to improve the quality of life of the people of Eswatini, by influencing population trends as well as respond to challenges such as HIV/AIDS.

2.5 CENTRAL STATISTICS OFFICE

The Central Statistics Offices are located at the Inter-Ministerial complex in Mbabane first and second floor block.

The main responsibility of the department is to effectively coordinate the National Statistical System, collect, analyze and provide quality statistical information required for evidence-based policy, planning and decision-making. This department is made up of four divisions namely:

2.5.1 ECONOMIC STATISTICS DIVISION

The Economic Statistics Division is made up of:

- i. National Accounts Section
- ii. Price Statistics Section
- iii. Tourism & Hotel Statistics Section
- iv. Price/ Financial Statistics Section.

The main role of this division is to conduct economic surveys/ census to measure the performance of the country's economy.

2.5.2 DEMOGRAPHIC AND VITAL STATISTICS DIVISION

The responsibility of the Demographic and Vital Statistics Division is to conduct population censuses and surveys in order to provide socio economic and population indicators. The division also provides vital events statistics which are derived from civil registrations, which includes births, deaths and marriages.

2.5.3 AGRICULTURE AND SOCIAL STATISTICS DIVISION

The role of this division is to conduct annual agriculture surveys, agriculture censuses and household surveys in specialized areas. These include Income & Expenditure surveys, Demographic and Health surveys from which agriculture production figures in Swazi Nation Land and Individual Tenure Farms, timber statistics and other socio- economic, health and poverty indicators are derived.

2.5.4 STATISTICAL SERVICES

This division is made up of the Information Technology (IT), Geographic Information System (GIS), SWATI INFO and Publications & Dissemination section. The role of the division is to provide IT services for the department in particular in the processing of the censuses and surveys data. It also provides support in the provision of data collection maps, updates and maintains the SWATI INFO database for the monitoring of Sustainable Development Goals (SDG's) and disseminates the outputs of the department.

2.6 THE MILLENNIUM PROJECTS MANAGEMENT UNIT

This Unit is based in the second floor of the Sokhamlilo Building in the capital city below the Eswatini Building Society headquarters on Dzeliwe Street and Msakato Road.

The Unit has the responsibility of planning, implementing and the management of the Millennium Projects. The division serves as the secretariat to a Technical Committee which in turn reports to a Cabinet Sub-Committee.

2.7 MICRO-PROJECTS PROGRAMME (MPP) UNIT

The MPP is located at the 4th Floor Dlan'ubeka Building, in Mbabane opposite the Central Transport Administration workshop. Corner of Mdada and Lalufadlane streets.

It is a semi-autonomous unit established under the MoEPD through the Finance Act of 1967 Legal notice No. 9: 'Community Development Special Fund of 1999'.

The Unit's responsibility is to achieve the MPP goals through capacity building and empowerment, project appraisal, supervision and monitoring of projects whilst linking communities with GOS and collaborating with Ministries, NGO's and the donor community.

In this Unit Projects approval is the responsibility of the Technical Steering Committee (TSC), which constitutes senior Government officials and NGO's representatives. The Regional Development Coordinating Committee appraises and recommends projects for funding to the Technical Steering Committee.

2.8 SOUTHERN AFRICAN DEVELOPMENT COMMUNITY (SADC) UNIT

The SADC Unit serves as the Secretariat of the SADC National Committee (SNC) which comprise of all the Principal Secretaries in Government Ministries and key stakeholder representatives in each sector. The SNC is a formal structure established by Article 16A of the SADC Treaty, and was endorsed by the SADC Summit in 2003. It has the responsibility for ensuring implementation, monitoring and evaluation of SADC programmes, at national level and ensuring broad and inclusive consultations to prepare inputs required by the organisation.

As a SADC Member state, Eswatini participates in all the activities of SADC and is involved in the development of all SADC policies, plans, programmes and projects for the achievement of Regional Integration to eliminating poverty in the Region.

