



LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
CO-OPERATIVE GOVERNANCE,  
HUMAN SETTLEMENTS AND TRADITIONAL AFFAIRS

SERVICE STANDARDS  
2014/2015

<b>TABLE OF CONTENTS</b>	<b>page</b>
<b>Vision</b>	<b>7</b>
<b>Mission</b>	<b>7</b>
<b>PROGRAM 1: ADMINISTRATIO N</b>	<b>8</b>
<b>SBU:MEC SUPPORT</b>	
<b>SBU: HOD SUPPORT</b>	
<b>SBU: RISK &amp; COMPLIANCE MANAGEMENT</b>	
•DIVISION: COMPLIANCE MANAGEMENT	
•DIVISION: RISK MANAGEMENT	
<b>BRANCH: STRATEGY MANAGEMENT</b>	
•SBU: STRATEGIC PLANNING	
•SBU: SERVICE DELIVERY IMPROVEMENT AND BATHO PELE PROGRAMME	
<b>PROGRAM 2</b>	<b>11</b>
<b>SUB-DEPARTMENT: INTERGRATED SUSTAINABLE HUMAN SETTLEMENT</b>	<b>12</b>
<b>BRANCH: HUMAN SETTLEMENT SECTOR PERFORMANCE AND MUNICIPAL SUPPORT</b>	

- SBU: HUMAN SETTLEMENT PROGRAMS PERFORMANCE AND TECHNICAL SERVICES
- SBU: MUNICIPAL ACCREDITATION AND CAPACITY BUILDING

**BRANCH: HOUSING ADMINISTRATION AND PROPERTY MANAGEMENT**

- SBU: HUMAN SETTLEMENT PROPERTY MANAGEMENT
- SBU: HUMAN SETTLEMENT SUBSIDY ADMINISTRATION

**BRANCH: HUMAN SETTLEMENT DEVELOPMENT – REGION A**

- DISTRICT: CAPRICORN
- DISTRICT: WATERBERG
- DISTRICT: SEKHUKHUNE

**BRANCH: HUMAN SETTLEMENT DEVELOPMENT – REGION B**

- DISTRICT: MOPANI
- DISTRICT: VHEMBE

**PROGRAM 3**

---

19

**SUB-DEPARTMENT: COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

**BRANCH: DEVELOPMENT AND PLANNING**

- SBU: IDP COORDINATION

- SBU: LOCAL ECONOMIC DEVELOPMENT
- SBU: SPATIAL AND HUMAN SETTLEMENT PLANNING
- SBU: LAND USE, DEEDS AND STATUTORY BODIES

#### **BRANCH: MUNICIPAL INFRASTRUCTURE DEVELOPMENT**

- SBU: MUNICIPAL INFRASTRUCTURE DEVELOPMENT PLANNING
- SBU: MUNICIPAL INFRASTRUCTURE DELIVERY PROGRAMMES

#### **BRANCH: COOPERATIVE GOVERNANCE SUPPORT**

- SBU: MUNICIPAL FINANCE
- SBU: MUNICIPAL PERFORMANCE MONITORING AND EVALUATION
- SBU: MUNICIPAL INSTITUTIONAL CAPACITY BUILDING

#### **BRANCH: DEMOCRATIC GOVERNANCE & DISASTER MANAGEMENT**

- SBU: DEMOCRATIC GOVERNANCE
- SBU: COMMUNITY DEVELOPMENT PROGRAMMES
- SBU: DISASTER MANAGEMENT & EMERGENCY SERVICES

#### **BRANCH: TRADITIONAL AFFAIRS**

- SBU: ANTHROPOLOGICAL AND INSTITUTIONAL SUPPORT SERVICES
- SBU: SECTERIAT OF THE HOUSE OF TRADITIONAL LEADERS

## **PROGRAM 4**

---

**28**

### **SUB-DEPARTMENT: FINANCIAL MANAGEMENT SERVICES**

#### **BRANCH: CHIEF FINANCIAL ADMINISTRATION AND ACCOUNTING**

- SBU: SUPPLY CHAIN MANAGEMENT
- SBU: DEPARTMENTAL EXPENDITURE AND HOUSING
- SBU: ACCOUNTING AND SYSTEMS
- SBU: BUDGET AND COMPLIANCE

## **PROGRAM 5**

---

**32**

### **SUB-DEPARTMENT: CORPORATE SERVICES**

#### **BRANCH: STRATEGIC HUMAN RESOURCE MANAGEMENT**

- SBU: HUMAN RESOURCE PRACTICES AND ADMINISTRATION
  
- DIVISION: RECRUITMENT AND SELECTION
- DIVISION: CONDITIONS OF SERVICE AND REMUNERATION
- DIVISION: HR PERSONNEL RECORDS
  
- SBU: HR PLANNING, POST PROVISIONG AND INFORMATION MANAGEMENT
- SBU: SECURITY AND INVESTIGATION MANAGEMENT

## **BRANCH: HUMAN RESOURCE UTILISATION AND CAPACITY DEVELOPMENT**

- SBU: HUMAN RESOURCE CAPACITY DEVELOPMENT
- SBU: ORGANISATIONAL DEVELOPMENT AND DESIGN
- SBU: SPECIAL PROGRAMMES & EMPLOYEE WELLNESS

