



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

SERVICE STANDARDS

2015-2016 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

Excellence in Public Resource Management for Socio-Economic Development.

C. MISSION

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

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

D. VALUES

- Integrity
- Transparency
- Accountability
- Fairness
- Professionalism

E. PROGRAMME 1: CORPORATE GOVERNANCE

CORPORATE SERVICES

HUMAN RESOURCES MANAGEMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME-FRAME/FREQUENCY	FULL STATEMENT/STANDARD
Monitor and support 4 branches on PMDS	4 Branches	Provincial PMDS policy and SMS Handbook(Chapter 4)	All employees of LPT	LPT	Quarterly	Monitor and support Branches in the implementation on PMDS in line with the set prescripts quarterly
Support Branches on Organizational Development	4 Branches	DPSA Directive, PSR	All Directorates	LPT	In line with strategic planning changes	Monitor and support Branches on development and review of business processes quarterly.

HUMAN RESOURCES DEVELOPMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide Staff development	4 Branches	Provincial HRDS, ETDP, SDA	Employees	LPT	Quarterly	Monitor the implementation of WSP quarterly
Provide Bursaries	Number of employees & prospective employees	Provincial HRDS, ETDP, SDA	Full time students	LPT & Limpopo	Quarterly	Provide bursaries to employees and prospective employees and monitor them quarterly
Co-ordinate knowledge harvesting	4 Branches	Provincial HRDS, ETDP, SDA	Employees	LPT	Quarterly	Co-ordinate knowledge harvesting from Branches quarterly

LEGAL SERVICES

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide legal Services	4 Branches	LRA, EEA, SA Constitution	All directorates	LPT	Monthly	Provide legal services in line with set prescripts in the department monthly.
Provide labour Relations	4 Branches	LRA, PSBCB Resolution	Internal Employees	LPT	90 days on receipt of various cases	Provide labour relations in line with set prescripts in the department monthly.

TRANSFORMATION SERVICES

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Monitor Service Delivery Improvement Programme(SDIP)	3	PSR, White Paper on Transformation of the Public Service	All Directorates	Limpopo Provincial Treasury	Quarterly	Monitor SDIP within the Department as per set prescripts quarterly
Monitor departmental facilities	9	OHSA,EHW Strategy ,PSR	All departmental employees and departmental clients	LPT	Quarterly	Monitor OHS as per set prescripts within the Department quarterly

COMMUNICATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Monitor and support compliance to Corporate Identity Manual and the Communication Policy	4	COMTASK Report Communicators Handbook and Style Guide	Internal and external stakeholders/clients	Limpopo Province	Monthly	Monitor and support compliance to Corporate Identity Manual and the Communication Handbook and Style Guide monthly.

KEY SERVICES	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	24 hours	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 after reporting daily.

RECORDS MANAGEMENT AND AUXILIARY SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Monitor Records Management	4 Branches	Improved records and information management	All internal employees	All internal employees	Quarterly	Monitor and support 4 Branches on the implementation of Records Management quarterly

AUXILIARY SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Provide Auxiliary services	9 buildings	Government Immovable Asset Management Act No.19 of 2007	All internal employees and external stakeholders	All Internal employees and external stakeholders	Monthly	Monitor the provision of auxiliary services in line with User Asset Management Plan monthly.
	9 buildings maintained and cleaned	Government Immovable Asset Management Act No.19 of 2007	Departmental offices and surroundings	Departmental offices and surroundings	Daily	Monitor the provision of auxiliary services on buildings and surroundings are well maintained and cleaned daily.

SECURITY AND INVESTIGATION SERVICES

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Implement MISS and Investigation Strategy	4 Branches	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	Monitor the implementation of MISS and Investigation Strategy to ensure compliance with National Security prescripts on request.

ENTERPRISE RISK MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Monitor departmental prioritised risks	4 Branches	Risk Management Strategy	All Branches	All workstations	Monthly	Monitor and support on mitigation of prioritised risks to provide reasonable assurance on the achievement of set objectives monthly

FINANCIAL MANAGEMENT (CFO)

MANAGEMENT ACCOUNTING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Compile IYM reports	12 IYM reports	PFMA and Treasury Regulations	4 Branches	LPT	Monthly	Compile and submit IYM reports in line with set prescripts on or before the 15 th of every month.
Co-ordinate budget documents	4	PFMA and Treasury Regulations	4 Branches	LPT	Monthly	Compile and submit 4 budget reports monthly.

