



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

SERVICE DELIVERY IMPROVEMENT PLAN (SDIP) FOR 2025 – 2030

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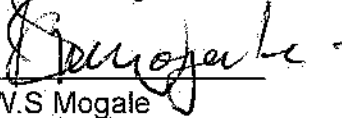
ACRONYMS AND DEFINITIONS	
ACRONYMS	DEFINITION
ALSCM	Assets and Provincial Supply Chain Management
AOP	Annual Operations Plan
APP	Annual Performance Plan
BPM	Business Process Management
DPSA	Department of Public Service and Administration
IYM	In Year Monitoring Report
LDP	Limpopo Development Plan
LEDA	Limpopo Economic Development Agency
LPS	Limpopo Procurement Strategy
LPT	Limpopo Provincial Treasury
MEC	Member of the Executive Council
MPSA	Minister of Public Service and Administration
MTDP	Medium Term Development Plan
MVs	Military Veterans
NDP	National Development Plan
OMF	Operations Management Framework
OFA	Organisational Functionality Assessment
PSA	Public Service Act
PSMF	Public Service Management Framework
PSR	Public Service Regulations
PPPFA	Preferential Procurement Policy Framework Act
PWD	Persons with Disabilities
SARS	South African Revenue Services
SDIP	Service Delivery Improvement Plan
SDM	Service Delivery Model
SEDFA	Small Enterprise Development and Finance Agency
SOP	Standard Operating Procedure
SS	Service Standards
WYPD	Women, Youth and Persons with Disabilities

OFFICIAL SIGN OFF

It is hereby certified that this Service Delivery Improvement Plan:

- Was developed by the management of the **Limpopo Provincial Treasury** under the guidance of the Member of Executive Council (MEC) **Mr. K.E MAHOAI (MPL)**
- Was prepared in line with the current Departmental Strategic Plan **2025-2030** and the Annual Performance Plan **2025/2026** of Limpopo Provincial Treasury
- Is compiled with the latest available information from departmental business units and **Departmental Annual Report 2024/25**.

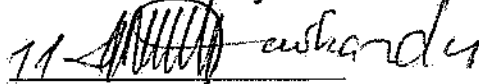
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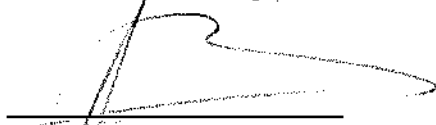


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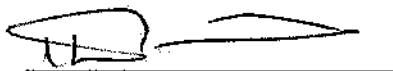


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A. DEPARTMENTAL SDIP BUILDING BLOCKS

Here with find the link for the SDIP Building Blocks for uploading
(open hyperlink)

☐ LPT Docs

B. LEGISLATIVE MANDATE

The SDIP is guided by key legislation, including but not limited to:

The Constitution of the Republic of South Africa, 1996, particularly Chapter 10, which prescribes the principles of public administration, emphasizing efficiency, accountability, and citizen-centric service delivery.

Limpopo Procurement Strategy 2030 Revised, which provides a framework within procurement of goods, services and infrastructure projects by provincial organs of state will be used to address the socio-economic challenges facing Limpopo Province while stimulating local economic development.

Preferential Procurement Policy Framework Act 5 of 2000, enables the organs of state to prequalify the designated groups for empowerment.

Preferential Procurement Policy Framework, Regulations of 2022, which allows organs of state to develop their preferential procurement policy in line with PPPFA.

The Public Service Act, 1994 (Act No. 103 of 1994), which provides for the organization and administration of the public service, ensuring that service delivery is aligned with good governance practices.

The Public Service Regulations (PSR), 2016, issued in terms of the Public Service Act, 1994 provides a legal framework for the development, implementation, and monitoring of Service Delivery Improvement Plans (SDIPs) by government departments. These regulations emphasize efficiency, effectiveness, accountability, and citizen-centered service delivery.

The **Public Administration Management Act, 2014**, Chapter 7 Section 16 (1) states the minister may prescribe minimum norms and standards regarding measures to improve the effectiveness and efficiency of institutions.

