



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

Ref : 4/2/5/2
Enquiries : Dr Mathebula T.S
Contacts : 015 298 7194

Mr Nape Nchabeleng
The Director General
Office of the Premier
Private Bag x 9483
Polokwane
0600

Attention: Mr Thema Ike

SUBJECT: 2025-2026 FY DEPARTMENTAL SERVICE STANDARDS

1. The above matters refers.
2. Kindly find the 2025/2026 FY Departmental Service Standards.

Kind regards


Mr G.C Pratt CA(SA)
HEAD OF DEPARTMENT

28/5/2025
Date



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

2025-2026 FY

SERVICE STANDARDS

Thapane Towers, 46 Hanks Street, Polokwane, 0700. Private Box 9145, Polokwane, 0700.
Tel: (015) 258 7000, Fax: (015) 255 7010 Website: <http://www.limpopo.gov.za>

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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
- Ethical
- Innovation

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
Fill funded vacant posts	10%	Public Service Regulation 2001 of as amended and Public Service Act Of 1994	Internal and external potential candidates	Approved recruitment plan	Within 6 months	Fill all funded vacated posts as prescribed in the Public Service Regulation 2001 as amended and Public Service Act Of 1994 within 6 months
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 leave applications, employee's pensions, and long service in line with Public Service Act, and Public Service Regulations within five days upon receipt of applications.

Administer PILIR Applications	100%	PILIR Determination of 2021 Section 3(2) & Section 5(6) of the PSA of 1994 as amended	Employees	Application of PILIR after exhausting normal sick leave of 36 days in a cycle of 3yrs	Within Five working days (05)	Administer 100% PILIR application in line with PILIR Determination of 2021 Section 3(2) & Section 5(6) of the PSA of 1994 as amended within five (5) days of receipt of the application
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EMPLOYEE UTILIZATION AND CAPACITY BUILDING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Implement capacity building programs	08 programs	SDA and SDLA of 1999	All employees and youth	Skills development enhancement	Quarterly	Implement 08 capacity building programs in line with SDA and SDLA of 1999 Quarterly

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	The White Paper on the Transformation of Service Delivery (Batho Pele), 1977	Departments and Public entities	Limpopo Procurement target on designated groups	Quarterly	Monitor 04 reports on implementation of Departmental SDIP in line with The White Paper on the Transformation of Service Delivery (Batho Pele), 1997 Quarterly
Review and monitor departmental service standards	05 reports	White Paper on transforming Public Service delivery, Batho Pele White Paper (No 1459 of 1997)	05 branches	Review of service standards	Quarterly	Review and monitor departmental service standards in line with White Paper on transforming Public Service delivery quarterly
Coordinate HIV Counselling and Testing (HCT), TB and wellness screening	04 HCT, TB and wellness screening	2008 DPSA EHW Strategic Framework as amended	All employees	Health and wellbeing of employees	Quarterly	Coordinate 04 HCT, TB and wellness screening in line with 2008 DPSA EHW Strategic Framework as amended 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
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%	CI Manual Government Communication Handbook	Internal and external stakeholders/ clients	Departmental programmes	Monthly	Provide 100% support on departmental events & outreach programmes in line with CI Manual Government Communication Handbook on monthly basis
Provide support on departmental Publication services	100%	CI Manual Government Communicator's Handbook	departmental events	Corporate image	Monthly	Provide 100% support on departmental publication services in line with CIA Manual and Government Communicator's Handbook for corporate image of the department on monthly basis.

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 in line with OHS Policy daily
Provide office accommodation	100%	Public Service Regulations Act, 2016	Newly appointed employees	Office accommodation	5 days	Provide office accommodation to newly appointed employees in line with Public Service Regulations Act, 2016 within 5 days of assumption of duty

INFORMATION COMMUNICATION TECHNOLOGY

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Monitor ICT governance focus areas	03	ICT Strategic Framework & Transactions Act of 25 2002	Internal	ICT Policy	Quarterly	Monitor 03 ICT governance focus areas access in line with ICT Strategic Framework & Transactions Act of 25 2002, on quarterly 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 in line with Electronic Communication & Transactions Act 25 of 2002, Provincial E-government strategy, SITA within 4 hours.

