



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

2023-2024 FY

SERVICE STANDARDS

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A. PURPOSE AND GOAL

To ensure a sound public resource management in Limpopo Provincial and local government to achieve a sustainable service delivery and economic transformation

B. VISION

Excellence in public resource management for sustainable socio- economic development

C. MISSION

Strengthening good governance and sound public resource management in provincial and local government for sustainable service delivery.

D. VALUES

- Integrity
- Transparency
- Accountability
- Fairness
- Professionalism

E. MOTTO

- We are the best in what we do.

F. PROGRAMME 1: CORPORATE MANAGEMENT SERVICES

CORPORATE SERVICES

HUMAN RESOURCE MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Implement service benefits	100%	Public Service Act, and Public Service Regulations	Employee	Leave applications, pensions employee service records	Five working days (5)	Implement 100% service benefits, such as on leave applications, employee's pensions, and long service to all employees daily within five days upon receipt of applications.
Administer PILLR Applications	100%	PILLR Determination of 2021 Section 3(2) & Section 5(6) of the PSA of 1994 as amended	Employees	Application of PILLR after exhausting normal sick leave of 36 days in a cycle of 3yrs	Within five days of absenteeism	Administer 100% application of PILLR within five (5) days of absenteeism

EMPLOYEE UTILIZATION AND CAPACITY BUILDING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide support to all departmental Part-Time Bursary Holders	Four (04) support sessions for 44 approved departmental Part-Time Bursars. Four Part-Time Bursars Meeting	Departmental Part-Time Bursary Policy	All LPT Part-Time Bursars	Improve quality of life/performance	One per Quarter	Provide 04 support sessions annually to 44 approved departmental Part-Time bursary holders.
Provide PMDS support to all Departmental employees	Two (02) PMDS Circular to all departmental employees One PMDS Training for Level 1 – 12 One PMDS Training for Level 13 – 16	Provincial PMDS policy and SMS Handbook (Chapter 4)	All LPT employees	Performance management cycle	Bi-Annually	Provide 02 PMDS support issuing out two circulars to all departmental employees and two PMDS training for level 1 to 12 and level 13-to 16: bi-annually.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide support to appointed Departmental Learners	Four (04) Learner's support meetings	SDA and SDLA of 1999	Departmental Learners i.e. CA, Interns, Auditing Technicians, Work Integrated Learning (WIL)	Work exposure	Quarterly	Provide 04 support meetings to appointed departmental learners and mentors of Public Service Internship program quarterly
	Four (04) Mentors Support Meetings					

TRANSFORMATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Monitor implementation of the Service Delivery Improvement Plan	04 reports	DPSA Circular No 01 of 2021 and Circular No 14 of 2022	Municipal Finance and Provincial Infrastructure & PPP	Reduction of UfW and acceleration of conditional Grant spending	Quarterly	Monitor implementation of departmental SDIP in line with DPSA Circular No 01 of 2021 and Circular No 14 of 2022

Review and develop departmental service standards	01 reports	White Paper on transforming Public Service delivery, Batho Pele White Paper (No 1459 of 1997)	05 branches	Review of service standards	4 th Quarter	Develop and review departmental service standards annually in line with White Paper on transforming Public Service delivery.
Monitor 2023-2024 FY Service Standards	04 reports	White Paper on transforming Public Service delivery, Batho Pele White Paper (No 1459 of 1997)	05 branches	Monitor standards	Quarterly	Monitor 2023-2024 FY Service Standards for all 05 branches quarterly.
Coordinate HIV Counselling and Testing (HCT), TB and wellness screening	01 HCT, TB and wellness screening	100% compliance on EHW Strategy	All employees	Health and wellbeing of employees	Quarterly	Coordinate 01 HCT, TB and wellness screening to all employees quarterly.
Monitor all departmental buildings	09 departmental buildings	OHSA	All 09 departmental buildings	Health and safety working environment	Quarterly	Monitor all 09 departmental buildings to assess compliance in line with OHSA.