3. LIST OF SERVICES PROVIDED BY THE MINISTRY OF ECONOMIC PLANNING AND DEVELOPMENT THROUGH ITS DEPARTMENTS

3.1 ADMINISTRATION DEPARTMENT AND PRINCIPAL SECRETARY

1. Implement and monitor the Ministry's strategic plan and other reviews.
2. Advise the Honourable Minister on government rules and procedures, circulars, policies and the country laws as applied.
3. Ensure that Heads of Departments meet weekly to monitor progress of Ministry strategic goals and objectives.
4. Liaises with all government ministries, private sector and public enterprises in all matters concerning the Ministries activities.
5. Coordinate all different Departments, Sections and Units within the Ministry, through fostering overall administration and management of the Ministry's operations.
6. Exercise control of the Ministry's Budget process, including actively participating in the National Government Planning & Budgeting process.
7. Administer and Manages human resources related issues such as facilitating staff recruitment, appraisal, confirmation, promotion, deployment, discipline and welfare.

8. Coordinate activities and reports any other issues that may be required by higher authorities or development partners.

3.2 ECONOMIC PLANNING DEPARTMENT

1. Integrate cross cutting and other emerging global issues into development plans
2. Ensure that development of policies, strategies & performance targets are linked to National Development Strategy (NDS).
3. Strengthen coordination and monitors implementation of poverty reduction initiatives.
4. Develop effective performance appraisal systems for the Economic Planning Office.
5. Strengthen donor coordination and management to create an enabling environment for external resource mobilization.
6. Ensure that forecasting tools for development planning are developed, updated and used.

3.3 MACRO-ECONOMIC ANALYSIS & RESEARCH DIVISION

1. Monitor economic developments in the four sectors of the economy through Annual Company Surveys and data collection.
2. Undertake economic reviews and produce economic performance reports quarterly and annually.
3. Macro-modelling and forecasting of key economic aggregates e.g. GDP forecasts.
4. Prepare the macroeconomic framework for input in the national budget.
5. Provide economic input to the budget process, budget speech, MTBPS and GNT.
6. Prepare the first 4 chapters of the National Development Plan to ensure consistency with development objectives, strategies and policy.
7. Liaise with and provide information to missions IMF, World Bank, AFDB, ECA, NEPAD and other Stakeholders.
8. Coordinate the activities of Macroeconomic Forecasting Committee.
9. Participates in the following committees: Investment Committee, Development Approval Order (DAO) and Trade Data Reconciliation amongst others.

3.3.1 SECTORAL DIVISION

1. Strengthen the Planning Cadre through building capacity on the development planning and budgeting process.
2. Introduce and facilitate planning & budgeting through new approaches such as the Medium Term Expenditure Framework (MTEF) programme planning and the Sector Wide Approach (Swap) in all sectors of the economy.
3. Compile and update the Sector Development Plan (SDP) which form part of the annual National Development Plans (NDP).

4. Conduct annual visits for all capital projects implemented by different ministries within the Government of Eswatini.
5. Preparation of the capital programme budget as part of the national budget.

3.3.2 AID COORDINATION AND MANAGEMENT SECTION

1. Manage, coordinate, mobilize, monitor and evaluate external development assistance (ODA), mainly in the form of grants to the Kingdom of Eswatini.
2. Serves as an entry point for Development Partners providing external development assistance to the country.

3.3.3 CROSS SECTORAL DIVISION (MONITORING AND EVALUATION OF NATIONAL DEVELOPMENT STRATEGY AND POVERTY REDUCTION)

1. Initiate and facilitate the preparation of specific poverty diagnostic studies, analysis and research to increase knowledge and understanding of the nature and extent of poverty.
2. Coordinate the implementation of the PRSAP through regular consultations with Sector Working Groups and ensure that sector programmes and projects are in line with the PRSAP, pro-poor and are eligible for inclusion in the national budget.
3. Facilitate the formulation of specific poverty reduction initiatives and assist in the establishment of the information requirements of the national planning system.
4. Facilitate the formulation of specific poverty reduction initiatives and assisting in the establishment of the information requirements of the national planning system and in the formulation and implementation of the strategies for data collection, analysis and dissemination.
5. Design, implement and maintain national monitoring and evaluation system to assist in tracking progress in the implementation of national, regional and sectoral policies and programmes.

3.4 NATIONAL POPULATION DIRECTORATE

1. Coordinate the preparation, implementation, review, monitoring and evaluation of the National Population Policy (NPP).
2. The goal of the NPP is to improve the quality of life of the people of Eswatini by influencing population trends as well as respond to emerging challenges such as HIV/AIDS.
3. Ensure operationalization of the NPP through joint Government of Eswatini and the United Nations Population Fund (UNFPA) Country Programmes (CP's) within the United Nations Development Assistance Framework (UNDAF).
4. Improve quality of life of the population and to reduce poverty by:
 - (a) strengthening reproductive health, gender equality and equity.