FINANCIAL ACCOUNTING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Compile financial statements	4 financial statements	PFMA and Treasury Regulations	4 Branches	LPT	Monthly	Review and compile financial statements as per set prescripts monthly.
Pay suppliers and service providers	100% compliance	PFMA and Treasury Regulations	4 Branches	LPT	Monthly	Pay all valid invoices within 30 days.
Collect revenue	Monthly revenue collection reports	PFMA and Treasury Regulations	Provincial Treasury	Limpopo	Monthly	Collect revenue monthly

DEPARTMENTAL SUPPLY CHAIN MANAGEMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Procure 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 daily
Manage Assets	Asset reconciled and done monthly.	PFMA, SCM Prescripts, Provincial Assets Management Policy	All branches within the LPT	All offices	Quarterly	Reconcile asset register quarterly
Manage 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 daily

STRATEGIC OPERATIONS & POLICY COORDINATION

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Develop departmental plans and analyze performance reports	8 reports	Annual performance plan aligned to National and Provincial Priorities; and in line with the Strategic and Annual Performance plan Framework; Treasury Regulations and M&E Frameworks	All Branches	All Branches	Quarterly	Develop 4 departmental plans and analyze 4 performance reports in line with the set prescripts quarterly.
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 SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Produce research documents	1 Socio- economic and impact assessment report. (SERO)	PFMA	All departments and district municipalities	Limpopo Province.	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 annually.
	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
Support and monitor departments and public entities on own revenue enhancement	13 Departments and 5 Public Entities	PFMA and Treasury Regulations	Provincial Departments	Limpopo Province	Quarterly	Analyse and consolidate Provincial own revenue budget estimates quarterly. Monitor the collection of provincial own revenue monthly.
Monitor revenue collection	13 Departments and 5 Public Entities	PFMA and Treasury Regulations	Provincial Departments	Limpopo Province	Monthly	Monitor the collection of provincial own revenue monthly.

BUDGET ALLOCATION AND PUBLIC FINANCE

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Consolidate expenditure reports	13 Votes	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Votes	Limpopo Province	Monthly	Consolidate expenditure reports and submit to National Treasury monthly.
Quarterly expenditure monitoring	13 Votes	PFMA, Treasury Regulations, DORA, Annual Guidelines	13 Votes	Limpopo Province	Quarterly	Conduct expenditure monitoring bilateral meetings quarterly
Consolidate Provincial budget inputs	13Votes	PFMA, Treasury Regulations, DORA, Annual Guidelines	12 Votes	Limpopo Province	Annually	Analyze and consolidate 12 departmental budget inputs for tabling of Estimates of Provincial Expenditure as prescribed annually.

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

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT/STANDARDS
Monitor and support infrastructure Departments	9 infrastructure monitoring reports	PFMA	Infrastructure Departments	Limpopo Province	Monthly	Monitor and support implementation of Infrastructure Delivery Management System to 9 infrastructure departments monthly.
Monitor infrastructure expenditure	8 infrastructure Departments	PFMA	Infrastructure Departments	Limpopo Province	Monthly	Monitor infrastructure expenditure through production of monitoring reports monthly

MUNICIPAL FINANCE

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	AREA	TIME FRAME	FULL STATEMENT/STANDARDS
Provide support and monitor municipalities and municipal entities on financial management and governance	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 monthly
	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 monthly
	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.P PROGRAMME 3: ASSETS, LIABILITIES AND SUPPLY CHAIN MANAGEMENT

PROVINCIAL ASSET MANAGEMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Provide support on Asset Management	13 Departments and 5 public entities	PFMA, Provincial Inventory Management Policy	All departmental and public entities Inventory Management Units.	Limpopo Province	Quarterly	Provide support and monitor departments and public entities on Asset Management quarterly
Provide support on Inventory Management	13 Departments and 5 public entities	PFMA, Provincial Asset Management Policy	All departmental and public entities Asset Management Units.	Limpopo Province	Quarterly	Provide support and monitor departments and public entities on Inventory Management quarterly

BANKING AND CASH FLOW MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT / STANDARD
Provide support on cash, banking and liabilities management.	13 Departments and 5 public entities	PFMA.	All Provincial Departments and public entities	Limpopo Province	Monthly	Provide support and monitor departments and public entities on cash, banking and liabilities management monthly.

SCM POLICY DEVELOPMENT AND IMPLEMENTATION

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide support on SCM processes	12 Provincial departments and 6 Public Entities	PPPFA and its regulations and other related prescripts	12 Provincial departments and 6 Public Entities	Limpopo Province	Quarterly	Provide support and monitor Departments and public entities on SCM processes quarterly.
Provide support on SCM supplier development	17	PPPFA and its regulations and other related prescripts	12 Provincial departments and 5 Public Entities	Limpopo Province	Quarterly	Provide support and monitor Departments and public entities on SCM supplier development quarterly.