Provide psychosocial intervention	100%	Wellness Management Transversal Policy and EAP Standards, 2005	Employees and immediate family members	All cases referred	14 days	Provide 100% psychosocial intervention in line with the Wellness Management Transversal Policy and EAP Standards within 14 days of all cases referred.
Conduct diversity awareness	04 awareness sessions	Job Access and gender implementation framework	All employees	Women, Youth and Persons with disabilities empowerment	Quarterly	Conduct 04 diversity awareness session quarterly to advocate for the Job access and Gender implementation

COMMUNICATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Provide support on departmental events & Outreach programmes	100% support	C/A Manual Government Communication Handbook	Internal and external stakeholders/ clients	Departmental programmes	Monthly	Coordinate 100% departmental events & outreach programmes monthly for both internal and external stakeholders/ clients

Provide support on departmental publication services	100% support	CIA Manual Government Communicator's Handbook	departmental events	Corporate image	Monthly	Provide 100% on departmental publication services monthly in line with CIA Manual and Government Communicator's Handbook for corporate image of the department.
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RECORDS MANAGEMENT AND AUXILIARY SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Maintain clean buildings and surrounding areas	100%	OHS Policy	09 departmental buildings	Health and safe working environment	Daily	Maintain 100% cleanliness in all 09 departmental buildings and surrounding areas daily
Provide office accommodation	100%	Public Service Regulations Act, 2016	Newly appointed employees	Office accommodation	1 day	Provide office accommodation to newly appointed employees within 1 day of assumption of duty

INFORMATION COMMUNICATION TECHNOLOGY

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, SITTA Communication Security Act 68 of 2002	Internal staff	Access website and Intranet	Within 24 hours	Maintain 100% access to website and intranet by all internal staff within 24 hours
Upgrade and refresh departmental server	100%	Electronic Communication & Transactions Act 25 of 2002, Provincial E-government	Departmental Server	ICT infrastructure	Annually	100% Upgrade and refresh of the departmental server on annual basis

Attend to all ICT logged service desk requests	100% of logged calls.	Electronic Communication & Transactions Act 25 of 2002, Provincial E-government strategy, SITA	Internal staff	Logged calls	Within 4 hours	Attend 100% of all ICT logged service desk requests within 4 hours.
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SECURITY MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide Physical security services	100% Physical security	Minimum Physical Security Standards (MPSS)	LPT employees and external customers	Security	Daily	Provide 100% physical security services for LPT employees and external customers daily in line with MPSS
Conduct personnel suitability checks	100% personnel checks	National Vetting Strategy, Minimum Information Security Standards (MISS)	Recommended service providers (or shortlisted candidates)	Personal suitability checks	30 days	Conduct 100% of personnel suitability checks of recommended candidates and service providers within 30 days in line with MISS

Investigate reported cases	100% reported cases	The prevention and Combating of Corrupt Activities Act (PRECCA)	LPT employees	reported internal and external cases	Within 90 days	Investigate 100% reported cases within 90 days
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ENTERPRISE RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide monitoring to mitigate strategic and operational risk	04	Section 38(1)(a) PFMA and Section 3.2 Treasury Regulations, and Provincial Risk Management Framework	All Five branches	Residual risk of strategic and operational risks	Quarterly	Provide 04 monitoring sessions to mitigate strategic and operational risk to lower the residual risks quarterly

Facilitate disclosure of financial interest	100%	DPSA Financial Disclosure Framework, Code of Conduct Regulations 11 to 15 section 41 IV & PSR 2016, PAMA 104	SMS and designated officials	Conflict of interest	Annually	Facilitate 100 % disclosure of financial interest for SMS and designated officials to minimise conflict of interest and minimise risk of corruption
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LEGAL SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Provide opinion on legal matters and draft contracts	100%	LRA, EEA, SA Constitution	05 Branches	LPT	Daily	Provide 100% opinion on legal matters and draft contracts, to all five branches in LPT as in when required on daily basis.

STRATEGIC MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Monitor and analyze departmental performance	4 reports	DPME Framework; Departmental Information Management Policy	05 Branches	Annual Performance Plan	Quarterly	Monitor and analyze 04 departmental performance of five branches as outlined in the APP quarterly
Provide support services on departmental policy development and review	100%	Policy Development Framework	Policy owners	Departmental policies	Annually	Provide 100% support services to policy owners on departmental policy development and review annually in line with the Policy Development Framework

MANAGEMENT ACCOUNTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Comply and submit IYM reports	12 IYM reports	PFMA	LPT	IYM	Monthly	Comply and submit 12 IYM reports in line with set prescripts monthly
Comply and submit budget reports	4 budget documents	PFMA	LPT	Budget reports	Quarterly	Comply and submit 04 departmental budget reports quarterly

FINANCIAL ACCOUNTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Comply and submit financial statements	4 Financial Statements	PFMA, Treasury Regulations,	5 Branches	LPT	Quarterly	Comply and submit 04 financial statements for review annually
Pay valid invoices	100 % payments	PFMA, Treasury Regulations	Service providers	Valid invoices	Within 30 days	Pay 100% of all valid invoices submitted by

