



LIMPOPO

**PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA**

PROVINCIAL TREASURY

SERVICE STANDARDS

2019-2020 FY

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A. PURPOSE AND GOAL

To ensure sound financial management of the Limpopo Provincial resources, to achieve provincial government objectives.

B. PURPOSE AND GOAL

To ensure sound financial management of the Limpopo Provincial resources, to achieve Provincial

VISION

C. Excellence in Public Resource Management for Socio Economic Development

D. MISSION

Empowering Provincial and Local Government for sustainable service delivery through good governance and sound public resource management.

The Department's motto, " **We are the best in what we do**"

E. VALUES

- Integrity
- Transparency
- Accountability
- Fairness
- Professionalism

E. PROGRAMME 1: CORPORATE MANAGEMENT SERVICES

CORPORATE SERVICES

HUMAN RESOURCES MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME-FRAME/FREQUENCY	FULL STATEMENT/STANDARD
Facilitate recruitment Services	100% facilitation of all advertised positions	Public Service Regulations Act	Internal and external employees and the general public	Labour market	90 days	Facilitate 100% of prospective employees in line with Public Service Regulations annually.
Implement OD prescripts	Aligned and approved structure	DPISA Directive, PSR	05 Branches	LPT	2019 2020 FY	Implement Organizational Development Prescripts in line with strategic planning objectives in the department annually
Provide Labour Relations disputes	100% provision of labour relations cases	LRA, PSBCB Resolution	05 Branches	LPT	90 days on receipt of various cases	Provide labour relations in line with set prescripts on monthly basis in the department.

EMPLOYEE UTILIZATION AND CAPACITY BUILDING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide Staff development ✓	5 Branches	Provincial HRDS, ETDP, SDA	05 Branches	LPT	Quarterly	Provide staff development through implementation of WSP annually
Provide bursaries ✓	40 bursars	Provincial HRDS,	LPT	LPT	Quarterly	Provide 40 bursaries (obligated) for 19/20 financial year.
Ensure all employees sign Performance Agreements/reviews ✓	100%	Provincial PMDS policy and SMS Handbook(Chapter 4)	All employees of LPT	LPT	Quarterly	Ensure 100% of employees signs Performance Agreements/reviews as per the performance cycle annually

TRANSFORMATION SERVICES

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Monitor Service Delivery Improvement Programme(SDIP)	03 Key Service	PSR, White Paper on Transformation of the Public Service	02 Branches	LPT	Quarterly	Monitor SDIP in line with set prescripts annually
Monitor Service Standards	05 branches	PSR, White Paper on Transformation of the Public Service	05 Branches and 04 Service Points	LPT	Quarterly	Monitor five branches on the set Service Standards in line with the prescripts
Conduct Diversity Management Awareness sessions and Advocacy	12 awareness sessions and advocacy	Job Access and Gender Strategic framework implementation Plans	All Directorates	All Directorates	Quarterly	Conduct diversity management sessions within the department as per set prescripts annually
Implement Employee Health and Wellness(EHW) Strategy	100% implementation of EHW Programme	OHSA,EHW Strategy ,PSR,NSP	All employees & immediate families	LPT	Quarterly	Implement EHW on quarterly basis as per set prescripts within the Department annually

COMMUNICATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Market the Departmental Programmes	As per calendar of events	COMTASK Report Communicators Handbook	Internal and external stakeholders	Limpopo Province	On going	Market departmental programmes as per calendar of events on ongoing basis as per set standards annually
Co-ordinate Departmental publication/publicity	12 internal and 4 external news letters	COMTASK	Internal and external stakeholders/clients	Limpopo Province	Quarterly	Co-ordinate departmental publication/publicity as per set standards annually
Co-ordinate Departmental events & Outreach Programmes	As per calendar of events	COMTASK	Internal and external stakeholders/clients	Limpopo Province	Quarterly	Co-ordinate departmental events & Outreach Programmes as per calendar of events in line with the set prescript's annually

RECORDS MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Render records management	Four filing systems, PAIA and Registry procedure manual	Improved records and information management	All internal employees	LPT employees	Quarterly	Render records management in line PAIA and Registry procedure manual annually

AUXILLIARY SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Provide office accommodation	8	Government Immovable Asset Management Act No.19 of 2007	LPT employees and external stakeholders	Limpopo Province	As per request	Provide office accommodation for all employees as per request annual
Provide office furniture	8	Government Immovable Asset Management Act No.19 of 2007	LPT employees	Limpopo Province	As per request	Provide office furniture for all employees as per request on annual basis
Maintain, clean buildings and surrounding areas	09	Government Immovable Asset Management Act No.19 of 2007	LPT employees	Limpopo Province	Daily	Maintain, clean buildings and surrounding areas daily on annual basis

