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| Title of the abstract | Frontline Service Delivery Monitoring as a strategic government programme of the South African Government. |
| Conference session | □ Stream A. Responsive National Evaluation Systems  □ Stream B. Inclusive National Evaluation Systems  X□ Stream C. Future Driven Systems and Approaches |
| Name(s), title(s) and institutional affiliation(s) of all other authors/contributors (if applicable) | Guilty Mantsie Motsepe. Deputy Director: Frontline Monitoring and Support, Department of Planning, Monitoring and Evaluation, South Africa |
| Preferred format: | X Formal presentation (maximum 10 minutes)  □ Participation in a panel discussion where the experience can be shared  □ Participation in an interactive session where the example can be shared, without a formal presentation  □ Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| I will need to apply for bursary support, if selected. | X Yes  □ No |
| Language to be used for presentation | X English □ French □ Spanish □ Chinese |

# Annex 2: Abstract submission template (to be uploaded to the submission portal)

**ABSTRACT SUBMISSION TEMPLATE**

**Abstract Text (max. 500 words)**

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| **INTRODUCTION**  Since its inception in 2011, the Frontline Service Delivery Monitoring (FSDM) Programme, in collaboration with Offices / Departments of the Premier, has been monitoring public service facilities, these have resulted in improvements in facilities. The programme seeks to instill a culture of self-monitoring so that improvements to the quality-of-service delivery is realized, with an overall aim of advancing planning, accountability, responsibility and reporting.  The FSDM Programme is dynamic in nature, with an evolving scope and is a flagship programme of the DPME, with several successful engagements with Cabinet, Presidential Coordination Committee, as well as various portfolio committees. The programme successfully elevated monitoring and evaluation to strategic levels in certain sector departments such that they developed their own iterations of the programme.  **METHODOLOGY**  The monitoring approach of the FSDM includes the administration of the questionnaires to users of the facility and facility staff. The monitor further conducts independent observations coupled with photographic evidence and these are used to triangulate the results.  **FINDINGS**  FSDM programme assesses the quality-of-service delivery at frontline facilities with the aim of facilitating improvements and improve citizen satisfaction. This is done through either announced or unannounced monitoring visits with the various sectors/department or services points that have close interaction with citizens.  Emphasis is placed on physically verifying reported results, collecting information from multiple sources, namely users, staff, and monitors. Improvements are facilitated by use of evidence collected at grassroot level.  **MILESTONES**  The FSDM programme is a progressive monitoring approach aimed at measuring the frontline service delivery at coalface of service delivery. Its blueprint is the conceptual framework of the FSDM programme and Batho Pele Principle Policy Framework. It assesses selected specific service delivery indicators of monitored departments as defined in the Medium-Term Strategic Framework (MTSF).  **CHALLENGES**  Frontline Service Delivery Monitoring (FSDM) as a programme that monitors the effect of policy on service delivery at the coalface of service delivery, i.e., Service delivery sites challenges arose during the pandemic, necessitating a shift to the Frontline Monitoring and Support (FM&S) introducing Project Management Approach (PMA) initiated in response to COVID-19 vaccination rollout needs.  The key objective to introduce the PMA was to enhance the monitoring and reporting activities on the MTSF priorities and fast-track service delivery improvements focusing on one project at a time aligned with the MTSF, enabling quick monitoring results and informing decision-making.  **CONCLUSION**  FSDM had to adopt its approach so that it remained relevant. Its new approach facilitated its contribution to the goals set in the National Development Plan (NDP). Real time monitoring can easily source through the FSDM project-based approach. |