DEMAND AND ACQUISITION MANAGEMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME-PERIOD	FULL STATEMENT/STANDARD
Facilitate strategic procurement /transversal bids	3	PPPFA and its regulations and other related prescripts	13 departments and 5 public entities	Limpopo Province	Quarterly	Facilitate strategic procurement /transversal bids for adjudication quarterly
Provide support and monitor Departments on transversal contracts	12	PPPFA and its regulations and other related prescripts	12 Provincial departments	Limpopo Province	Quarterly	Provide support and monitor Departments on transversal contracts quarterly.

SUPPLY CHAIN MANAGEMENT ADVICE CENTERS

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT / STANDARD
Provide support on SCM supplier development	17	PPPFA and its regulations and other related prescripts	12 Provincial departments and 5 Public Entities	Limpopo Province	Quarterly	Provide support and Departments and public entities on SCM supplier development quarterly.

FINANCIAL SYSTEMS ADMINISTRATION

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Provide support and monitor financial system utilization	13 departments	Guidelines from National Treasury, Procedure Manual on User Account Management and Practice Notes from National Treasury and DPSA	All Provincial departments	Limpopo Province	Daily	Provide support and monitor financial system utilization daily

FINANCIAL SYSTEMS DEVELOPMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/STANDARD
Implement LOGIS sites	3 departments	PFMA	All provincial departments	Limpopo Provincial Province	Monthly	Co-ordinate the implementation of LOGIS in three departments monthly.

H.PROGRAMME 4: FINANCIAL GOVERNANCE

NORMS AND STANDARDS

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT/ STANDARDS
Provide support in resolving AG audit findings and outcomes.	12 Provincial Departments and 5 public entities	PFMA	Departments	Limpopo Province	Monthly	Provide support and monitor departments and public entities in resolving AG audit findings and outcomes monthly.
Co-ordinate audit committee meetings to improve governance	65 meetings	PFMA	All Provincial departments	Limpopo Province	Quarterly	Co-ordinate 65 audit committee meetings to improve governance in all departments quarterly.
Provide support on SCOPA matters	12 Provincial Departments	PFMA	12 Provincial Departments	Limpopo Province	Quarterly	Provide support and monitor departments on SCOPA matters quarterly

TRANSVERSAL RISK MANAGEMENT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARDS
Assess departments and public entities on Risk Management	12 departments and 5 public entities	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Assess departments and public entities on Risk Management quarterly
Monitor provincial risk profile	12 departments and 5 public entities	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Monitor provincial risk profile quarterly
Implement transversal risk management IT systems	1	Public Sector and Provincial Risk Management Framework	Provincial Depts. and Public Entities	Limpopo Province	Quarterly	Implement transversal risk management IT systems quarterly

FINANCIAL TRAINING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARD
Conduct courses on transversal systems	78 courses on transversal systems	National Treasury training standards	Officials working in HR & Finance Sections	Limpopo Provincial Departments	Monthly	Conduct 78 courses on transversal systems to all departments monthly.
Co-ordinate financial management courses	9 courses on financial management	SAQA	All finance staff	Limpopo Provincial Departments and Public Entities.	Monthly	Co-ordinate accredited Financial Management skills courses monthly
Co-ordinate long-term financial management qualification programmes	2 Financial Management long term programme	SAQA	All finance staff	Limpopo Provincial Departments and Public Entities	Monthly	Co-ordinate long-term financial management qualification programmes monthly

PROVINCIAL FINANCIAL REPORTING

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT /STANDARDS
Provide support to departments and public entities in preparation of financial statements	12 Departments 5 Public Entities	PFMA, National Treasury Reporting Framework. GRAP standards	All Departments and Public Entities	Limpopo Province	Monthly	Provide support to departments and public entities in preparation of financial statements monthly
Consolidate annual financial statements for departments and public entities	4 reports	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 th June annually

PROVINCIAL INTERNAL AUDIT

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGETED AREA	TIME PERIOD	FULL STATEMENT
Prepare three year strategic rolling and annual audit plans	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Provincial Departments	Limpopo Province	Monthly	Prepare three year strategic rolling and annual audit plans monthly
Audit approved annual plans	12 departments	PFMA, International Standards of Professional Practice of Internal Auditing	Government Departments	Limpopo Province	Monthly	Audit approved annual plans to improve the internal control environment monthly.
Implement internal quality assurance Programme	1	PFMA, International Standards of Professional Practice of Internal Auditing	Government Departments	Limpopo Province	Quarterly	Implement internal quality assurance Programme quarterly

I. CONTACT PERSONS AND PHYSICAL ADDRESSES

1. CORPORATE GOVERNANCE

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4. FINANCIAL GOVERNANCE AND SYSTEMS DEVELOPMENT

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Mr G. C. Pratt
HoD

 Signed:
 Date: 30/06/15

HON. ROB TOOLEY : MEMBER OF EXECUTIVE COUNCIL

Signed :

 Date: 30/06/2015