## **BRANCH: GOVERNMENT INFORMATION TECHNOLOGY OFFICE**

- SBU: INFORMATION TECHNOLOGY

## **BRANCH: COMMUNICATIONS AND INFORMATION MANAGEMENT**

- SBU: COMMUNICATION SERVICES
- SBU: INFORMATION MANAGEMENT

## **BRANCH: REGULATORY AND COMPLIANCE**

- SBU: LABOUR RELATIONS
- SBU: LEGAL SERVICES
- SBU: POLICY AND RESEARCH

## **VISION:**

'Integrated Sustainable Human settlements'

## **MISSION:**

To be an effective agent of change that delivers quality services to citizens of Limpopo through:

- Promoting developmental cooperative governance,
- Supporting municipalities and Traditional Leadership Institutions, and
- Optimally deliver integrated and sustainable human settlements.

## **VALUES:**

**Service Excellence:** *We shall strive to attain recognised standards of service quality, and maintain continuous improvement in service delivery.*

**Innovation:** *We shall toil in the pursuit of excellence and innovation on the use of information and communications technology to enhance public service delivery.*

**Integrity:** *We shall conduct our business with integrity at all times to inculcate a culture of honesty and accountability among all our employees.*

**Prudence:** *We shall exercise prudence and economy in running the business of Department and in pursuance of its goals and the objectives of government.*

**Transparency:** *We shall always ensure transparency in everything we do in order to build trust and confidence with all our stakeholders.*

# N.B

***Fairness:** We shall treat all our customers, our suppliers and our employees with fairness and equity at all times.*

We further commit ourselves to adhere to the following eight Batho Pele Principles:-

- Access, Consultation, Courtesy, Information, Redress
- Value for money, Openness and Transparency
- Adherence to Service Standards

## **INTRODUCTION**

Service standards outline the specific delivery targets established by an organization, and are made up of a set of commitments that an organization promises to honour when delivering a service. They also describe what a client or user can expect to receive from the service, and the manner in which the service will be delivered. All 42 Strategic Business Units have been consulted during the reviewal process. The continuous improvement in the quality of services and targets set, enabled the department to provide 222 560 houses in the 20years of democracy. Given the implementation of the new Organisational Structure, new and renamed SBU's have been included.

## **SBU: MEC's SUPPORT**



## SBU : MEC'S SUPPORT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Meeting with Executive Management to discuss issues pertaining to the department	Four meetings with Executive Management (1 per Quarter)	Performance analysis of the APP	Executive Management	CoGHSTA	quarterly	Provide political and strategic direction for the attainment of departmental Core functions to executive management by the end of every quarter
Create better relations between MEC and the media	4 media networking sessions	Batho Pele Transformation on 8 Batho Pele Principles	Print and Electronic Media	National and Provincially	1 per quarter	Strengthen the accessibility of the MEC to the media, other stakeholders and public

**HOD SUPPORT****BRANCH: STRATEGY MANAGEMENT****SBU: STRATEGIC PLANNING**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Development of the departmental APP Reports on the departmental plans	Five departmental reports	Cascading priorities/ outcomes down through the department	Provincial Legislature & Treasury	Portfolio committee, Political EXCO, All Sector Departmental Heads & Municipalities	Annual and in year quarterly reporting and planning	Annual performance plan and annual report available by the end of the financial year.

**SBU: SERVICE DELIVERY IMPROVEMENT AND BATHO PELE PROGRAMME**

**DIVISION: BATHO PELE UNIT**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Review Service Standards annually	44 SBU's	Compliance with prescribed format as per Public Service regulations and DPSA directives	All Departmental SBUs	Department of Co-operative governance, Human Settlement and Traditional Affairs	Fourth quarter	Improve service standards to meet the targets
Implement Departmental Service Excellence Awards	One Departmental Service Excellence Award ceremony	Compliance with Departmental Service Excellence Awards Policy	44 Strategic Business Units	All 44 SBU in the Department	Annually	To motivate and reward all staff members within 12 months
To resolve all queries logged	30 municipalities	Compliance to Batho Pele Principles	Municipalities	Provincial	30 working days	To attain one stop shop enquiry service.