SECURITY AND INVESTIGATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Provide information security	25 Pre-Employment Criminal/Personal Suitability Checks	National Vetting Strategy, Minimum information of Security Standards	LPT employees	Limpopo Province and other provinces	Quarterly	Provide information on Pre-employment/record checks on official and service providers through relevant accredited agencies in line with MISS annually
Provide Physical security	25 site inspections	National, Provincial and Departmental anti-corruption strategy	LPT employees	Limpopo Province	Quarterly	Provide Physical Security within the department in line with MISS annually
Investigate reported cases	100% cases	Investigation legislations and procedures	LPT employees	Limpopo Province	On request	Conduct investigations on number of reported cases received, and finalize within 90 days (3 months) and external cases from National Anti-Corruption Hotline (NACH) 25 days

ENTERPRISE RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Submit management risk report	04 reports	Risk Management Strategy	05 Branches	All workstations	Quarterly	Submit 04 management risk report to EXCOM on as per prescript annually

LEGAL SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Provide Legal Services <i>Facilitate legal services</i>	100% provision of legal services	LRA, EEA, SA Constitution	05 Branches	LPT	Annually	Provide legal services in line with set prescripts annually in the department.

GITO

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Maintenance of website and intranet	100%	Electronic Communication & Transactions Act 25 of 2002, Provincial E-government strategy, SITA Amendment Act 38 of 2002, Electronic Communication Security Act 68 of 2002	Internal staff and external Stakeholders	Limpopo Province	Daily	Maintain 100% of website and intranet within 24 hours
Upgrade and Refresh departmental ICT infrastructure	100%	Electronic Communication & Transactions Act 25 of 2002, Provincial E-government strategy, SITA	LPT	Limpopo Province	Annually	Upgrade and refresh 100% of departmental ICT Infrastructure annually

ICT service Desk	All logged calls attended within 4 hours.	Electronic Communication & Transactions Act 25 of 2002, Provincial E-government strategy, SITA	LPT	Limpopo Province	Daily	All ICT Service Desk logged calls attended to within 4 hours.
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MANAGEMENT ACCOUNTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Compile IYM reports	12 IYM reports	PFMA	5 Branches	LPT	Quarterly	Compile and submit 12 IYM reports in line with set prescripts annually
Compile and submit budget reports	4 budget documents	PFMA	5 Branches	LPT	Quarterly	Compile and submit 4 budget reports annually.

FINANCIAL ACCOUNTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Compile and submit financial statements	4 Financial Statements	PFMA, Treasury Regulations,	5 Branches	LPT	Quarterly	Compile and submit financial statements as per set prescripts annually
Pay valid invoices	100 % compliance	PFMA, Treasury Regulations.	5 Branches	LPT	30 days	Pay 100% of all valid invoices within 30 days
Compile and submit revenue reports	12	PFMA, Treasury Regulations	5 Branches	LPT	Quarterly	Compile and submit 12 revenue reports on or before the 15 th monthly

DEPARTMENTAL SUPPLY CHAIN MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Procure goods and services	As per request	PFMA, Treasury Regulations, SCM Prescripts	5 Branches	All branches within the LPT	Daily	Procure goods and services in line with departmental needs daily on an annual basis
Compile and reconcile asset register	12 assets registers	PFMA, SCM Prescripts, Provincial Assets Management Policy	5 Branches	All offices	Quarterly	Compile and reconcile asset register annually
Manage GG vehicles	44 GG vehicles	National and Provincial Transport Policy	LPT	All internal employees.	Daily	Manage 44 GG vehicles in the department annually

STRATEGIC OPERATIONS & POLICY COORDINATION

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Produce departmental quarterly performance reports	4 reports	Reports in line with Department of Monitoring and Evaluation.	05 Branches	All Branches	Quarterly	Produce 4 departmental performance reports annually
Analyse Departmental performance reports	04 reports	Reports in line with Department of Monitoring and Evaluation	05 Branches	All five Branches	Quarterly	Analyse 4 Departmental performance reports annually

F.PROGRAMME 2: SUSTAINABLE RESOURCES MANAGEMENT

MACRO - ECONOMIC ANALYSIS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Produce research documents	1 Socio- economic and impact assessment report. (SERO)	PFMA	All departments and district municipalities	Limpopo Province.	Quarterly	Produce 1 sectoral impact analysis annually.
	1 Provincial Budget Overview	PFMA	Provincial Departments	Limpopo Province	Quarterly	Tabling of 1 provincial budget overview report together with the budget.
	4 Quarterly Economic bulletin published	PFMA	Provincial Departments and district municipalities	Limpopo Province	Quarterly	Produce 4 quarterly economic bulletin outlining the economic status of the province
	1 Medium term Budget policy statement	PFMA	Provincial Departments and district municipalities	Limpopo Province.	Quarterly	Develop and publish 1 Medium term budget policy statement with adjustment budget in November annually.

