



**LIMPOPO**

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

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**PROVINCIAL TREASURY**

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# **SERVICE STANDARDS**

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## **2013-2014 FY**

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**A. PURPOSE AND GOAL**

“To ensure sound financial management of the Limpopo Province resources, to achieve provincial government goals objectives”

**B. VISION**

“To be the best Provincial Fundraiser, Allocator, Monitor, Manager and Evaluator of the Public Finance for socio-economic development in South Africa”.

**C. MISSION**

“To provide ethical, consultative and people- focused services though sound public financial management, including attaining and maintaining effective financial resources management”.

The Department’s motto, “**We are the best in what we do**”

**D. VALUES**

- Commitment and a sense of urgency
- Professionalism
- Equity
- Appreciation
- Ubuntu and Batho- Pele
- Transparency and Accountability
- Integrity and Honesty
- Mutual respect and Trust
- Participatory and Accessibility

**E. PROGRAMME 1: CORPORATE GOVERNANCE**

**CORPORATE SERVICES**

**HUMAN RESOURCES MANAGEMENT**

Key Service	Quantity	Quality	Target Group	Target Area	Time-frame/ Frequency	Full statement/standard
Recruitment Services	100% facilitation the filling of posts for 2013/14 FY	Public Service Regulations.	Internal and external employees and the general public	Labour market	90 days	Facilitate recruitment services within 90 days to prospective employees in line with Public Service Regulations.
Implement PMDS	100% implementation of PMDS	Provincial PMDS policy and SMS Handbook( Chapter 4)	All employees of LPT	LPT	Quarterly and Annually	Implement PMDS in line with Provincial PMDS Policy within LPT on quarterly basis
Implement OD processes	100 % implementation of Organizational Development	DPSA Directive, PSR	All Directorates	LPT	In line with strategic planning changes	Implement Organizational Development Processes in line with strategic planning changes.

HUMAN RESOURCES DEVELOPMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Staff development	100 % of program reflected on the WSP implemented	Provincial HRDS, ETDP, SDA	Employees	LPT	Quarterly	Implement 100 % of WSP on annual basis
Bursary provision	25 bursars	Provincial HRDS, ETDP, SDA	Full time students	Limpopo	Annually	Support 25 bursars financially and monitor performance through visitation on annual basis

LEGAL SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Legal Services	100 % provision of legal services	LRA, EEA, SA Constitution	All directorates	LPT	Monthly	Provide legal services in line with set prescripts on monthly basis in the department.
Labour Relations	100 % provision of labour relations	LRA, PSBCB Resolution	Internal Employees	LPT	90 days on receipt of various cases	Provide labour relations in line with set prescripts on monthly basis in the department.

**TRANSFORMATION SERVICES**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Monitor Service Delivery Improvement Programme( SDIP)	100% monitoring of SDIP	PSR, White Paper on Transformation of the Public Service	All Directorates	Limpopo Provincial Treasury	Quarterly	Monitor SDIP on quarterly basis within the Department in set prescripts.
Monitor Occupational Health Safety( OHS) Programme	100% monitoring of OHS Programme	OHSA,EHW Strategy ,PSR	All departmental employees and departmental clients	LPT	Quarterly	Monitor OHS on quarterly basis as per set prescripts within the Department.
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.

**COMMUNICATION SERVICES**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Marketing of the Departmental Programmes	Market as per calendar of events	COMTASK Report Communicators Handbook	Internal and external stakeholders/clients	Limpopo Province	Monthly	Marketing of Departmental programmes on monthly basis as per set standards
Co-ordinate Departmental publication/publicity	4 internal and 4 external news letters	COMTASK	Internal and external stakeholders/clients	Limpopo Province	Quarterly	Co-ordinate Departmental publication/publicity on quarterly basis as per set standards
Co-ordinate Departmental events & Outreach Programmes	Co-ordinate as per calendar of events	COMTASK	Internal and external stakeholders/clients	Limpopo Province	Monthly	Co-ordinate Departmental events & Outreach Programmes on monthly basis as per set standards

**RECORDS MANAGEMENT AND AUXILIARY SERVICES**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
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KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Render records management in the Department	Four filing systems, PAIA and Registry procedure manual	Improved records and information management	All internal employees	All internal employees	Quarterly	Implement four filing systems, PAIA and Registry procedure manual on quarterly basis.