**SUB-DEPARTMENT: INTERGRATED SUSTAINABLE HUMAN SETTLEMENT  
BRANCH: HOUSING SECTOR PERFORMANCE AND MUNICIPAL SUPPORT  
SBU: MUNICIPAL ACCREDITATION AND CAPACITY BUILDING**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1. Multi-Year Housing Development Plan Review	1 Multi-Year Housing Development Plan reviewed	Multi-Year Housing Development Plan in place	1. District and local municipalities	30 municipalities	12 Months	1 Multi-Year Housing Development Plan Review
2. Number of Municipalities accredited	One municipality for Level Two confirmed	To accredit one municipality to implement National Housing Programme	Polokwane municipality for level two accreditation	Polokwane Municipality	12 Months	One municipality for Level Two confirmed
3. Number of capacity building workshops conducted	35 capacity building workshops conducted	Informed and capacitated provincial and municipal officials	-Departmental officials -Housing Officials attached to Local municipalities including representative from traditional officials and councillors -Beneficiaries -Emerging contractors	province	12 Months	35 Capacity building workshops conducted.
4. Number of Acts/policies passed.	1	Compliance with legislations and policies	Province	Province	12 Months	One policy reviewed and passed for the province in 2014 FY

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
5. Number of informal settlements audited and formalised	30 % of the total number of settlements audited formalised	Informal settlements formalised	❖ Local Municipalities ❖ Beneficiaries ❖ Councilors ❖ Housing officials	25 municipalities	12 Months	30 % of the total number of informal settlements audited formalised
6. Number of municipalities supported through NUSP	2	Municipalities supported	Local municipalities	2 municipalities	12 Months	2 municipalities supported through NUSP
7. No of researches conducted	1	Research paper completed	❖ Human settlement stakeholders	❖ Human settlement stakeholders	12 Months	1 research paper conducted and completed for human settlements stakeholders in 12 months

**BRANCH: HUMAN SETTLEMENT DEVELOPMENT – REGION A AND B**  
**DISTRICT: CAPRICORN, WATERBERG, SEKHUKHUNE, MOPANI & VHEMBE**  
**COMMUNITY BASED HOUSING PROGRAMS**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Emergency Housing Assistance	600 housing units Q 1=179 Q 2=125 Q 3=107 Q 4=189	Compliance with National Home Builders Registration Council Standards, NBR and National Housing Code	Qualifying beneficiaries	Municipal development areas.	12 months	Providing housing and empowering communities through skills transfer and creation of jobs in line with National Housing Code, Breaking New Ground & Disaster Management Act

**INSTITUTIONAL HOUSING PROGRAM**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Develop Community Residential units	To construct services for 514 CRU units	Houses which are complying with building standards and NHBRC	All qualifying beneficiaries	Lephalale municipality	12 months within financial year	Provision of 514 and Community Residential Units (rental) in line with integrated sustainable human settlement for Lephalale Municipality within 12 months.

## CREDITLINKED, PROJECT LINKED AND SOCIAL AMENITIES PROGRAMS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Phase 1: Project Linked: Urban/Informal Settlement Upgrading: installation of services	3000 sites Q 1= 381 Q 2=700 Q 3=819 Q 4=1100	Fully serviced sites with basic services accessible (sanitation, water etc.)	Destitute/ Qualifying beneficiaries as per guide line	Identified areas within the province -municipality areas	12 months	Provision of services to 3000 sites through installation of sewer and water reticulation within 12 months
Phase 2: Top Structure Project Linked: Rural housing programme	10500 houses Q 1=2150 Q 2=2825 Q 3=3025 Q 4=2500	Houses constructed to comply with NHBRC standards	Qualifying beneficiaries	All approved development areas by MEC	12 months	10500 rural housing units built in all approved development areas within 12 months

**BRANCH: HOUSING ADMINISTRATION AND PROPERTY MANAGEMENT**

**SBU: HUMAN SETTLEMENT PROPERTY MANAGEMENT**

**SBU”: HUMAN SETTLEMENT SUBSIDY ADMINISTRATION**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1. Secure individual ownership of public housing stock through EEDBS	150 Properties to be transferred	Transfer of properties to qualifying beneficiaries	Beneficiaries/ tenants already occupying such properties	17local Municipalities	12 months	Profiling (identification, verification) of a departmental property status 150 properties transferred to qualifying beneficiaries within 12 months
2. Registration and endorsement of title deeds for low cost houses.	3000	Registered title deeds and endorsed	Approved beneficiaries as per HSS	Proclaimed areas in the Province	12 Months	Registration and endorsement of title deeds/deed of grant is done within 12 months
3. Monthly payment of rates and taxes to municipalities	17 properties owned by the department	Physically verified properties	Polokwane, Bela-Bela, Makhado	3 Municipalities	12 Months	Co-ordination and payments of rates and taxes for all properties owned by the department Rates and taxes paid for 17 properties in 3 municipalities within 12 months
4. Management of lease/sale agreement	10 properties	Sustainable and well maintained lease agreements	Tenants	1 Municipality	12 months	Collection of payments received from rental, sales and loan debtors Lease/sale agreement managed for 10 properties in 1 municipality within 12 months