- (b) HIV prevention especially among young people.
- (c) improving data collection, management and use.

3.5 MILLENNIUM PROJECT MANAGEMENT UNIT

1. Strengthen national capacity building and partnerships.
2. Establish a number of projects which would promote faster economic growth and create new jobs in accordance with the National Development Strategy (NDS).
3. Create an enabling environment and attract new domestic and international investment in infrastructure, tourism and general business development.

3.6 CENTRAL STATISTICS OFFICE

1. Coordinate the National Statistical System, collect, analyze and provide quality statistical information required, for evidence-based policy planning and decision making.

3.6.1 ECONOMIC STATISTICS DIVISION

1. Conduct economic surveys/ censuses to measure the performance of the economy.
2. Compile and produce economic indicators such as Gross Domestic Product (GDP) figures.
3. Maintains and updates the Establishment register.
4. Conduct monthly Consumer Price Surveys to produce consumer price indices as well as inflation or changes in prices of consumer goods and services.
5. Provides harmonized Consumer Price Indices to both SADC and COMESA regions.
6. Conducts monthly hotel accommodation statistics surveys.
7. Provides International Comparisons Programme prices data.

3.6.2 DEMOGRAPHIC & VITAL STATISTICS DIVISION

1. Conduct population and housing census;
2. Conducts population and housing surveys; and
3. Produces vital statistics indicators from administrative sources produces population projections.

3.6.3 AGRICULTURE & SOCIAL STATISTICS DIVISION

1. Conduct agriculture censuses
2. Conduct specialized surveys:
 - i. Income & Expenditure surveys
 - ii. Demographic & Health surveys
 - iii. Multiple Indicator Cluster surveys
 - iv. Annual Agriculture Surveys

3.6.4 STATISTICAL SERVICES

1. Provides computer technical support for the CSO personnel.

2. Develop data entry applications for censuses and surveys.
3. Develop data collection applications for censuses and surveys.
4. Process data from censuses and surveys as follows;
 - Maintain Swazi-Information database.
 - Contain merged country level datasets on global and local indicators, obtained through national surveys.
 - Provide enumeration area maps for data collection.
 - Updates enumeration area maps.
 - Maintains household sampling frame.
 - Dissemination of statistical outputs.

3.7 MICRO-PROJECTS PROGRAMME

1. Support the process of capacity building and empowerment of beneficiary communities through the process of training and direct disbursement of funds for the establishment of self- help infrastructure projects for all Swazi People.
2. Create self-reliance and self-sustained development of local communities, based on available local resources, human capacities, cultural and social values.
3. Exploit avenues of rural development, based on projects undertaken at the initiative and with the active participation of the local communities.
4. Promote a participatory approach in community development that promotes a sense of ownership in rural and peri-urban settings.
5. Ensure good value for money as well as sustainable utilization of the service facilities.
6. Conduct project evaluation which involves assessing the impact generated by completed projects in various communities.
7. Targeted beneficiary only for Swati Nationals.

3.8 SOUTHERN AFRICAN DEVELOPMENT COMMUNITY (SADC) UNIT

1. Ensure the implementation, monitoring and reporting of progress made in the implementation of specific SADC programmes and activities through Sector Stakeholder's Sub-committees.
2. Facilitates the reporting of Sub-committees on implementation progress to the SADC National Committee, for information and decision making purposes to enable the country

to take appropriate action and provide the required inputs, as well as take country positions on policy issues discussed at the relevant SADC Policy Organ meetings.

3. Provide SADC Member States with a strategic direction and guide with respect to SADC programmes and activities.
4. Supports Eswatini's effective and efficient participation by coordinating and facilitating the implementation of the Regional Integration Agenda and the Regional Indicative Strategic Development Plan (RISDP) as a blue print plan to guide SADC.