The **White Paper on Transforming Public Service Delivery, 1997**, commonly known as the Batho Pele White Paper, sets out the principles of People First, emphasizing transparency, access to information, consultation, and redress in service delivery. This establishes the policy framework for improving service delivery in the South African public sector. It promotes a citizen-centered approach to governance and sets the foundation for the development of Service Delivery Improvement Plans (SDIPs).

The **Public Finance Management Act, 1999 (Act No. 1 of 1999)**, which mandates the effective and efficient use of public resources to enhance service delivery outcomes.

The **National Development Plan (NDP) – Vision 2030**, which underscores the importance of a capable, ethical, and developmental state in delivering quality services.

The **Medium-Term Development Plan (MTDP) and Limpopo Development Plan (LDP)**, which outline the strategic priorities for governance and service delivery at national and provincial levels.

C. VISION

Excellence in public resource management for sustainable socio-economic development

MISSION

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

CORE VALUES

Integrity	Upholding honesty and strong moral principles in all actions and decisions.
Transparency	Ensuring openness and clarity in processes, allowing stakeholders to access information and understand decisions
Accountability	Taking responsibility for actions, decisions and being answerable to the public and relevant authorities.

Fairness	Treating all stakeholders equitably and ensuring that processes are impartial and just.
Professionalism	Demonstrating competence, skill, and dedication in all duties, maintaining high standards of conduct.
Ethical	Committing to doing what is morally right, with a focus on ethical decision-making.
Innovation	Embracing new ideas, technologies, and approaches to improve service delivery

D. SDI FOCUS AREAS IDENTIFIED THROUGH SYNTHESIS OF INTERNAL AND EXTERNAL ANALYSIS OF DEPARTMENTAL SERVICE DELIVERY

The Department has identified one critical service for improvement in the 2025/30 Service Delivery Improvement Plan (SDIP) cycle in line with the prescripts set by the Department of Public Service and Administration (DPSA) to enhance service delivery implementation by National and Provincial Departments.

In His State of the National Address on Thursday 6 February 2025 President Ramaphosa set out the government key priorities which are: -

- ✓ Drive inclusive growth and job creation
- ✓ Reduce poverty and tackle the high cost of living and
- ✓ Build a capable ethical and developmental state in order to grow our economy and ultimately create jobs."

The Member of Executive Council, Mr K.E Mahoai (MEC) in his budget speech indicated the importance of continued programs that will foster inclusive growth, employment equity, protect and uphold the hard-won rights of workers, and continually strive to improve the working conditions. He further reiterated Honourable President Ramaphosa and Honourable Premier Ramathuba's vision of inclusive growth demands affirm the position of women and youth in the economy.

To align with the National and Provincial mandate on inclusive economic growth, creation of job opportunities and reduction of poverty, LPT has deduced its 2025-2030 SDIP key service that requires improvement from Programme 3 (ALSCM). One of Programme 3's strategic outcomes is: "Increased economic participation of Limpopo local suppliers inclusive of youth, Military Veterans, women, and persons with disabilities" to foster inclusive growth, employment equity and create job opportunities.

The PPPFA Regulations, 2022 placed the legislative authority upon the Accounting Officers and Accounting Authorities to develop their Preferential Procurement Policies guided by the Preferential Procurement Policy Framework Act of 2000 in which they would identify specific goals for empowerment through public procurement and ensure that procurement processes adhere to the provisions of such policies.

Noting the above information, table 1 below depicts a revised Limpopo Provincial Administration Procurement target related to both spending on provincially based suppliers and spending on designated groups. The revised targets for designated groups and the new target for spending on provincial-based suppliers are per the below table:

Table 1: LIMPOPO PROVINCIAL SPENDING (LPS) 2030 Targets

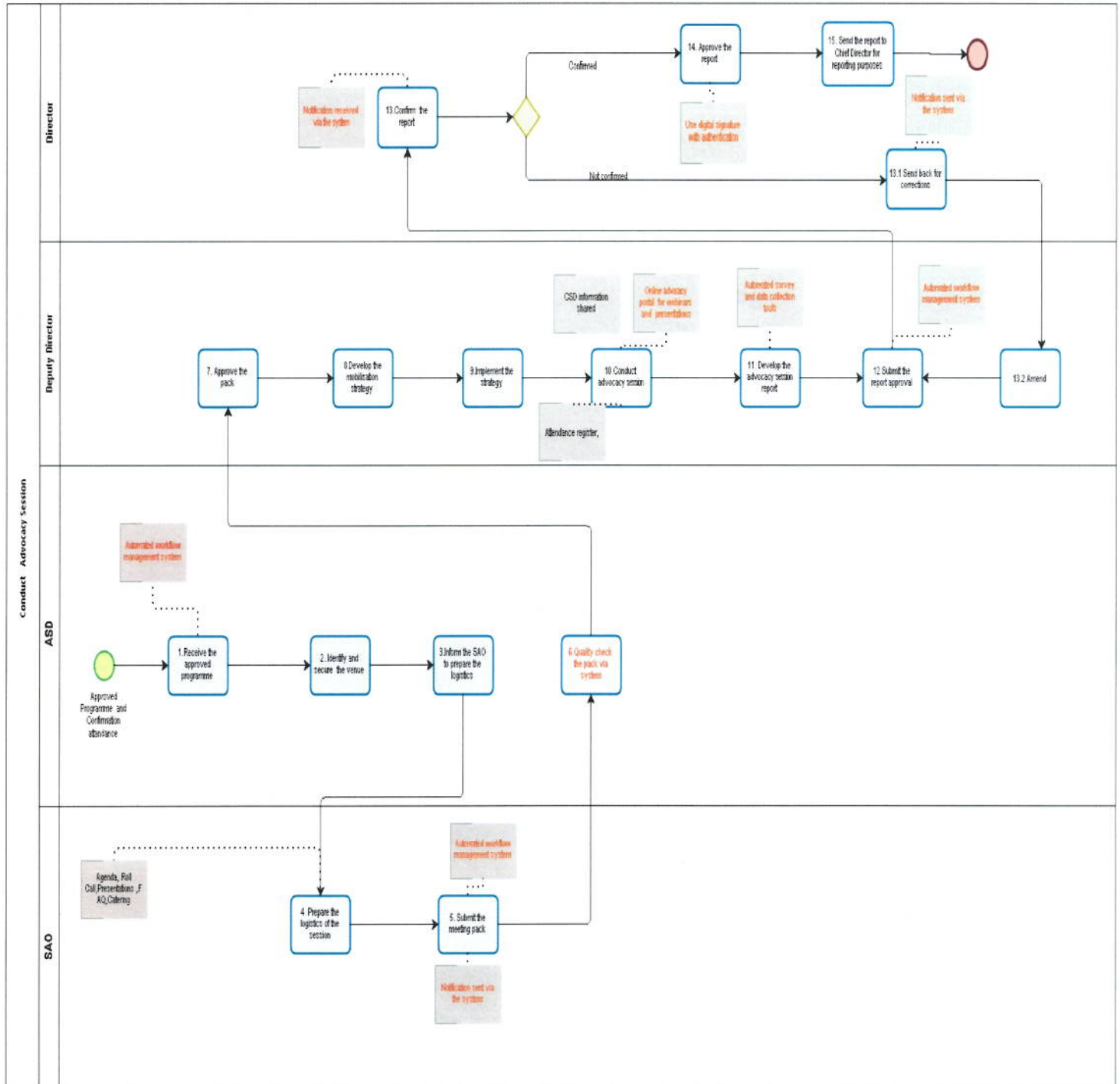
	Black-owned	Women-owned	Youth-owned	Persons with Disability Owned	Co-operatives	Rural / Township	Military Veterans	SMMEs	Spending on Limpopo Based Suppliers
2018-2021	60%	20%	20%	7%	10%	5%	3%	65%	
2022-2030	65%	25%	25%	7%	20%	10%	5%	70%	
Proposed targets 2025-2030	65%	40%	30%	7%	-	30%	5%	70%	75%
Baseline 2024-2025	76,28%	39,94%	22,00%	1%	-	23,47%	0,47%	81,23%	54.28%

The 2025-2030 Strategic Plan highlighted poor participation of WYPD and Military Veterans in conducting business with the state as a service delivery area that needs improvement. It is based on this analysis that the department identified key service of: “Capacitate designated groups on how to conduct business with the state” as a poor performing area that requires close monitoring on quarterly and annual basis through Service Delivery Improvement Plan (SDIP) in the next five years.