**SBU: HUMAN SETTLEMENT SUBSIDY ADMINISTRATION**  
**DIVISION: SUBSIDY ADMINISTRATION**  
**DIVISION: CONTRACT AND CLAIMS MANAGEMENT**  
**DIVISION: HUMAN SETTLEMENT SECRETARIAT**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
To approve Housing subsidies	10500 Units new allocation.	Completed and approved subsidy applications on HSS.	Communities earnings from ( R3500.00)	25 Municipalities	Per financial year (12 months)	Approval 10500 housing subsidies in 25 local municipalities within 12 months
To approve Housing subsidies and Normalization of units	Housing Normalization of 10500 units.	Ensure that the approved beneficiaries occupy the correct house/stand as per the HSS status report.	Approved beneficiaries	25 municipalities	12 Months	Regularization of occupancy of housing units by beneficiaries in 25 local municipalities within 12 months
Claim Management	100% of received claims are captured in the HSS	Contractors paid as per approved milestones	Contractors, Suppliers and Engineers and consultants	25 municipalities around the province.	Within 2 days after received claims.	Process all received claims in 2 days within the unit for all appointed contractors
Contract Management	100% of received contracts loaded and approved on the HSS.	Reliable load contract information on HSS	Contractors, Suppliers and Engineers	25 municipalities around the province.	Within 2 days after received contracts documents.	Load and approve all contracts in the HSS within 2 days of receiving contracts

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1. Resolve dispute between landlords and tenants.	100% received cases resolved.	Fairness, impartiality and without biasness in handling of complains	Landlord and tenants within the rental premises	All Rented premises in Limpopo Province	2014/15 Financial year	Resolve all landlord/ tenants disputes within the Limpopo province in 90 days' time
2. Provide the administrative support to the Advisory Panel	One sitting per month for twelve months	Ensure meetings are convened and decisions taken are implemented	Departmental Board	Legislations, policies, multiyear development housing plans, research	2014/15 Financial year	Administrative and secretarial services to the housing advisory panel within 12 months

**PROGRAMME 3**

**SUB-DEPARTMENT: COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

**BRANCH: DEVELOPMENT AND PLANNING**

**SBU: IDP CO-ORDINATION**

**SBU: LOCAL ECONOMIC DEVELOPMENT**

**SBU: SPATIAL AND HUMAN SETTLEMENT PLANNING**

**SBU: LAND USE, DEEDS AND STATUTORY BODIES**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Facilitate acquisition of Security of Tenure Rights	Transfer of 588 immovable properties, cancellation of 144 charges/bonds and securing of 552 registered deeds documents for the beneficiaries of 14 local municipalities on Proclamation R293/1962 and R45/1990 towns	Full ownership rights of properties affected by Proclamation R293 of 1962 and R45 of 1990 towns	Beneficiaries of 14 local municipalities governed under Proclamation R293 of 1962 and R45 of 1990 towns	14 local municipalities governed under Proclamation R293 of 1962 and R45 of 1990 towns	3 months	Transfer of 588 immovable properties, cancellation of 144 charges/bonds and securing of 552 registered deeds documents for the beneficiaries of 14 local municipalities within 3 months on Proclamation R293/1962 and R45/1990 towns
Assist municipalities to develop credible IDPs	30 IDPs and 1 MEC's IDP Assessment report	IDPs that are compliant to the Municipal Systems Act of 2000	Municipalities in the province	Limpopo Province	31 May 2014 (IDPs)  30 September 2014 (MEC's IDP Assessment report)	30 IDPs adopted and assessed by 30 September 2014

**BRANCH: MUNICIPAL INFRASTRUCTURE DEVELOPMENT**

**SBU: MUNICIPAL INFRASTRUCTURE DELIVERY PROGRAMMES**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Facilitating and monitoring the implementation of municipal infrastructure programs	100%	MIG policies DORA MFMA	29 Municipalities (Waterberg District municipality excluded)	Limpopo province	Within 21 working days	Appraise and approve MIG project registration applications by municipalities within 21 working days.
	100%	MIG policies DORA MFMA	29 Municipalities (Waterberg District Municipality excluded)  Department of Cooperative governance	Limpopo province	By the 8th of each month	Evaluate MIG monthly reports as submitted by municipalities, consolidate the report and submit to Department of Cooperative Governance by the 8th of each month

**BRANCH: COOPERATIVE GOVERNANCE SUPPORT**

**SBU: MUNICIPAL FINANCE**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Number of municipalities supported in MPRA implementation	25	MPRA MFMA MSA	25 local municipalities	25 local municipalities	Monthly	Support and monitor 25 municipalities on monthly basis with the implementation of the Municipal property rates Act
Number of municipalities supported with compilation of AFS	30	MFMA	30 municipalities	30 municipalities	31 August 2014	Provide hands on support on financial systems to improve the submission of quality Financial Statements to 30 municipalities on the 31 August 2014
Number of municipalities with MPAC	30	MFMA	30 municipalities	30 municipalities	Quarterly	Monitor 30 municipalities quarterly and support to ensure functional MPAC's.
Number of reports on the municipal unit committees and audit units	4	MFMA	30 municipalities	30 municipalities	Quarterly	30 municipalities monitored and supported quarterly to ensure functional internal audit and audit committee

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Number of reports on the implementation of operation clean audit action plan	4	MFMA	30 municipalities	30 municipalities	Quarterly	30 municipalities monitored and supported quarterly to ensure the implementation of clean audit plan
Number of reports on the payment of government debts to municipalities	4	MFMA	30 municipalities	30 municipalities	Quarterly	30 municipalities monitored and supported quarterly to collect outstanding government debts.