SECURITY MANAGEMENT SERVICES

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 services	Daily	Provide 100% physical security services for LPT employees and external customers daily in line with Minimum Physical Security Standards (MPSS) daily
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 in line with National Vetting Strategy, Minimum Information Security Standards (MISS) within 30 days
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 in line with the prevention and Combating of Corrupt Activities Act (PRECCA) cases within 90 days

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 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 in line with DPSA Financial Disclosure Framework, Code of Conduct Regulations 11 to 15 section 41 IV & PSR 2016, PAMA 104 annually

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 in line with LRA, EEA, SA Constitution 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 in line with DPME Framework; Departmental Information Management Policy 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 in line with the Policy Development Framework annually
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MANAGEMENT ACCOUNTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Compile and submit IYM reports	12 IYM reports	PFMA	LPT	IYM	Monthly	Compile and submit 1(one) IYM report in line with set prescriptions on or before the 15 th of every month
Compile and submit budget report	4 budget documents	PFMA	LPT	Budget reports	Quarterly	Compile and submit 01 (One) budget report in line with set prescriptions on quarterly basis

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 04 financial statements for review in line with PFMA, Treasury Regulations, 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 in line with PFMA, Treasury Regulations, within 30 days
Compile and submit revenue reports	12 reports	PFMA, Treasury Regulations	5 Branches	LPT	Monthly	Compile and submit 12 revenue reports in line with PFMA, Treasury Regulations 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	100%	PFMA, SCM Prescripts, Treasury Regulations, Provincial Assets Management Policy	5 Branches	All registered assets in offices	Monthly	Reconcile 100% of all assets registered in offices in line with PFMA, SCM Prescripts, Treasury Regulations, Provincial Assets Management Policy monthly
Manage GG vehicles	52 GG vehicles	National and Provincial Transport Policy	LPT	All internal employees.	Daily	Manage 52 GG vehicles in line with National and Provincial Transport Policy for all requests received from internal employees daily

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	MFMA	26 municipalities	State of municipal finances.	Quarterly	Conduct 04 municipal governance assessment in line with MFMA on a quarterly basis

PROVINCIAL INFRASTRUCTURE AND PPP

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Conduct infrastructures assessments	108 reports	PFMA	designated infrastructure departments	Infrastructures budget	Quarterly	Conduct 108 infrastructure assessments in departments in line with the PFMA quarterly
Conduct infrastructure assessments	04	PFMA	Prioritised Municipalities	MIG performance	Quarterly	Conduct 04 infrastructure assessment in prioritised municipalities in line with PFMA quarterly

MACRO - ECONOMIC ANALYSIS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Produce research documents	07 research documents	PFMA, Policy Development Framework	Provincial outlook economy	Limpopo	quarterly	Produce 07 research documents in line with PFMA, Policy Development Framework on Limpopo Provincial economic outlook quarterly

FISCAL POLICY ANALYSIS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Conduct revenue assessment	4 reports	PFMA, Treasury Regulations, Provincial Transversal Policies	11 departments and Public Entities	own revenue collection	quarterly	Conduct 04 revenue assessment for 11 departments and public entities in line with PFMA, Treasury Regulations, Provincial Transversal Policies to collect own revenue quarterly

BUDGET MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARD
Conduct budget assessment	04. assessment	PFMA, Treasury Regulations, DORA, Annual Budget Guideline	11 departments	First, second, Final budget and adjustment budget	August, Nov, and Jan yearly	Conduct 04 budget assessment in line with Treasury Regulations, DORA, Annual Budget Guideline during August, November, and January yearly
Table budget documents	2 budget documents	PFMA, Treasury Regulations, DORA, Annual Guideline	11 Votes	Provincial Main and Adjustment budget	March and November yearly	Table 02 budget documents in line PMFA, Treasury Regulations, DORA, Annual Guideline for MEC to address the Main and Adjustment budget during March and November yearly