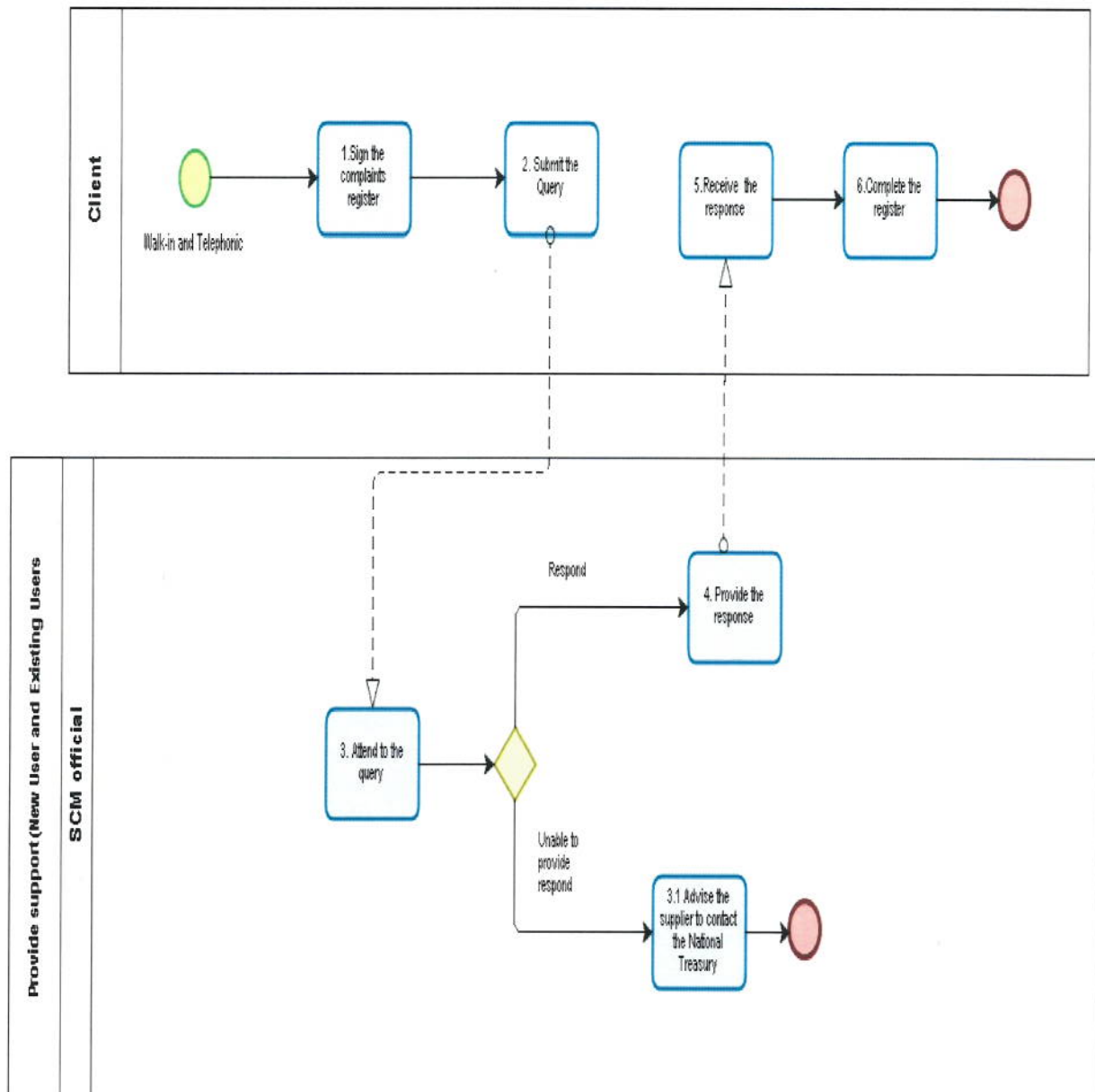
E. BUSINESS PROCESS MAPPING

The improved processes of rendering the services of capacitating designated groups on conducting business with the state are mapped as follows:

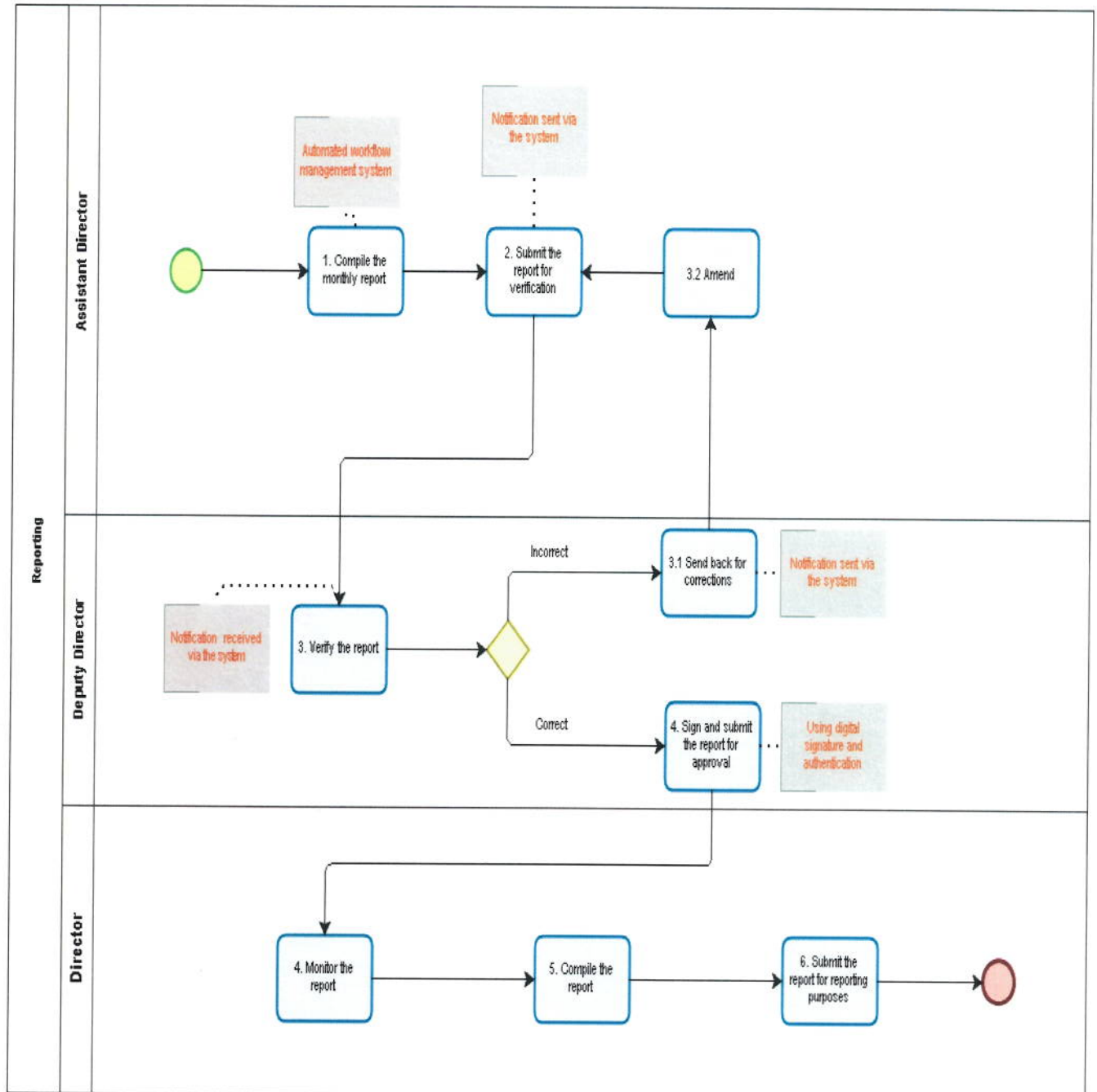
▪ Register Suppliers on the data base



- Provide support: Existing and new users



▪ Reporting



SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES

Service Delivery Improvement Interventions										
OUTCOME	KEY SERVICES	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC STANDARD	SET : YEAR	OVERALL SDIP CYCLE TARGET					PORTFOLIO OF EVINDENCE
Increased economic participation of local suppliers inclusive of youth, MVs, women, and PWDs	Capacitate designated groups on how to conduct business with the state	Number of capacity building programmes conducted to all designated groups	100 Capacity building programmes conducted annually to reach out to each category of designated groups within the 5 districts in the province i.e.	84	25/26	26/27	27/28	28/29	29/30	Annual report
					90	95	95	98	100	
		% of service beneficiaries who benefited in the procurement chain	Women, Youth, People with Disability and Military Veterans (WYP&MV)		25/26	26/27	27/28	28/29	29/30	Annual Procurement report
			Women: 40%	39.94%	40%	40%	40%	40%	40%	
			Youth: 30%	22%	25%	25%	25%	25%	30%	
			People with disability: 7%	1%	1%	2%	4%	5%	7%	
			Military Veterans: 5%	0.4%	1%	2%	3%	4%	5%	
			Spending on Provincially based suppliers 75%	33%	40%	50%	60%	70%	75%	

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE : YEAR 0	OVERALL SDIP CYCLE TARGET					PORTFOLIO OF EVIDENCE
				Year 1	Year 2	Year 3	Year 4	Year 5	
CONSULTATION STANDARDS:	100% of service recipients consulted annually	100 % of service recipients must be consulted annually	LPT District officials are in contact with service beneficiaries daily	100% consultation will be conducted with service beneficiaries daily	100% consultation will be conducted with service beneficiaries daily	100% consultation will be conducted with service beneficiaries daily	100% consultation will be conducted with service beneficiaries daily	100% consultation will be conducted with service beneficiaries daily	Attendance registers for walk ins in district offices
SERVICE STANDARDS	Number of service standards reviewed	Service recipients are informed about the level, cost (if any), and quality of department-specific services through the service charter that is reviewed and published annually	2024-2025 Departmental Service Standards made available on the LPT Website	Published approved 2025/2026 Service standards	Published approved 2026/2027 Service standards	Published approved 2027/2028 Service standards	Published approved 2028/2029 Service standards	Published approved 2029/2030 Service Standards	Approved Departmental Service Standards