## SBU: MUNICIPAL PERFORMANCE MONITORING AND EVALUATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Compile MEC report by collecting, capturing, analyzing and consolidating information from municipal midyear and annual reports	30 municipalities	Section 121 MFMA and 46 MSA	Political leadership Municipal administrators	National Council of provinces; Provincial Legislature Municipal offices	1 February -end July	Compilation of the MEC's Section 47 report on the state of municipal performance based on the annual report of municipalities by end of July
<u>PMS Support for municipalities</u> <ul style="list-style-type: none"> <li>•Assist municipalities to develop performance agreements and employment contracts</li> <li>•Assist municipalities to develop SDBIP's</li> <li>•Assist municipalities to conduct individual assessments</li> <li>•Audit implementation of PMS</li> </ul>	30 municipalities	Chapter 6 MSA and municipal performance regulation 2006	Municipalities with challenges on the implementation of the PMS	All 30 Municipalities	3 June - end March	The SBU provides technical support to municipalities on the implementation of the PMS until end of March each financial year
Collect, capture, analyze and consolidate outcome 9 reports	30 municipalities	Updated quarterly	Provincial Political Leadership COGTA and Municipal Administrators	Provincial Governance and Administration Clusters	Quarterly	The SBU coordinates the quarterly report on the implementation of outcome 9 report and submits to COGTA

## SBU: MUNICIPAL INSTITUTIONAL CAPACITY BUILDING

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
30 municipalities with adopted skills plan	30 WSP (Skills Plans) developed and adopted	MSA & Skills Development Act	30 municipalities	30 Municipalities in Limpopo	2014/15 Financial Year	To capacitate and empower officials and councilors in municipalities within the current financial year.
30 Municipalities with adopted HR policies norms & standard.	30 municipalities with adopted HR Policies.	MSA	30 municipalities	30 Municipalities in Limpopo	2014/15 Financial Year	Assist 30 municipalities to adopt HR policies for effective and efficient processes.
Monitor the implementation of the EE plans and annual reporting to Department of Labour.	Development of Employment Equity Plans in 30 Municipalities	MSA	30 municipalities	30 Municipalities in Limpopo	2014/15 Financial Year	Monitoring of EE plan in 30 municipalities within 12 months.



**BRANCH: DEMOCRATIC GOVERNANCE & DISASTER MANAGEMENT**

**SBU: DEMOCRATIC GOVERNANCE**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Assess 25 local municipalities on functionality of ward committees	All 25 local municipalities	Municipal structures act 117 of 1998, and municipal systems act 32 of 2000	25 local municipalities	All 25 local municipalities	Quarterly	Assess functionality of ward committees in all 25 local municipalities through questionnaires on quarterly basis
Grading of municipalities	30 municipalities	Remuneration of public office barer s Act 20 of 1998, Municipal structures Act 117 of 1998, Statistics South Africa Act no 06 of 1999	All municipalities	All municipalities	End of 3 <sup>rd</sup> quarter	Grade all 30 municipalities in the 3 <sup>rd</sup> quarter using audited annual financial statements and total population within the jurisdiction of municipalities.

### SBU: COMMUNITY DEVELOPMENT PROGRAMMES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Manage the implementation of 433 Community Development Workers (CDW) On :- •12 cases per CDW •12 liaison work activities per CDW •Ward profile per CDW	25 local municipalities	Handbook for community Development Workers  Master plan on Community Development	25 local municipalities	25 local municipalities	Quarterly	Reports on 433 Community Development workers in respect of liaison work activities conducted and cases identified and resolved, updated and signed ward profiles in place.

### SBU: DISASTER RISK MANAGEMENT AND EMERGENCY SERVICES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Provide assistance to the victims of disaster incidents	30 local municipalities	Compliance with the disaster management act 57/2002	All municipalities	The whole of Limpopo Province	Within 72 hours of it been reported	Provision of disaster response and recovery efforts to all victims involved in all municipalities within 72 hours.

**SBU: ANTHROPOLOGICAL AND INSTITUTIONAL SUPPORT SERVICES**

**SBU: SECRETARIAT OF THE HOUSE OF TRADITIONAL LEADERS**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Compile genealogy and recognize traditional leaders	As per application	In line with Limpopo traditional leadership and Institutions act, 2005	Royal family	Limpopo Province	Two months	Recognition of traditional leaders within 12 months
Control operation of initiation schools	As per applications	In line with circumcision Act, Act 6 of 1996	Traditional leaders	Limpopo Province	6 months	Administer initiation schools
Arrange sittings for consultative meetings for the houses of traditional leaders	2 sittings per annum	In line with Limpopo house of traditional leaders act, 2005	Traditional leaders	Limpopo Province	1 per 6 months	Provide secretarial support to houses of traditional leaders

**SUB-DEPARTMENT: FINANCIAL MANAGEMENT SERVICES**

**BRANCH: CHIEF FINANCIAL ADMINISTRATION AND ACCOUNTING**

**SBU: SUPPLY CHAIN MANAGEMENT**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Procurement Plan	1 Procurement Plan	As per Treasury requirements	All Sub departments	Department	Submitted by 28 February	Procurement Plan compiled and submitted to Treasury on or before the 28 <sup>th</sup> February
Asset Management	2 Asset verification reports	As per Treasury requirements	Internal	Internal	2014/15 Financial year	2 asset verifications conducted per annum