#### AUXILIARY SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Provision of Auxiliary services to employees within the Department.	Availability of office accommodation for employees	Government Immovable Asset Management Act No. 19 of 2007	All internal employees and external stakeholders	All Internal employees and external stakeholders	Monthly	Provision of office accommodation for all employees.
	Availability of office furniture for all employees	Government Immovable Asset Management Act No. 19 of 2007	All internal employees	All Internal employees	Annually	Provision of office furniture for all employees
	Number of buildings maintained and cleaned	Government Immovable Asset Management Act No. 19 of 2007	Departmental offices and surroundings	Departmental offices and surroundings	Daily	Buildings and surroundings well maintained and cleaned on daily basis



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
	Facilitate the provisioning and management of telecommunication	Government Immovable Asset Management Act No.19 of 2007	All internal employees	Internal employees	Daily	Provision of telecommunications

**SECURITY AND INVESTIGATION SERVICES**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Manage Information Security services	Number of Pre-Employment Criminal/Personal Suitability Checks conducted	National Vetting Strategy, Minimum information of Security Standards	Candidates attending an interviews in the Department and the service providers	Limpopo Province and other provinces	On request	Co-ordinate pre-employment criminal record checks to service providers and employees with relevant agencies prior to appointment.
	Number of security vetting conducted	National Vetting Strategy, Minimum information of Security Standards	All staff members one month after being employed by the Limpopo Provincial Treasury	Limpopo Province	One month after being employed	Co-ordinate Security Screening/vetting to employees and service providers through National Intelligence Agency (NIA) on request.

Manage Physical Security Services	Eight monitoring reports	PSIRA Departmental Service Level Agreements	Appointed security service providers	Limpopo Province	Three times a month	Monitor physical security service level agreement (SLA) three times on monthly basis.
	4 physical security meetings	Minimum information of Security Standards	Appointed security service providers	Limpopo Province	Quarterly	Co-ordinate meetings with physical security services providers on quarterly basis
	Number of cases reported	National, Provincial and Departmental anti-corruption strategy	Affected Provincial Treasury staff	Limpopo Province	Quarterly	Conduct investigations on number of reported cases received, and finalize within 90 days.

**ENTERPRISE RISK MANAGEMENT**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Implementation of the risk Management Strategy	Facilitate and monitor the identification and addressing of the top 10 risks for the department	Risk Management Strategy	All Branches	All workstations	Monthly	Identify and address risks in line with the prescripts.

**FINANCIAL MANAGEMENT (CFO)**

**MANAGEMENT ACCOUNTING**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Efficient and effective budgeting and budgetary control practices.	12 IYM report	PFMA	Sustainable Resource Management	Sustainable Resource Management	Monthly	IYM is submitted on or before the 15 <sup>th</sup> of every month according to PFMA

**FINANCIAL ACCOUNTING**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Departmental bookkeeping services	Monthly report on suspense report	PFMA, Treasury regulations	All branches	Provincial Treasury	Monthly	Reconcile and submit suspense reports on monthly basis
	Monthly reports on recovery of departmental debts	PFMA	All debtors	Provincial Treasury and Service providers	Monthly	Recover departmental debts on quarterly basis
	Monthly reconciliation on payment of suppliers	PFMA, Instruction Note No.34	All service providers	Limpopo	Monthly	Pay suppliers within 30 days from date receipt or claim.

	Monthly revenue collection reports	PFMA	Provincial Treasury	Limpopo	Monthly	Collect revenue on monthly basis
	Monthly reports on processing and reconciliation of all related salary matters	PFMA & Treasury Regulations	All branches	Provincial Treasury	Monthly	Reconcile and submit payroll certificate on monthly basis.