						Services Providers within 30 days
Compile and submit revenue reports	12 reports	PFMA, Treasury Regulations	5 Branches	LPT	Monthly	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	100%	PFMA, Treasury Regulations, SCM Prescripts	5 Branches	All branches within the LPT	Daily	Procure 100% of goods and services in line with PFMA, Treasury Regulations, SCM Prescripts daily upon receipts.
Reconcile assets register	All registered assets	PFMA, SCM Prescripts, Treasury Regulations, Provincial Assets, Management Policy	5 Branches	All offices	Quarterly	Manage all registered assets in the department monthly

Manage GG vehicles	48 GG vehicles	National and Provincial Transport Policy	LPT	All internal employees.	Daily	Manage 48 GG vehicles for all requests received from internal employees daily
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G. PROGRAMME 2: SUSTAINABLE RESOURCE MANAGEMENT
MUNICIPAL FINANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Conduct municipal governance assessment	04	PFMA	26 municipalities	Municipal finance assessment	Quarterly	Co-ordinate 04 municipal finance assessment reports for 26 municipalities in line with PFMA quarterly
Give support on infrastructure planning and delivery	04	PFMA	12 Departments and designated municipalities	MIG performance	Quarterly	sessions with 12 departments and designated municipalities to support infrastructure planning and delivery quarterly

PROVINCIAL INFRASTRUCTURE AND PPP

PROVINCIAL INFRASTRUCTURE AND PPP

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Produce infrastructures reports	108 reports	PFMA	09 designated infrastructure departments	Infrastructure budgets	Quarterly	Produce 108 infrastructure reports on infrastructures reporting model in terms of the budgets spending quarterly
Conduct infrastructure assessments	04	PFMA	Prioritised Municipalities	MIG performance	Quarterly	Conduct 04 infrastructure assessments sessions for designated municipalities on local government quarterly

MACRO - ECONOMIC ANALYSIS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Produce research documents	07	PFMA	Provincial outlook economy	Limpopo	quarterly	Produce 07 research documents on Limpopo Provincial outlook economy quarterly

FISCAL POLICY ANALYSIS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Provide support session on revenue	4 reports	PFMA, Treasury Regulations, Provincial Transversal Policies	11 departments and Public Entities	Own revenue collection	quarterly	Provide 04 support to 11 departments and public entities on own revenue on quarterly

BUDGET MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Conduct bilateral meeting	03	PFMA, Treasury Regulations, DORA, Annual Guideline	12 votes	First, second and final budget draft	August, Nov and Jan yearly	Conduct 03 bilateral meetings in preparation of the first, second and final draft for 12 votes in line with PFMA yearly during August, November, and January

Table budget documents	2 budget documents	PFMA, Treasury Regulations, DORA, Annual Guideline	12 Votes	Main and Adjustment budget	March and November yearly	Table 02 budget documents for 12 Votes in line PFMA, Treasury Regulations, DORA, Annual Guideline for MEC to address the Main and Adjustment budget during March and November yearly
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PUBLIC FINANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Provide infrastructure and conditional Grant support services	04 sessions	PFMA	Provincial Departments	Allocated budget and Conditional Grant spending	Quarterly	Provide 04 support sessions to designated provincial departments on infrastructure and conditional Grant spending Quarterly
Produce consolidated in Year Monitoring reports	12 reports	Section 32 of the PFMA	Provincial Departments	In Year Monitoring reports	Monthly	Produce 12 consolidated in Year Monitoring reports for 12 departments monthly

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

PROVINCIAL ASSETS MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Communicate asset management assessment	64 asset management assessments	PFMA, Provincial Inventory Management Policy	All departmental Inventory Management Units.	Improve compliance levels on assets.	Quarterly	Communicate 64 asset management assessment to improve compliance level on assets quarterly

BANKING, CASH AND LIABILITIES MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct cash management assessments	72 assessments	PFMA, Treasury Resolutions, DORA, Borrowing Powers of Provinces Act	12 Votes and 05 Public entities	Cash management assessments	Quarterly	Conduct 72 cash management assessments for 12 votes and 05 public entities in line with the PFMA Quarterly

SCM GOVERNANCE AND COMPLIANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Communicate. SCM compliance assessment	64 assessments	PPPFA and its regulations and other related prescripts	12 Provincial departments and 5 Public Entities	Adherence to SCM Compliance	Annually	Communicate 64 assessment adherence on SCM Compliance to provincial departments and public entities on an annual basis