#### SBU: DEPARTMENTAL EXPENDITURE AND HOUSING

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<ul style="list-style-type: none"> <li>•Creditors (orders payments and non-housing order payments)</li> <li>•Contractors</li> <li>•Claims for officials</li> </ul>	Over 30 000 claims annually	Transversal policy, PFMA, Departmental procedure manual , Treasury regulation and DORA	<ol style="list-style-type: none"> <li>1. Suppliers and Housing Contractors</li> <li>2. Personnel claims</li> </ol>	Internal and external clients	1 <sup>st</sup> quarter – 60000 2 <sup>nd</sup> quarter- 7500 3 <sup>rd</sup> quarter- 9000 4 <sup>th</sup> quarter- 7500.	Process 3000 payment claims annually within 10 working days.

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Payroll management	443 payroll schedules distributed on monthly basis	Transversal policy, PFMA, Dep procedure manual and, Treasury regulation	All employees	All branches within the department	Monthly	443 payroll Schedules to be distributed to all branches for certification and be returned within 10 working days after payday as per Treasury Regulations 8.3.4 and 8.3.5

#### SBU: ACCOUNTING & SYSTEMS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Revenue Management	Approved Revenue Budget	Reliable and accurate report PFMA Treasury Regulations Transversal Revenue policy	Sbu `s treasury and members of the public	Country wide	2014/15 Financial year	Revenue estimates are appropriated, revenue budget collected and accounted in the departmental books of accounts.
Financial Reporting	4 Financial system (Bas,Finest ,Persal IFMS)	Treasury guidelines	Provincial Treasury. Internal Audit and Auditor General	Limpopo Province	2014/15 Financial year	Compile financial statements to reflect the financial position, performance ,cash flow and statement of changes in assets and liabilities of the Department

## SBU: BUDGET AND COMPLIANCE

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Develop Departmental Budget statements	3 Budget statement	Transversal policy and PFMA	Sub Departments and Treasury	Treasury and Internally	1 <sup>st</sup> draft by Second quarter 2 <sup>nd</sup> draft by 3 <sup>rd</sup> quarter Final by 4 <sup>th</sup> quarter	Developed 3 budget statements from 2 <sup>nd</sup> quarter to 4 <sup>th</sup>
Budget implementation	2 Cash flow statements and 12 fund requisitions.	PFMA and Treasury regulation	In the Department. And Treasury	In the Department.	3 <sup>rd</sup> quarter 4 <sup>th</sup> quarter	Prepared 2 cash flow statements and 12 monthly fund requisitions.
Budget reporting	4 Audit committee Reports 12 IYM reports Appropriation statements	PFMA, Treasury Regulations.	Treasury, Internal Audit committee, Auditor General and Internal Executive Management	Treasury, Auditor General and Internally	Quarterly	Quarterly

**SUB-DEPARTMENT: CORPORATE SERVICES**

**BRANCH: STRATEGIC HUMAN RESOURCE MANAGEMENT**

**HUMAN RESOURCE PRACTICES AND ADMINISTRATION**

**DIVISION: RECRUITMENT AND SELECTION**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Advertisement, short listing and interviews	30 Post	Departmental Recruitment Policy Legislative Frameworks like PSA; PSR; EEA; LRA and BCEA and Constitution of South Africa	Internal and External	Provincially and Nation wide	10 Posts 1 <sup>st</sup> quarter  10 Posts 2 <sup>nd</sup> quarter  10 Posts 3 <sup>rd</sup> quarter	Recruit 30 candidates by the end of 3 <sup>rd</sup> quarter 2013

## DIVISION: CONDITIONS OF SERVICE AND REMUNERATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Pension administration	All Approved pension Applications	Compliance with Public Service Act a GEPF	All qualifying employees	In the Department	1 <sup>st</sup> quarter to 4 <sup>th</sup> quarter	Processing of Applications for pension within 12 months
Leave Administration	6000 leave administration	Compliance with leave directive Public Service Act and Regulations	All employees in the Department	In the Department	1 <sup>st</sup> quarter 2 <sup>nd</sup> quarter 3 <sup>rd</sup> quarter 4 <sup>th</sup> quarter	Ensuring the 6000 administration of leave in the Department



## DIVISION: HR PERSONNEL RECORDS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Coordinate the Development and submission of performance Agreement and Memorandum.	100%	Departmental PMS Policy Legislative Frameworks like PSA; PSR; EEA; LRA and etc.	In the Department	In the Department	1 <sup>st</sup> quarter 2014	Co- ordinate 100% of Performance Agreement and Memorandum of Understanding by the 1st quarter of 2014.
Coordinate the submission of performance quarterly reports	100%	Departmental PMS Policy Legislative Frameworks like PSA; PSR; EEA; LRA and etc.	In the Department	In the Department	1 <sup>st</sup> quarter to 4 <sup>th</sup> quarter	Co - ordinate 100% submission of performance quarterly reports
Management of Organizational Structure & Staff Establishment	Departmental structure & captured in the persal system	Public Service Act & Regulations	Internal and External	All SBU's	Monthly	Updated Organizational Structure and staff Establishment on monthly basis
Management & reduction of Excess employees	Reducing the number of Excess employees	Public Service Act & Regulations	Excess Employees	Internally	Annually	Ensure the reductions of Excess employees by 6

