



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

4th QUARTER SERVICE STANDARDS PROGRESS REPORT

2020-2021 FY

A. PROGRAMME 1: CORPORATE GOVERNANCE

CORPORATE SERVICES

HUMAN RESOURCES MANAGEMENT

KEY SERVICE	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGES	INTERVENTION
Facilitate recruitment Services	Facilitate 100% of recruitment services to prospective employees in line with Public Service Regulation annually	100% facilitation of all advertised positions			
Implement OD processes	Implement Organizational Development Processes in line with strategic planning changes.	Aligned and approved structure			
Provide Labour Relations disputes	Provide labour relations in line with set prescript's on monthly basis in the department	100% provision of labour relations cases			None

EMPLOYEE UTILIZATION AND CAPACITY BUILDING

KEY SERVICE	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGES	INTERVENTION
Provide Staff development	Provide Staff development through implementation of WSP on quarterly basis	5 Branches			
Provide bursaries	Provide 40 bursaries(obligated) for 19/20 Financial Year	40 Bursaries			
Finalise PMDS moderations	Finalise PMDS moderations through 6 moderation committee meetings annually	Finalised PMDS moderations			

TRANSFORMATION SERVICES

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Monitor Service Delivery Improvement Programme (SDIP)	Monitor SDIP on quarterly basis within the Department in line with set prescripts.	03 Key service areas	•		
Monitor Service Standards	Monitor Departmental Service Standards in line with set prescripts	All five branches in LPT			
Conduct Diversity Management Awareness sessions and Advocacy	Conduct diversity management sessions within the department as per set prescripts	100% Provisioning of diversity management and advocacy sessions			
Implement Employee Health and Wellness (EHW Strategy	OHS,EHW Strategy, PSR,NSP	100% Implementation of EHW Programme			

COMMUNICATION SERVICES

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Market the Departmental Programmes	Market Departmental programmes on monthly basis as per set standards on an ongoing basis	As per calendar of events	Departmental programmes has been marketed as follows: - Branding for the Provincial budget day and sanitary drive. Uploading of email and web banners are per the theme months. • Uploading of documents/information has been uploaded: 1. Tender bulletins 2. Policy documents 3.	Covid 19-pandemic	Ongoing
Co-ordinate Departmental publication/publicity	Co-ordinate Departmental publication/publicity on quarterly basis as per set standards	As per calendar of events	Request ISBN and PR numbers from Government Printing Works.1. Limpopo Estimates of Provincial Revenue and	Covid 19 - pandemic	Ongoing

			Expenditure 21/22 2. Limpopo Overview of Provincial & Expenditure 21/22. 3. Limpopo Socio-Economic Review Outlook 4. Limpopo Budget Speech 21/22 The said documents were not deposited to National Libraries due to printing issues. Strategic Management owing 10 of Annual Reports copies to National Libraries: The Budget Management directorate have to give 10 x 3 copies of the said books to be deposited to National Libraries. Immediately after printing those copies should be send out to Legal deposits. No articles were written during Jan –March 2021		
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Co-ordinate Departmental events & Outreach Programmes	Co-ordinate Departmental events & Outreach Programmes on monthly basis as per set standards	As per calendar of events	Departmental events coordinated as follows: 15 branch weekly plan coordinated to all Branches through E- Mails 1. Budget Adjust 2. Departmental Memorial Service 3. and Provincial Budget Day 4. Public Service disability 5. meetings were coordinated 6. SMS Women's Forum on virtual Platform Meetings coordinated: 1. Provincial Budget Day Preparatory meeting 2. Communication Services Directorate meeting 3. Sanitary Donation meeting Videos covered: 1. Budget Adjustment 2. Video coverage during Memorial Services	Covid – 19 pandemic	Ongoing
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			3. Sanitary Donations		
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RECORDS MANAGEMENT

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Render records management	Render records management in line PAIA and Registry procedure manual quarterly.	Render records management in line PAIA and Registry procedure manual quarterly.			

AUXILARY SERVICES

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Provide office accommodation	Provide office accommodation for all employees as per office request.	8 buildings	All Employees allocated offices as per needs		
Provide office furniture	Provide office furniture for all employees as per office request.	8 buildings			
Provide telecommunication on daily basis	Telecommunication provided on daily basis	8 buildings			
Maintain, clean buildings and	Maintain, clean buildings and	09 building			

surrounding areas	surrounding areas daily				
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SECURITY AND INVESTIGATION SERVICES

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGES	INTERVENTION
Provide information security	Provide information on Pre-employment/record checks on official and service providers through relevant accredited agencies in line with MISS	25 Pre-Employment Criminal/Personal Suitability Checks			
Provide Physical security	Provide Physical Security within the department in line with MISS	25 site inspections			
Investigate reported cases	Conduct investigations on number of reported cases received, and finalize within 90 days (3 months) and external cases from National Anti-Corruption Hotline (NACH) 25 days	100% reported cases to be investigate			

ENTERPRISE RISK MANAGEMENT

KEY SERVICES	FULL STATEMENT/S TANDARD	QUANTITY	PROGRESS	CHALLENGES	INTERVENTION
Submit management risk report	Submit management risk report quarterly	All 5 Branches			

LEGAL SERVICES

KEY SERVICE	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGES	INTERVENTION
Provide legal Services	Provide legal services in line with set prescript's on monthly basis in the department	100% Provisioning of legal services			

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KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
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Maintenance of website and intranet	Maintain 100% of website and intranet within 24 hours	100% maintenance of website and intranet			
ICT service Desk	ALL ICT service Desk logged calls attended to within 4 hours	100% respondent to all log calls			
Upgrade and Refresh departmental ICT Infrastructure	Upgrade and refresh 100% of departmental ICT infrastructure annually	100% upgrade and refresh of departmental ICT annually			

MANAGEMENT ACCOUNTING

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Compile IYM reports	Compile and submit 12 IYM reports in line with set prescripts annually	12 IYM report			
Compiled and submit- budget reports	Compile and submit 4 budget reports annually.	4 budget documents to be produced and submitted			

FINANCIAL ACCOUNTING

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Compile and submit financial statements	Compile and submit financial statements quarterly as per set prescripts	4 Financial Statements			
Pay valid invoices	Pay all valid invoices within 30 days	100 % compliance			
Compile and submit revenue reports	Compile revenue reports and submit on or before the 15 th monthly.	Revenue collection report			

DEPARTMENTAL SUPPLY CHAIN MANAGEMENT

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Procure goods and services	Procure goods and services in line with departmental needs daily.	As per request			

Compile and reconcile asset register	Compile and reconcile asset register quarterly	3 assets registers			
Manage GG and subsidized vehicles	Manage 44 GG vehicle .	44 GG vehicle in operation properly utilized.			None

STRATEGIC OPERATIONS & POLICY COORDINATION

KEY SERVICES	FULL STATEMENT/STANDARD	QUANTITY	PROGRESS	CHALLENGE	INTERVENTION
Produce Departmental quarterly performance reports	Produce 4 Departmental Performance reports annually	04 plans and 4 reports			
Analyse Departmental Performance Reports	Analyse 4 Departmental performance reports annually in line with DPME standards requirements	04 reports			