**DEPARTMENTAL SUPPLY CHAIN MANAGEMENT**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Acquisition of goods and services	Goods and services procured in line with SCM Prescripts	PFMA, Treasury Regulations, SCM Prescripts	All branches within the LPT	All branches within the LPT	Daily	Procure goods and services in line with departmental needs on daily basis.
Management of Assets	Asset reconciled and done monthly.	PFMA, SCM Prescripts, Provincial Assets Management Policy	All branches within the LPT	All offices	Quarterly	Reconcile asset register on quarterly basis
Management of GG and subsidized vehicles	Number of GG and subsidized vehicles in operation properly utilized.	National and Provincial Transport Policy	All Branches within LPT.	All internal employees.	Daily, monthly and quarterly.	Manage all vehicles on daily basis.

**STRATEGIC OPERATIONS & POLICY COORDINATION**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Strategic planning	4 programmes	Annual performance plan aligned to National and Provincial Priorities; and in line with the Strategic and Annual Performance plan Framework	All Branches	All Branches	Annually	Co-ordinate the development of Departmental five year Strategic plan and Annual Performance plan between June and March of each financial year.
Monitoring and evaluation	4 programmes monitored	Provincial Monitoring and Evaluation and Government Wide Monitoring and Evaluation Policy Framework	All Branches	All Branches	Quarterly and annually	Monitor and evaluate the achievement of the Annual Performance Plan targets quarterly and annually.
Policy management	4 Programmes	National and provincial policy/legislative framework	All Branches	All Branches	Annually and as and when the need arises	Coordinate the development and review of departmental policies annually and as and when the need arises

**F.PROGRAMME 2: SUSTAINABLE RESOURCES MANAGEMENT**

**MACRO - ECONOMIC ANALYSIS**

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

**FISCAL DEVELOPMENT**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Provincial revenue budget planning	13 Departments and 5 Public Entities	PFMA and Treasury Regulations	Provincial Departments	Limpopo Province	Quarterly	Analyse and consolidate Provincial revenue budget estimates annually.
Monitor revenue collection	13 Departments and 5 Public Entities	PFMA and Treasury Regulations	Provincial Departments	Limpopo Province	Monthly	Monitor the collection of provincial revenue monthly.

**BUDGET ALLOCATION AND PUBLIC FINANCE**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Align Provincial Annual Performance Plans	13 departments	PFMA, Treasury Regulations, Annual Guidelines	13 Provincial departments	Limpopo Province	Annually	13 departments' strategic plans and APPs assessed in line with their allocated budgets annually.

Consolidate Provincial budget inputs.	13 departments	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Provincial departments	Limpopo Province	Annually	13 departmental budget inputs analyzed and consolidated for tabling of Estimates of Provincial Expenditure as prescribed annually.
Monitoring of Provincial Performance reports	13 departments	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Provincial departments	Limpopo Province	Quarterly	Monitor and report on Provincial Performance Reports quarterly.
Analyse and consolidate expenditure reports	13 departments	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Provincial departments	Limpopo Province	Monthly	13 departments' expenditure reports analyzed, consolidated and submitted to National Treasury monthly.



**INFRASTRUCTURE MANAGEMENT AND PUBLIC PRIVATE PARTNERSHIP  
INFRASTRUCTURE MANAGEMENT**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT/STANDARDS
Monitor infrastructure expenditure	8 infrastructure monitoring reports	PFMA	Infrastructure Departments	Limpopo Province	Monthly	Monitor infrastructure expenditure through production of monitoring reports monthly.
Align departmental infrastructure plans	8 aligned infrastructure reports	PFMA	Infrastructure Departments	Limpopo Province	Annually	Support and assist infrastructure departments to align their plans to LEGDP annually.
Monitor and support infrastructure Departments	3 departments	PFMA	Infrastructure Departments	Limpopo Province	Monthly	Monitor and support Departments in the implementation of IDIP monthly.
Monitor municipal PPP projects	30 municipalities and 2 public entities	PFMA, PPP toolkits	Municipalities and public entities	Limpopo Province	Monthly	Support and monitor projects in municipalities on annually.