## SBU: SECURITY AND INVESTIGATION MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<u>ANTI-FRAUD AND CORRUPTION</u> Investigate all reported cases of Fraud and Corruption within the department.	100%	Departmental Antifraud and Corruption Strategy	Internally	Limpopo Province	3 Months	Investigate all reported fraud and corruption cases in the department within 3 months.
<u>SECURITY MANAGEMENT</u> Improve prevention of security breaches in the Department	100%	Departmental Antifraud and Corruption Strategy	Internally	Limpopo Province	30 Days	Improved security breaches are finalized within 30 days of the incident.

**BRANCH: HUMAN RESOURCE UTILISATION AND CAPACITY DEVELOPMENT**

**SBU: HUMAN RESOURCE CAPACITY DEVELOPMENT**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Compiled and approved Workplace skills Plan	1 approved WSP	Comply to SDA	Internal staff/ interns /learners /students	Department and Provincial	1 April 2014-30 June 2014	1 WSP approved in line with Skills Development Act
Coordination of Training	Coordination of 100% training sessions coordinated	Departmental Training Policy/WSP DPSA directives	Internal staff	In the Department	1 April 2014 – 31 March 2015	100% training sessions coordinated within a financial year in line with the approved WSP, training policy and the DPSA directives
Internal bursary Awards	Twenty internal bursaries awarded	Provincial/ Departmental Bursary Policies, addressing the scarce skills.	Internal staff	Department	1 August to 15 December 2014	Twenty internal bursaries awarded to learners studying with accredited institutions by the 15 <sup>th</sup> December 2014 as per allocated budget.
Management of Internship programme	Recruitment , placement and monitoring of 110 interns	Comply with DPSA directives/ Provincial and departmental Internship policies	Unemployed Limpopo youth graduates	Provincial	1 November 2014- 31 March 2015	110 unemployed Limpopo youth graduates recruited, placed and monitored on internship program by the 1 <sup>st</sup> April 2014 in line with the DPSA directives

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Learner ship programme management	38 learners placed and trained on programmes	Comply with DPSA directives/ Provincial and Departmental policies	Internal staff	Department	1 <sup>st</sup> April 2014 -31 <sup>st</sup> March 2015	38 learners assisted in acquiring an Accounting and Graphic Design Qualifications the 31 <sup>st</sup> March 2015 as per DPSA directives
Management of traineeship programme	30 trainees placed and trained	Comply with the Provincial /Departmental policies	External learners	Provincial /National	As per learner's academic requirement ( 3 months-18 months)	30 trainees assisted to complete their qualifications and prepared for the job market
Percentage of internal staff registered with professional bodies	100% Of internal staff registered with professional bodies	Comply with national policies and HRD strategy	Internal staff	Department	1 April 2014-31 March 2015	100% of internal staff registered with professional bodies as per registration requirements
Induction and Orientation of employees/interns /learners	100% of Newly recruited internal staff /interns/learners inducted and orientated	Comply with National / Provincial and Departmental Policies	Internal staff /Interns/ Learners	Department	1 April 2014-31 March 2015	100% of Newly recruited internal staff /interns/ learners inducted and orientated within three months of their recruitment

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
AET learners identified, placed and trained	40 AET learners identified, placed and trained	National/ Provincial/ Departmental	Internal staff	Department	1 February 2014-31 <sup>st</sup> December 2014	40 AET learners trained by the 31 December 2014 as per AET policies
Management of RPL programme	16 RPL learners identified, placed and trained	DPSA directives	Internal staff	Department	1 April 2014 – 31 March 2015	16 RPL learners trained by the 31 March 2015

#### SBU: ORGANIZATIONAL DEVELOPMENT AND DESIGN

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Job Evaluation	60 Job Description	Public Service Regulations	All staff members	In the Department	1 <sup>st</sup> quarter to 4 <sup>th</sup> quarter	144 Job descriptions developed annually
Department morale analysis	1 survey report	Indicate of staff morale/ interventions	All Staff members	In the department	1 <sup>st</sup> quarter and 2 <sup>nd</sup> quarter	Conduct one Departmental climate survey
Organizational culture workshop	4 workshops	Results of survey report/ improved morale	All Staff members	In the department	One per quarter	Conduct 4 moral and culture workshops within a financial year.