TRANSVERSAL CONTRACTS MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Provide contract management support services	100% support	PPPFA and its regulations and other related prescripts	Provincial department and participating public	standardised specification and pricing	Quarterly	Provided 100% support on contract management services for standardised specification and pricing on arranged transversal commodities quarterly

SCM CLIENT SUPPORT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Provide support on Central Supplier Database	11 votes, 5 public entities, business community quarterly	PPFA and its regulations and other related prescripts	11 Departments and business community	Client support	Quarterly	Provide support on Central Supplier Database to 11 departments, 5 public entities and business community annually

1. PROGRAMME 4: FINANCIAL GOVERNANCE
GOVERNANCE, MONITORING AND COMPLIANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Consider application of condonement for provincial irregular expenditure.	100%	PFMA	12 departments and 5 public entities	Provincial expenditure condonement	Quarterly	Consider 100% application of condonement for provincial irregular expenditure quarterly

Support audit committee meetings	65 audit committee meetings	PFMA	All Provincial departments	Governance to all the Provincial departments	Quarterly	Support 65 audit committee meetings to improve governance in all provincial departments quarterly
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TRANSVERSAL RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct assessment on provincial risk profile	04 assessments	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Provincial risk profile	Quarterly	Conduct 04 assessments on provincial risk profile for 11 departments and 05 public entities quarterly.

FINANCIAL MANAGEMENT CAPACITY BUILDING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct courses on transversal systems	60 courses	National Treasury training Standards	Officials working in HR & Finance & SCM sections	System Policies and procedures	Quarterly	Conduct 60 courses on transversal systems for officials working in HR, Finance & SCM sections quarterly.

FINANCIAL ACCOUNTING AND REPORTING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct financial statements assessments	49 financial statements	PFMA, National Treasury Reporting Framework, GRAP standards	Departments and Public Entities	Accurately and timely financial statements	Quarterly	Conduct 49 financial statements assessments for provincial departments and public entities quarterly

SYSTEMS UTILIZATION

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Conduct financial system utilization assessment	44 assessments	Guidelines from National Treasury, Procedure Manual on User Account Management and practice Notes from DPSA	Departments	financial system utilization	Annually	Conduct 44 assessment on financial system utilization assessment to 44 departments annually

J. PROGRAMME 5: SHARED INTERNAL AUDIT SERVICES

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Prepare cluster based annual audit plans	04 audit plans	PFMA, International Standards of Professional Practice of Internal Auditing	Provincial Departments	Approved cluster audit plans	Quarterly	Prepare 04 cluster-based audit annual plans for approval by audit committee quarterly

Prepare internal quality assurance programme	01 report	PFMA, International Standards of Professional Practice of Internal Auditing	Internal staff	Audit plans	4 th quarter	Prepare 01 report for internal quality assurance programme in the 4 th quarter
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K. CONTACT PERSON(S) AND RESPECTIVE CONTACT NUMBERS

NAME AND DESIGNATION	BRANCH/DIRECTORATE	CONTACTS
1. Ms. L. Ebrahim, Deputy Director General	Corporate Management Services	Tel:015 298 7172 Cell:072 069 1970 Email: ebrahiml@treasury.limpopo.gov.za
2. Mr. H. Mawela Chief Financial Officer	Corporate Management Services	Tel:015 298 7112 Cell:082 412 6417 E-mail: mawelahm@treasury.limpopo.gov.za
3. Mr. Moshlanke Phukuhisi Deputy Director General	Sustainable Resource Management	Tel:015 298 7119 Cell:072 736 6079 Email: DaddyP@treasury.limpopo.gov.za

4. Ms D Thindisa Deputy Director General	Provincial Assets, Liabilities and Supply Chain Management	Tel:015 291 8707 Cell:079 899 6302 E-mail: thindisad@treasury.limpopo.gov.za
5. Ms P Semanya Provincial Accountant General	Financial Governance	Tel:015 291 8728 Cell:071 372 1051 E-mail: semenyapa@treasury.limpopo.gov.za
4. Mr. M. Tshlangano Chief Audit Executive	Shared Internal Audit Services	Tel:015 298 7746 Cell:060 505 8123 E-mail: tshlanganom@treasury.limpopo.gov.za

L. RECOMMENDATION AND APPROVAL

Recommended for approval by:


 Mr. GC Pratt, CA (SA)
 HEAD OF DEPARTMENT

26/6/2023
 Date

Approved by:


 Hon. SC Sakoati (MPL)
 MEMBER OF THE EXECUTIVE COUNCIL

27/6/2023
 Date