FISCAL DEVELOPMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct revenue collection assessment	04 assessment reports	PFMA and Treasury Regulations	Provincial Departments	Limpopo Province	Quarterly	Conduct revenue collection assessment quarterly to ensure that set target are met annually

BUDGET ALLOCATION AND PUBLIC FINANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Compile analysis and consolidate provincial budget input	13 votes	PFMA, Treasury Regulations, DORA,	13 Votes	Limpopo Province	Quarterly	Quarterly
Table budget documents	2 budget documents	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Votes	Limpopo Province	Quarterly	Table budget documents in line with the set standards and National Treasury guidelines
Monitor provincial expenditure	13Votes	PFMA, Treasury Regulations, DORA; Annual Guidelines	13 Votes	Limpopo Province	Quarterly	Monitor provincial expenditure quarterly in line with the set prescripts.

INFRASTRUCTURE MANAGEMENT AND PUBLIC PRIVATE PARTNERSHIP
INFRASTRUCTURE MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT/ STANDARD
Conduct assessment on Infrastructure reporting model	108 assessments	PFMA	Infrastructure Departments	Limpopo Province	Quarterly	Conduct assessment on infrastructure reporting model monthly
Monitor projects on PPP	03 projects	PFMA	Infrastructure Departments	Limpopo Province	Quarterly	Monitor 3 projects on PPP monthly

MUNICIPAL FINANCE

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	AREA	TIME FRAME	FULL STATEMENT/ STANDARD
Conduct municipal budget assessment	26 assessments	MFMA and Regulations and Guidelines(circulars)	26 delegated municipalities	Adopted Budget	1 st quarter of the Financial Year	Conduct municipal budget assessment to municipalities during the first quarter of the FY
Conduct IYM assessment on municipal budget	78 assessments	MFMA, GRAP standards, Regulations and Guidelines(circulars)	26 delegated municipalities	Revenue Capital expenditure Cash-flow statements Debtors age analysis paying creditors on time	2, 3 & 4 quarter	Conduct 78 IYM assessment on municipal budget on 2,3 & 4 annually

Conduct municipal governance assessments	78 assessments	MFMA, SCM Regulations, SCM Policies and guidelines(circulars)	26 delegated municipalities	Limpopo Province	Quarterly	Conduct 78 municipal governance assessments to municipalities annually
Conduct municipal accounting assessment	104 assessments	MFMA, Internal Audit standards and Provincial Risk Management Framework and guidelines	26 delegated municipalities	Reconciliation of Bank accounts vestment register aligned to Circular 02 of 2019 Creditor and debtors recon	Quarterly	Conduct 104 municipal accounting assessment to annually

G.PROGRAMME 3: ASSETS, LIABILITIES AND SUPPLY CHAIN MANAGEMENT

PROVINCIAL ASSET MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct Asset management assessment	17 asset management assessments	PFMA, Provincial Inventory Management Policy	All departmental Inventory Management Units.	All inventory management units in the departments	Quarterly	Conduct 68 Asset management assessment to votes and public entities annually

BANKING, CASH AND LIABILITIES MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct cash management assessment	18 cash management assessments	PFMA, Treasury Resolutions, DORA ,Borrowing Powers of Provinces Act	All Provincial Departments and Public entities	All inventory management units in the departments	Quarterly	Conduct 72 cash management assessment to votes and public entities annually

SCM GOVERNANCE AND COMPLIANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct SCM compliance assessment	17 SCM compliance	PPPFA and its regulations and other related prescripts	12 Provincial departments and 6 Public Entities	Limpopo Province	Quarterly	Conduct 68 on SCM compliance assessment to votes and public entities annually

TRANSVERSAL CONTRACT MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct contract management assessment	17 assessments	PPPFA and its relations and other related prescripts	12 votes and 05 Public Entities	Limpopo Province	Quarterly	Conduct 68 contract management assessments to votes and public entities annually
Conduct assessment on strategic procurement targets	17 assessments	PPPFA and its relations and other related prescripts	Suppliers, Departments and Statutory bodies	Limpopo Province	Quarterly	Conduct 68 assessment on strategic procurement targets to votes and public entities annually.