## SBU: SPECIAL PROGRAMMES AND EMPLOYEE WELLNESS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Mainstreaming Workshops	7 Workshops	Gender Framework Disability Framework Children's Act	Internal and External	In the Department and Municipalities	1 <sup>st</sup> Quarter to 4 <sup>th</sup> Quarter	Conduct gender mainstreaming Workshops Quarterly
Offer Employee Wellness Programme	100% Attendance of all employees wellness issues	Public Service Regulations of 1999 and Occupational health and safety Act	In the Department and Municipalities	In the Department and Municipalities	10 working days	All employee wellness programme issues attended to in 10 days

**BRANCH: GITO**

**SBU: INFORMATION TECHNOLOGY**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Percentage of network available for all ICT Infrastructure	98% of ICT availability	Reliable network access for all officials	All Staff members	In the Department	Annually	98% availability of ICT Infrastructure provided and maintained annually
Percentage of the ICT Disaster Recovery Plan implemented	Implement 15% of the Disaster Recovery Plan	Disaster Recovery Plan Implementation recommendations	All Staff members	In the Department	12 months	15% Implemented ICT Disaster Recovery Plan for the department within 12 months

**BRANCH: COMMUNICATION AND INFORMATION MANAGEMENT**

**SBU: COMMUNICATION SERVICES**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Manage the Internal Communication programme	46 SBU's	Internal Communication plan	Internal staff and Municipal Communicators	CoGHSTA internal staff and Municipal Communicators	2014/15	Provide internal communication services to CoGHSTA Internal community by March 2015
Manage the corporate image branding plan PR	46 SBU's	Implement co-operate identity manual internally and municipality	Internal staff Municipal internal staff members	CoGHSTA internal staff and municipalities	2014/15	Provide visible branding by implementing a cooperate identity manual in the department and at the municipalities
Manage departmental events to improve the department's profile	64	MEC's programme	Internal staff municipalities communities	CoGHSTA	2014/15	To manage 64 internal and external events
To manage 64 internal and external events	12	Functional resources	Employees	CoGHSTA	2014/15	To provide 12 publications on information and communication services within 12 months



KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Assist municipalities to develop communication strategy and manage POA	30 municipalities	Municipal communicators guidelines	Municipal communicators	Municipalities	2014/15	To assist 30 municipalities in developing communication strategy by 2015 March
Support municipalities to communicate Government messages through (LGCF, DGCF, PGCF, and MCF)	294 Fora	Municipal communicators Guidelines	All municipalities and Sector Department	Municipalities	1 <sup>st</sup> quarter to 4 <sup>th</sup> quarter 2014/2015	Support municipalities to provide Coherent Communication through 294 fora by March 2015
Manage the institutional knowledge programme	46 SBU's	Knowledge Management plan	Internal staff Members	CoGHSTA employees	2014/15	Manage CoGHSTA institutional knowledge by 2015

### SBU: INFORMATION MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Acquisition of library material	50 Library Publication	National South African Library Act	Internal Staff members	Within the Department	Annually	Skilled and knowledgeable staff members

## SBU: LABOUR RELATIONS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Misconduct Cases	Attend 100% misconduct cases as reported	Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003	In the Department and Municipalities	Department and Municipalities	Quarterly	Conduct investigations and disciplinary process quarterly
Grievance Handling	Attend 100% grievances lodged	Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003	In the Department and Municipalities	In the Department and Municipalities	30 days	Resolve all grievances 100% lodged

## SBU: LEGAL SERVICES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Litigation and Legal Opinion	100% legal opinions annually.	Well researched legal opinions	Department and municipalities	Department and municipalities	•7 working days 3 day	<ul style="list-style-type: none"> <li>•Provide legal opinions as per request, within 7 working days</li> <li>•Satisfactory processing and Management of cases</li> </ul>
Management of Contracts	100% drafting and vetted contracts	Watertight contracts / service level agreements and memorandum of understanding	Department/ Service provider and municipalities	Department/ Service provider and municipalities	7 working days	Contracts are drafted and vetted within 7 working days of receipt from the end user or SBU

## SBU: POLICY AND RESEARCH

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Policy formulation Develop and Review	100% Formulation, Development and review of policies	Departmental for policy Development and Provincial Transversal policies	In the Department al and Municipalities	Departmental and Municipalities	3 months	Approved Departmental policies in place
Legislation and By –Law	<ul style="list-style-type: none"> <li>•100% of drafting, amending and repealing of bi-Legislation</li> <li>•Vetting and Editing of bi-Laws</li> </ul>	National legislations and Legislative drafting Manuals drafting	Departmental and Municipalities	Departmental and Municipalities	30 days	By laws are published in the Provincial Government gazettes for Municipalities within 30 days
Workshop on Legislation	4 workshops per financial year	National and Provincial Legislation drafting manual	Department and Municipalities	Department and Municipalities	Annually	Informed Municipalities and Departmental employees on National and Provincial legislations

## CONCLUSION

The objective of the above service standards has always been to improve the quantity and quality of public services, against a backdrop of transformational priorities, and to address the growing demand for public services in which customers can have confidence and public servants be proud and accountable. Therefore as CoGHSTA, we continually strive to exceed the targets stipulated in the service standards booklet, by effectively and efficiently implementing our core mandates of providing human settlement to Limpopo community and support to municipalities.

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