**PUBLIC PRIVATE PARTNERSHIPS**

**MUNICIPAL FINANCE**

<b>KEY SERVICES</b>	<b>QUANTITY</b>	<b>QUALITY</b>	<b>TARGET GROUP</b>	<b>AREA</b>	<b>TIME FRAME</b>	<b>FULL STATEMENT/STANDARDS</b>
Provide support to the municipalities for effective implementation of the MFMA	30 Municipalities	MFMA and Regulations and Guidelines( circulars)	All municipalities in the province	Limpopo Province	Monthly	Monitor and support municipalities on implementation of the Budget reforms on monthly basis.
	30 Municipalities	MFMA, GRAP standards, Regulations and Guidelines( circulars)	All municipalities in the province	Limpopo Province	Monthly	Provide capacity building on financial management and enforce compliance with municipal finance guidelines and GRAP standards on monthly basis
	30 municipalities	MFMA, SCM Regulations, SCM Policies and guidelines( circulars)	All Municipalities in the province	Limpopo Province	Half-yearly	Support municipalities to achieve effective implementation of the SCM on half - yearly basis
	30 municipalities	MFMA, Internal Audit standards and Provincial Risk Management Framework and guidelines	All municipalities within the province	Limpopo Province	Half-yearly	Monitor the existence and effectiveness of risk management, internal audit and audit committee on half- yearly basis

**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
Monitoring, Support and Report on Inventory Management	4 quarterly reports	PFMA, Provincial Inventory Management Policy	All departmental Inventory Management Units.	Limpopo Province	Quarterly	Monitor, support and report on Inventory Management procedures on quarterly basis.
Monitoring, Support and Report on Asset Management	4 quarterly reports	PFMA, Provincial Asset Management Policy	All departmental Asset Management Units.	Limpopo Province	Quarterly	Monitor and support departments and report on asset management on quarterly basis.
Monitoring, Support and Report on Asset Verification and Safeguarding	4 quarterly reports	PFMA, Provincial Asset Management Policy	All departmental Assets Management Units.	Limpopo Province	Quarterly	Monitor and support departments and report on asset management on quarterly basis.

**BANKING AND CASH FLOW MANAGEMENT**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Monitor cash flow planning and implementation by provincial departments.	Annual cash allocation letters. Monthly cash flow reports.	Departments spending with available funds.	All Provincial Departments	Limpopo Province	Monthly	Monitor cash flow planning and implementation by provincial departments on monthly basis to ensure that departments spend with available funds.

**SCM POLICY DEVELOPMENT AND IMPLEMENTATION**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Regulate SCM in the Province	12 Provincial departments and 8 Public Entities	PPPFA and its regulations and other related prescripts	All Provincial departments and Public Entities	Limpopo Province	Quarterly	Monitor SCM compliance in line with prescripts on quarterly basis.

**DEMAND AND ACQUISITION MANAGEMENT**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Conducting of research for transversal goods and services areas arranged	Research reports produced.	BBBEE ACT of 2003, PPPFA of 2000, Competition Act, Fraud and corruption Act, PFMA	Suppliers, Departments and Statutory bodies	Limpopo Province and other Provinces.	Quarterly	Research transversal contracts.
Management of bidding processes for transversal bids	Transversal bids reports	BBBEE ACT of 2003, PPPFA of 2000, Competition Act, Fraud and corruption Act, PFMA	Suppliers, Departments and Statutory bodies	Limpopo Province and other Provinces.	Quarterly	Manage bidding processes for transversal bids.