PUBLIC FINANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Consolidate In Year Monitoring reports (IYM)	16 reports	Section 32 of the PFMA	Provincial Departments	Accountability and responsibility to accounting officers	Quarterly	Consolidate In Year Monitoring Reports line with section 32 of the PFMA to enforce accountability and responsibility to accounting officers quarterly

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
Conduct assets management assessment	64 asset management assessments	PFMA, Provincial Inventory Management Policy	12 Votes departments and 5 Public Entities	Compliance level on asset standards	Quarterly	Conduct 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 assessment	16 assessments	PFMA, Treasury Resolutions, DORA, Borrowing Powers of Provinces Act	11 Votes and 05 Public entities	Cash reserves	Quarterly	Conduct 64 cash management assessment in line with PFMA, Treasury Resolutions, DORA, Borrowing Powers of Provinces Act quarterly

SCM GOVERNANCE AND COMPLIANCE

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct SCM assessment	16 assessments	PPPFA and its regulations and other related prescripts	11 Provincial departments and 5 Public Entities	Adherence to SCM Compliance	Quarterly	Conduct 64 SCM assessment in line PPPFA and its regulations and other related prescripts adherence quarterly

SCM CLIENT SUPPORT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct procurement assessment	16 procurement assesment	Limpopo procurement strategy	Votes and public entities	Provincial economic growth	Quarterly	Conduct 16 procurement assesment in line with Limpopo procurement strategy quarterly

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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Submit audit reports	60 audit reports	PFMA, National Treasury Reporting Framework. GRAP & IFRS standards	Departments and Public Entities	Oversight audit committee reports	annually	Submit 60 audit committee reports to departments in line with PFMA, National Treasury Reporting Framework. GRAP & IFRS standards annually

TRANSVERSAL RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct assessment on provincial risk profile	1 assessment	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Provincial risk profile	Quarterly	Conduct 1 assessments on provincial risk profile in line with Public Sector and Provincial Risk Management Framework entities quarterly
Conduct assessment on public sector risk assessment	16 assessments	Public Sector and Provincial Risk Management Framework	Provincial Departments and Public Entities	Public sector risk compliance assessment	Quarterly	Conduct 16 assessment on public sector risk in line with Public Sector and Provincial Risk Management Framework quarterly

FINANCIAL MANAGEMENT CAPACITY BUILDING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Conduct courses on transversal systems	80 courses annually.	National Treasury training Standards	Officials working in HR, Finance & CFO Offices	System Policies and procedures	Annually	Conduct 80 courses on transversal systems for officials working in HR, Finance & SCM sections annually.

FINANCIAL ACCOUNTING AND REPORTING

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Conduct financial statements assessments	54 financial statements annually	PFMA, National Treasury Reporting Framework. GRAP & IFRS standards	Departments and Public Entities	Accurate and timely financial statements	Quarterly	Conduct 54 financial statements assessments for provincial departments and public entities annually.

FINCIAL SYSTEMS UTILIZATION

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	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	Provincial Departments	financial system utilization	Annually	Conduct 44 assessment on financial system utilization assessment to 44 departments annually
Introduce module in Transversal Financial Systems	1 module	Transversal Systems Policy	Provincial Departments	LOGIS Invoice Tracking System implementation	Annually	Introduce 1 (one) module in Transversal Financial Systems in line with Transversal Systems Policy 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 clusters	PFMA, Global internal audit standards, Professional Practice of Internal Auditing	4 clusters	Approval of cluster based Annual Audit plans	Annually	Prepare 04 cluster-based annual audit plans in line with PFMA , Global internal audit standards, Professional Practice of Internal Auditing for approval annually
Provide internal audit reports	100%	PFMA, Practice of Internal Auditing	11 departments and audit committees	Departmental performance	Quarterly	Provide 100% internal audit reports in line with PFMA, Practice of Internal Auditing annually
Coordinate implementation of combined assurance model	03 Pilot departments	PFMA, Global internal audit standards, Professional Practice of Internal Auditing	03 Pilot departments	Approved combined assurance	Annually	Coordinate implementation of approved combined assurance model for 03 Pilot departments in line with PFMA, Global internal audit standards, Professional Practice of Internal Auditing annually