ACCESS STANDARDS	LPT operates in the 5	All offices are opened from Monday to	Offices are opened and	Offices are opened	Offices are opened	Offices are opened	Offices are opened	Offices are opened	Office hours displayed at LPT offices

OPENNES & TRANSPARENCY STANDARDS	Number of Budget documents by MEC, reports published and presented to the Limpopo Legislature for Public Consumption to legislature	Table main appropriation and adjusted budget, Publish and present budget documents, budget reports to Limpopo Legislature	2x budget documents tabled and 1x annual report published	Table main appropriation and adjusted budget, Publish and present budget documents, budget reports to Limpopo Legislature	Table main appropriation and adjusted budget, Publish and present budget documents, budget reports to Limpopo Legislature	Table main appropriation and adjusted budget, Publish and present budget documents, budget reports to Limpopo Legislature	Table main appropriation and adjusted budget, Publish and present budget documents, budget reports to Limpopo Legislature	Table budget documents at the Limpopo Legislature and published annual report
REDRESS STANDARDS	% of feedback/ complaints received and handled accordingly	Displayed Complaints Management Process Flow Chart in all service points	All reported complaints are acknowledged within five (05) working days	100 % of feedback/ complaints received shall be attended to accordingly	100 % of feedback/ complaints received shall be attended to accordingly	100 % of feedback/ complaints received shall be attended to accordingly	100 % of feedback/ complaints received shall be attended to accordingly	Displayed Complaints Management Process Flow Chart, Complaints and Complements registers
VALUE FOR MONEY STANDARDS	Number of designated groups empowered in SCM Processes	Services provided are in line with service user's needs and financial capability.	Supply Chain Processes monitoring	Supply Chain Processes monitoring	Supply Chain Processes monitoring	Supply Chain Processes monitoring	Supply Chain Processes monitoring	Procurement register