Monitoring implementation of transversal contracts	Four quarterly reports for monitoring compliance to transversal contracts	BBBEE ACT of 2003, PPPFA of 2000, Competition Act, Fraud and corruption Act, PFMA	Suppliers, Departments and Statutory bodies	Limpopo Province and other Provinces.	Quarterly	Enforce and monitor transversal contracts on quarterly basis.
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**SUPPLY CHAIN MANAGEMENT ADVICE CENTERS**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Build competence in provincial SMMEs on bidding with government	4 quarterly reports on SMMEs capacitated on bidding with government	BBBEE ACT of 2003, PPPFA of 2000, Promotion of the Administrative Justice Act, 2000. Prevention and combating of corrupt activities of 2004	SMMEs	All the districts (e.g. urban; semi urban and rural)	Daily	Provide guidance to 1600 SMMEs in completion of standard tender documents and tendering administrative compliance issues.

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Increase access of tender opportunities by SMMEs through distribution of Tender Bulletin	4 quarterly reports on the free bid bulletins distribution in all the districts through hard copy and e-mail facility	BBBEE ACT of 2003 PPPFA of 2000, Promotion of the Administrative Justice Act,2007	General public/ Prospective bidders	All the districts (e.g. urban; semi urban and rural)	Weekly	Distribute tender bulletins on weekly basis to SMMEs through hard copy and e-mail facility.
Assessment of SMMEs on their capacity to deliver on government contracts	4 quarterly reports on assessment of SMMEs	BBBEE ACT of 2003 PPPFA of 2000, Promotion of the Administrative Justice Act,2007	SMMEs	All the districts (e.g. urban; semi urban and rural)	Monthly	Assess 65 SMMEs on their capacity to deliver on government contracts.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Maintenance of website and intranet	Website and Intranet updates presented	Electronic Communications and Transactions Act 25 of 2002, Provincial E-government strategy, SITA Amendment Act 38 of 2002, Electronic Communications Security Act 68 of 2002	Internal staff and external Stakeholders	Limpopo Province	Weekly	Upload information on Website and Intranet within 24 hours.
IT Service Management	Number of incidents and problems resolved	Electronic Communications and Transactions Act 25 of 2002, Provincial E-government strategy, SITA Amendment Act 38 of 2002, Electronic Communications Security Act 68 of 2002	Internal Staff	Limpopo Province	Daily	Attend and resolve incidents and problems within 4 hours after reporting

**FINANCIAL SYSTEMS ADMINISTRATION**

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDAR D
Provide BAS, PERSAL and FINEST end user support	13 departments	Guidelines from National Treasury, Procedure Manual on User Account Management and Practice and Notes from National Treasury and DPSA	All Provincial departments	Limpopo Province	Daily	Resolve all logged calls and escalate to National Treasury where necessary.
Produce and analyze reports on financial systems utilization	13 departments	Guidelines from National Treasury, Procedure Manual on User Account Management and Practice and Notes from National Treasury and DPSA	All Provincial departments	Limpopo Province	Quarterly	Compile and analyze reports on utilization of financial systems quarterly.



**FINANCIAL SYSTEMS DEVELOPMENT**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Implement Financial systems	12 departments	PFMA	All provincial departments	Limpopo Provincial Province	Monthly	Co-ordinate the implementation of new financial systems in all departments.

**H.PROGRAMME 4: FINANCIAL GOVERNANCE**

**NORMS AND STANDARDS**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARDS
Financial support services	13 Provincial Departments and 8 public entities	PFMA	Departments/Public Entities	Limpopo Province	Monthly	Support and guide departments and public entities to obtain unqualified audit opinions.
	3 Cluster Audit Committees   Central Audit Committee	PFMA	Departments and MEC: LPT	Limpopo Province	Quarterly	Support Clusters Audit Committees and Central Audit committee on quarterly basis.