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 S. Machevele Chief Director Corporate Services	Corporate Services	Tel:015 298 7172 Cell:072 069 1970 Email: machevelems@treasury.limpopo.gov.za
3. Ms N. Ramuntshi Chief Director Information Management	Information Management	Tel:015 298 7119 Cell:072 736 6079 Email: RamuntshiN@treasury.limpopo.gov.za
4. Mr H. Mawela Chief Financial Officer	Corporate Management Services	Tel:015 298 7112 Cell:082 412 6417 E-mail: MawelaHM@treasury.limpopo.gov.za

5. Mr M.J Ngobeni (Acting) Deputy Director General	Sustainable Resource Management	Tel:015 298 8719 Cell: 079 501 0925 Email: ngobenimj@treasury.limpopo.gov.za
6. Ms S.E Tema Chief Director Municipal Finance Governance	Municipal Finance	Municipal Finance & Governance Tel:015 291 8563 Cell: 078 456 4063 E-mail: temase@treasury.limpopo.gov.za
7. Ms R.C Masekoameng Chief Director Budget and Public Finance	Budget and Public Finance Management	Tel: 015:298 7085 Cell: 071 682 7111 Email: masekoamengrc@treasury.limpopo.gov.za
8. Mr M.J Ngobeni Chief Director Infrastructure Management &PPP	Infrastructure and PPP	Tel: 015 291 8719 Cell: 079 501 0925 E-mail: ngobenimj@treasury.limpopo.gov.za
9. Ms D Thindisa Deputy Director General: Assets Liabilities and Supply Chain	Provincial Assets, Liabilities and Supply Chain Management	Tel:015 291 8707 Cell:060 400 7910 E-mail: thindisad@treasury.limpopo.gov.za
10. Ms M.B Rakubu Chief Director: Supply Chain Management	Provincial Supply Chain Management	Tel:015 291 8400 Cell:082 805 0544 E-mail: rakubumb@treasury.limpopo.gov.za

11. Ms. R.F Mabunda Chief Director Assets and Liabilities Management	Assets & Liabilities Management	Tel: 015 291 8400 Cell: 082 827 0626 E-mail: mabundar@treasury.limpopo.gov.za
13. Ms P Semenya Provincial Accountant Governance	Financial Governance	Tel:015 291 8728 Cell:071 372 1051 E-mail: semenyapa@treasury.limpopo.gov.za
14. Mr M.B Tema Chief Director Accounting Services	Accounting Services	Tel: 015 298 7113 Cell:082 802 4064 E-mail: temaMB@treasury.limpopo.gov.za
15. Ms C Hlungwani Chief Director Financial Management Information System	Financial Management Systems	Tel:015 291 8728 Cell:083 382 2430 E-mail: hlungwani@treasury.limpopo.gov.za
16. Mr M Tshitangano Chief Audit Executive Shared Internal Audit Services	Shared Internal Audit Services	Tel:015 298 7746 Cell:060 505 8123 E-mail: tshitanganoM@treasury.limpopo.gov.za
17. Mr J.J.N Morudu Chief Director Risk Based Auditing Performance	Risk Based Auditing Performance & Consulting Services (Cluster A)	Tel:015 298 6800 Cell:082 717 1408 E-mail: morudujin@treasury.limpopo.gov.za

18. Ms. S. Nekhahvambe Chief Director	Specialized Audit Services (Cluster B)	Tel: 015 298 7000 Cell: 082 527 1836 E-mail: nekhahvambe@treasury.lipmpopo.gov.za
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L. RECOMMENDATION AND APPROVAL

Recommended for approval by:


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

28/5/2025

 Date

Approved by:


 Mr K.E Mahoai (MPL)
 MEMBER OF THE EXECUTIVE COUNCIL

28/5/2025

 Date