G. CHANGE MANAGEMENT PLAN					
IDENTIFIED STAKEHOLDER CONSULTATIONS					
Stakeholder's Names	Stakeholder's Interests	Frequency	Metrics (Weighting & Relevance)	Expected Benefit	
Executive Management Provincial SCM Client Support Directorate LPT Staff	Strategic decision-making, policy implementation	Monthly meeting	High (Key decision-makers, 90%)	Improved policy implementation Improved production	
EXCO and EXCOM	Implementation of the Limpopo Procurement strategy	Quarterly	High-influence stakeholders	Achievement of targeted procurement spent for designated groups	
DISTRICT MUNICIPALITIES	Improve integrated planning and service delivery across the three spheres of government	Annually	Low-influence stakeholders	Job creation and poverty alleviation	
LEDA, SARS, SEDFA	Foster economic growth, job creation and compliance with regulations	Annually	High-influence stakeholders	Compliance to regulations and economic growth	
DESIGNATED GROUPS	Growth, sustainability and profitability	Annually	Moderate stakeholders influence	Improved skills and knowledge, competitiveness and networking opportunities	

EMPLOYEES OF LPT	Job security and to serve the public	Annually	Low-influence stakeholders	Improved skills and knowledge,
FINANCIAL INSTITUTIONS	Profit generation	Annually	High-influence stakeholders	Investing on skilled SMMEs which can lead to sustainable businesses and creation of new markets, opportunities tailored for designated groups

Interventions Required Internally

Identified Internal Interventions	Solution Requirements	Required/ Resources	Action Plan
Alignment of procurement plans with LPS targets by Organs of State	LPT to assist Organs of State with alignment of their procurement plans with LPS targets	Approved plans of Organs of State from R0	Engage organs to align their procurement plans with LPS targets. Monitor the aligned procurement plan with LPS target
Alignment of designated groups and Limpopo based suppliers CSD commodities with the procurement plans	LPT to raise awareness to designate groups on opportunities available for them in the procurement plan	Approved procurement plans of Organs of State from R0 that are aligned to LPS Targets	Identify commodities set aside for designated groups and Limpopo based suppliers Benchmark and collaborate with key stakeholders to identify compliance and competencies needed to supply the identified commodities Collaborate with key stakeholders to capacitate designated groups and Limpopo based suppliers through roadshows and workshops

Interventions Required Externally

Identified External Interventions	Solution Requirements	Resources/ Required	Action Plan
Partnership with key stakeholders to capacitate designated groups on how to conduct business with the state and available opportunities	Partnership with key stakeholders	Budget	Liaise with key stakeholders to develop capacity building programmes
Partnership with key stakeholders for the mobilisation of designated groups	Maximise partnership with business development agencies and local municipalities	Meeting venues, travel budgets	Partnership with key stakeholders for the mobilisation of designated groups

H. MONITORING, REPORTING AND EVALUATION PLANS

MONITORING PLAN: The SDIP will be monitored quarterly, annually and the performance will be verified against the Means of Verification report generated by Performance Monitoring and Evaluation (PME) sub-directorate.

REPORTING PLAN: The SDIP Performance will be reported to Office of The Premier (OTP) and Department of Public Service and Administration (DPSA) on Quarterly and Annual basis.

EVALUATION PLAN:

IMPACT ASSESSMENT MEASURES

	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR	OVERALL SDIP CYCLE TARGET				PORTFOLIO OF EVIDENCE
			2025/2026	2025/2026	2025/2026	2025/2026	
SATISFACTION MEASURES:	Percentage (%) of Provincial Departments and Public Entities budget spent (inclusive of discretionary budget) to	New target	Percentage % budget spent inclusive of discretionary budget	Percentage % budget spent inclusive of discretionary budget	Percentage % budget spent inclusive of discretionary budget	Percentage % budget spent inclusive of discretionary budget	Quarterly assessment reports

	procure goods and services from Limpopo based Suppliers inclusive of WYPD and Youth		goods from WYPD	goods from WYPD	goods from WYPD)	goods from WYPD	goods from WYPD	goods from WYPD
ECONOMY MEASURES:	Total spent on designated groups	R16 billion	As per spent analysis reports	As per spent analysis reports	As per spent analysis reports	As per spent analysis reports	As per spent analysis reports	As per spent analysis reports
EFFICIENCY MEASURES:	Number of assessments conducted on procurement spent in Votes and Public Entities in line with Limpopo Procurement Strategy 2030 targets	64	64	64	64	64	64	Quarterly procurements assessments reports will measure efficiency, and effectiveness of the interventions