5. STAKEHOLDERS	CLIENTS
<ul style="list-style-type: none"> • World Bank • International Monetary Fund • African Development Bank • Southern African Development Community • European Union • African Union • Economists (Independent & Private sector) • Researchers • United Nations Agencies • Private Sector • Business Community • Policy makers 	<ul style="list-style-type: none"> • All Government Ministries and Departments • Non-Governmental Organizations • All Service Providers • Construction Industry • The General Public • Civil Society • Economists (Independent & Private sector) • Business Community • Suppliers



6. EXPECTATIONS AND OBLIGATIONS

What the Client Should Expect from MoEPD:

We shall;

- Treat members of the public seeking services with respect, understanding, patience and courtesy
- Serve citizens promptly and courteously at all service delivery points
- Confidentiality in the treatment of public information
- Provide friendly and helpful service
- Help service users make the right choices in accessing services
- Provide appropriate signage and information desks
- MoEPD will ensure her officers are easily identified
- Answer calls promptly within three rings
- Increase the drive to ensure shorter queues at service delivery points
- Respond to queries and complaints within 7 working days.
- Respond to mail and email correspondence within 14 working days.
- Resolve customer complaints fairly, consistently within 21 working days.
- Encourage service users to make suggestions on how to better the services offered
- Provide redress and remedial action where applicable
- Exhibit sensitivity to timeliness

What the Client Obligations are;

- Treat MoEPD employees with courtesy, respect, patience and understanding.
- Desist from offering gifts, favours and inducements to or exerting undue pressure to officers of the Ministry
- Respond to requests for information comprehensively and promptly
- Punctually attend scheduled appointments
- Contribute to service provision in accordance with laid down policies and regulations
- Contribute to recommendations towards arriving to solutions.
- Abide with the legal requirements that make them eligible for the services sought
- Be presentable when visiting offices
- Timely and appropriate delivery of services and goods by suppliers.
- Neutrality in dealing with Government

7. COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING

We encourage you to help us improve our products and services, by contacting us to offer suggestions on what we might do differently to improve on the service we deliver. We encourage you to send your complaints and tell us what we can do better. The compliments, complaints, and suggestions should be forwarded to all our service delivery locations or departments or ultimately at the following office addresses and emails;

The Principal Secretary Ministry of Economic Planning & Development P.O. Box 602 Mbabane H100 Tel: (+268) 2404 3765 Fax: (+268) 2404 2157	Under Secretary P.O. Box 602 Mbabane H100 Tel: (+268) 2404 3765 Fax: (+268) 2404 2157
Cell: (+268) 7606 3201 Email: ps@eplanning.gov.sz	Cell: (+268) 7606 3513 Email: masilelasibonisod@gmail.com

If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome, you may refer the matter to:

The Secretary to Cabinet
Private and Cabinet Offices
Tel: (+268) 2404 2251
Cell: (+268) 7606 2710
Email: daminimb@gov.sz

Physical and Postal Address

The Ministry's Headquarters is located in the Ministry of Finance Building's 4th floor, along Mhlambanyatsi Road, in Mbabane.

Contact details:

<p>The Principal Secretary Ministry of Economic Planning & Development P O Box 602 Mbabane H100 Eswatini</p>	<p>Mobile: (+268) 7606 3201 Telephone: (+268) 24043765/6/7/8 Fax: (+268) 24042157 Email: ps@eplanning.gov.sz</p>
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OPERATING HOURS	
<p>All Ministry offices and departments will be opened as follows:</p> <p>MONDAYS to THURSDAY;</p> <ul style="list-style-type: none"> • 08:00hrs-1300hrs and 1400hrs-16:45hrs <p>FRIDAYS;</p> <ul style="list-style-type: none"> • 1300hrs and 1400hrs-16:30hrs 	<p>Offices are closed on public holidays, weekends, as well as any other day that Government may declare a holiday.</p>

7. CUSTOMER SERVICE PLEDGES OF THE MINISTRY OF ECONOMIC PLANNING AND DEVELOPMENT

- MoEPD pledges to effectively plan, budget, manage and monitor Government's capital investment programs at each fiscal year.
- MoEPD pledges to effectively coordinate the National Statistical System through collecting, analyzing and providing quality statistical information.
- MoEPD shall professionally coordinate, mobilize and manage External Assistance for implementation of various programmes and projects, both within and outside Government.
- MoEPD shall effectively monitor and evaluate all development programmes to ensure they deliver the desired effects to intended beneficiaries.
- MoEPD shall develop quality strategies that will guide the country's effective development.
- MoEPD pledges to efficiently and effectively coordinate SADC affairs and activities to ensure that the country meets its responsibility.
- MoEPD shall effectively plan, implement and manage Millennium Projects in the most cost effective way.