**TRANSVERSAL RISK MANAGEMENT**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARDS
Risk Management capacity building	12 departments and 5 public entities	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Assist 12 Departments and 5 Public Entities with capacity building in risk management
Coordinate risk management	12 departments and 5 public entities	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Coordinate and assess the implementation of risk management within Provincial Depts. and Public Entities
Develop Risk Management Tools	12 departments and 5 public entities	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Annually	Revise of Risk Management Tools
Monitor provincial risk profile	1 Provincial risk profile	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Assist the provincial depts. and public entities in managing their risks to an acceptable tolerance level to enable them to achieve their set objectives

INTERNAL CONTROL

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARDS
Assessment of internal control systems	12 departments and 5 public entities	PFMA	All Provincial Departments and public entities	Limpopo Provincial Government	Quarterly	Assess and support departments in the implementation of internal control systems

FINANCIAL TRAINING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Capacity building for financial officers and transversal systems users	54 courses on transversal systems	National Treasury training standards	Officials working in HR & Finance Sections	Limpopo Provincial Departments	Monthly	Provide Systems Training on Persal, BAS and FINEST systems in line with National Treasury Standards.
	3 courses on financial management	SAQA	All finance staff	Limpopo Provincial Departments and Public Entities.	Monthly	Co-ordinate accredited Financial Management skills courses.
	1 Financial Management long term programme	SAQA	All finance staff	Limpopo Provincial Departments and Public Entities	Monthly	Administer long term Financial Management programme

**PROVINCIAL FINANCIAL REPORTING**

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARDS
Financial support services	13 Departments 5 Public Entities	PFMA, National Treasury Reporting Framework. GRAP standards	All Departments and Public Entities	Limpopo Province	Monthly	Support Departments and Public Entities to prepare and submit Annual Financial Statements to Auditor General at financial year end 31 May each year.
Financial support services	Prepare Consolidation for both Departments and Public Entities	PFMA, National Treasury Reporting Framework. GRAP standards	All Departments and Public Entities	Limpopo Province	30 June annually	Consolidate Annual Financial Statements for departments and public entities by the 30 <sup>th</sup> June annually
Bookkeeping services for Traditional Authorities and Trust Accounts	Annual financial statements for 2004-2014	Limpopo Traditional Leadership & Institutions Act, National Treasury Reporting Framework.	Traditional Authorities and Trust Accounts	Limpopo Province	30 April annually	Prepare Annual Financial Statements for Tribal and Trust Accounts by end of April annually

PROVINCIAL INTERNAL AUDIT

KEY SERVICES	QUANTITY	QUALITY	TARGET ED GROUP	TARGETED AREA	TIME PERIOD	FULL STATEMENT
Internal Audit	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Provincial Departments	Limpopo Province	Monthly	Conduct risk based , Performance and Forensic audits on monthly basis
Internal Audit	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Government Departments	Limpopo Province	Monthly	Conduct follow up audits to check if audit recommendations are implemented on monthly basis
Complete the Internal Audit plan as approved by Audit Committee	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Government Departments	Limpopo Province	Quarterly	Prepare audit committee reports and submit to norms and standards for packaging and submission to Audit Committee on quarterly basis

## I. CONTACT PERSONS AND PHYSICAL ADDRESSES

### 1. CORPORATE GOVERNANCE

<b>NAME AND DESIGNATION</b>	<b>BRANCH/DIRECTORATE</b>	<b>CONTACTS</b>
Ms. M.R Ramatswi General Manager	Corporate Services	Tel: 015 298 7121 Fax: 015 291 4878 Cell: 082 888 9548 Email: Ramatswimr@treasury.limpopo.gov.za
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## 2. SUSTAINABLE RESOURCE MANAGEMENT

NAME AND DESIGNATION	BRANCH/DIRECTORATE	CONTACTS
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APPROVAL OF THE SERVICE STANDARDS FOR 2013/2014

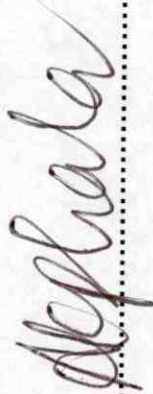
Mr G. C. Pratt  
HoD



Signed: ..... (DG/HOD)

Date: 26/8/2013 .....

HON. PHALA R.A.K: MEMBER OF EXECUTIVE COUNCIL



Signed : ..... ( Minister/MEC)

Date: 29/08/2013 .....