SCM CLIENT SUPPORT

Provide support on Central Supplier Database (SCM) and PPPFMA	13 votes and 5 public entities, business community quarterly	PPFA and its regulations and other related prescripts	13 Departments and business community	Limpopo province	Quarterly	Provide support on Central Supplier Database to 13 departments, 5 entities and business community on CSD annually
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H.PROGRAMME 4: FINANCIAL GOVERNANCE

GOVERNANCE, MONITORING AND COMPLIANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Conduct assessment on AG action plan	12 departments	PFMA	Departments	Limpopo Province	Quarterly	Conduct 51 assessment to 12 departments on AG action plan annually
Conduct assessment on 30 days payment	12 meetings	PFMA	12 departments and 5 public entities	Payment of invoices within 30 days	30 days	Conduct 12 assessment on 30 days payment annually
Support audit committee meetings	65 meetings	PFMA	All Provincial departments		Quarterly	Support 65 audit committee meetings annually

TRANSVERSAL RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Issue assessment report on provincial risk profile	02 reports	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Issue assessment report on provincial risk profile to HOD in the 2, &4 quarter of the FY annually
Conduct assessment on Public Sector Risk Management Framework	68 assessments	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Conduct 68 assessment on Public Sector Risk Management Framework annually

FINANCIAL MANAGEMENT CAPACITY BUILDING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct courses on transversal systems	12 departments	National Treasury training Standards	Officials working in HR & Finance & SCM Sections	Limpopo Provincial Departments	Quarterly	Conduct 107 courses on transversal systems annually.

FINANCIAL ACCOUNTING AND REPORTING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct assessment on financial statements	12 departments	PFMA, National Treasury Reporting Framework. GRAP standards	Departments and Public Entities	Limpopo Province	Quarterly	Conduct 48 assessments for 12 departments on financial statements annually
Consolidate annual financial statements	2 reports	PFMA, National Treasury Reporting Framework. GRAP standards	All Departments and Public Entities	Limpopo Province	30 June 31 August annually	Consolidate Annual Financial Statements for departments and public entities by 30th June and 31st August annually.

SYSTEMS ADMINISTRATION

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Conduct assessment on financial system utilization	12 departments	Guidelines from National Treasury, Procedure Manual on User Account Management and practice Notes from DPSA	12 provincial departments	Limpopo Province	Quarterly	Conduct 48 assessment for 12 department son financial system utilization annually

I. PROGRAMME 5: SHARED INTERNAL AUDIT SERVICES

PROVINCIAL INTERNAL AUDIT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Prepare three year strategic rolling and annual audits plans to be approved by Audit committee	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Provincial Departments	Limpopo Provincial departments	4 th quarter	Prepare three year and strategic rolling and annual audits plans for 12 departments approved by the audit committee in the 4 th for the year 2021.
Finalise approved Audit plans	94% approved audit plans	PFMA, International Standards of Professional Practice of Internal Auditing	Departments	Limpopo Provincial departments	Quarterly	Finalise 94% of approved audit plans annually

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Prepare annual internal quality assurance programme implementation report	01 report	PFMA, International Standards of Professional Practice of Internal Auditing	Government Departments	Limpopo Provincial departments	4 th quarter	Prepare 1 annual internal quality assurance improvement programme implementation report in the 4 th annually

J. CONTACT PERSONS AND PHYSICAL ADDRESSES

1. CORPORATE MANAGEMENT SERVICE

NAME AND DESIGNATION	BRANCH/CHIEF DIRECTORATE/DIRECTORATE	CONTACTS
1. Ms L Ebrahim Deputy Director General	Corporate Management Services	Tel: 015 298 7127 Fax: 015 295 7010 Cell: 079 513 6533 E-mail: ebrahiml@treasury.limpopo.gov.za
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2. SUSTAINABLE RESOURCE MANAGEMENT

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3. ASSETS, LIABILITIES AND SUPPLY CHAIN MANAGEMENT

NAME AND DESIGNATION	BRANCH/CHIEF DIRECTORATE/DIRECTORATE	CONTACT DETAILS
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HEAD OF DEPARTMENT

Signed:  (HOD) Date: 10/9/2019

HON. SEAPARO SEKOATI CHARLES: MEMBER OF EXECUTIVE COUNCIL

Signed:  (MEC) Date: 12/09/2019