



# SERVICE STANDARDS

2013 - 2014

MULTI-AWARD WINNING DEPARTMENT



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

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



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PROVINCIAL GOVERNMENT  
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HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS

# SERVICE DELIVERY IMPROVEMENT PLAN 2013/14

## **Vision and Mission**

### **PROGRAM 1: ADMINISTRATION**

**MEC FOR COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**

**DEPARTMENT OF COOPERATIVE GOVERNANCE, HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**

**SBU: HOD SUPPORT**

**SBU: RISK & COMPLIANCE MANAGEMENT**

- DIVISION: COMPLIANCE MANAGEMENT
- DIVISION: RISK MANAGEMENT

**BRANCH: STRATEGY MANAGEMENT**

- SBU: STRATEGIC PLANNING
- SBU: SERVICE DELIVERY IMPROVEMENT AND BATHO PELE PROGRAMME
- SBU: RESEARCH AND POLICY COORDINATION

## **PROGRAM 2**

### **SUB-DEPARTMENT: INTERGRATED SUSTAINABLE HUMAN SETTLEMENT**

#### **BRANCH: HUMAN SETTLEMENT SECTOR PERFORMANCE AND MUNICIPAL SUPPORT**

- 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: VHEMBER

## **PROGRAM 3**

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

**PROGRAM 4**

**SUB-DEPARTMENT: FINANCIAL MANAGEMENT SERVICES**

**BRANCH: FINANCIAL ADMINISTRATION AND ACCOUNTING**

- SBU: BUDGET SERVICES
- SBU: DEPARTMENTAL EXPENDITURE AND HOUSING FINANCE
- SBU: ACCOUNTING AND SYSTEMS

**BRANCH: SUPPLY CHAIN MANAGEMENT**

- SBU: DEMAND AND ACQUISITION SERVICES
- SBU: LOGISTICS AND ASSET SERVICES

**PROGRAM 5**

**SUB-DEPARTMENT: CORPORATE SERVICES**

**BRANCH: STRATEGIC HUMAN RESOURCE MANAGEMENT**

- SBU: HR PLANNING, POST PROVISIONING & HR INFORMATION MANAGEMENT
- SBU: HUMAN RESOURCE PRACTICES AND ADMINISTRATION
- SBU: SECURITY AND INVESTIGATION MANAGEMENT

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

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

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

- SBU: ICT INFRASTRUCTURE AND SYSTEMS
- SBU: ICT GOVERNANCE AND SECURITY

#### **BRANCH: REGULATORY AND COMPLIANCE**

- SBU: LEGAL SERVICES
- SBU: LABOUR RELATIONS

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

- SBU: COMMUNICATION SERVICES
- SBU: INFORMATION MANAGEMENT

## **VISION:**

'Integrated Sustainable Human settlements'

## **MISSION:**

To give our clients and stakeholders quality service by living up to our commitments and investing in our people.

## **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.*

**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

## 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)	The performance of the department in every / each quarter	All Departmental personnel	Executive Management	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	8 media networking sessions	Batho Pele Transformation on Batho Pele Principles	Provincial and National Media Houses	National and Provincially	2 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: HELP DESK SERVICES AND BATHO PELE UNIT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Review Annual Performance Plan for the Division	One session with staff	Compliant to the Branch Strategic Objective	Service Excellence Programmes personnel	Service Excellence Division	Fourth quarter :2013/14	Inculcate the culture of service excellence
Review own Service Standards and monitor compliance by all SBUs through quarterly reports	Conduct six briefing sessions for all SBUs and evaluate all four departmental Quarterly Reports	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	Improved service delivery to meet the targets
Compile SDIP and monitor implementation by all 44 SBUs	Conduct six sessions for all SBUs and random evaluation of SBUs reports in relation to implementation of SDIP	SDIP document compliant to the Public Service Regulations : Part three thereof	All 44 SBUs within the Department	Department of Co-operative governance, Human Settlement and Traditional Affairs	Second quarter 2013/14	Improved service delivery to meet the targets
Develop Citizens Report	1	Compliance with	Provincial citizenry and	Provincial area	Second quarter	Comprehensive Citizens report relating to the

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		prescribed format as per Public Service regulations	other non-governmental stakeholders		2013/14	Departmental Annual Report: 2008/09
Implement Batho Pele Programmes Conduct 2 workshops for entire CoGHSTA staff on BPCEMP	2 workshops per year	Compliance with prescribed format as per Public Service regulations and DPSA directives	Department of Coghsta	Department of Coghsta	Second and third Quarters of 2013/14	Motivated and skilled staff members in the Department
Coordinate Departmental and Premier's Service Excellence Awards processes	Two sets of Service Excellence awards processes	Produce competitive and winning teams in both categories( Departmental and Premier's service excellence awards)	Departmental SBUs and teams/institutions within those SBUS under all three categories (Best SBU, Productive, Support and Innovative Teams.	Department of Coghsta	Second and third quarters of 2013/14	To attain a one-stop shop enquiry service
Monitor Implementation of Batho Pele strategy	30 municipalities	Compliant to Batho Pele strategy	Municipalities	Provincial	2013/14 financial year	Implementation of reviewed Batho Pele Strategy in municipalities

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
by municipalities						
Implement Help desk guidelines	30 municipalities	Compliant to guidelines	Municipalities	Provincial	2013/14 financial year	Development and Implementation of reviewed Help desk guidelines

## SBU: RESEARCH AND POLICY COORDINATION

### DIVISION: RESEARCH

### DIVISION: POLICY COORDINATION

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	Department al and Municipalities	Departmental and Municipalities	30 days	By laws are published in the Provincial Government gazettes for Municipalities

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Workshop on Legislation	4 workshops per financial year	National and Provincial Legislation drafting manual	In the Department and Municipalities	In the Department and Municipalities	Annually	Informed Municipalities and Departmental employees on National and Provincial

**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 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	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	<ul style="list-style-type: none"> <li>- Departmental officials</li> <li>- Local municipalities</li> <li>- Beneficiaries</li> <li>- Emergency</li> </ul>	province	12 Months	35 Capacity building workshops conducted.

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
			ng contra ctors			
4. Number of Acts/policies passed.	1	Compliance with legislations and policies	Province	Province	12 Months	One policy passed
5. Number of informal settlements audited and formalised	30 % of the total number of settlements audited formalised	Informal settlements formalised	<ul style="list-style-type: none"> <li>■ Local Municipalities</li> <li>■ Beneficiaries</li> <li>■ Councilors</li> <li>■ Housing officials</li> </ul>	25 municipalities	12 Months	30 % of the total number of informal settlements audited formalized
6. Number of municipalities supported through NUSP	2	Municipalities supported	Local municipalities	2 municipality	12	2 municipalities supported through NUSP
7. Hectares of land acquired	50 hectares of land acquired	Acquisition of well-located land for Human Settlement	<ul style="list-style-type: none"> <li>■ Municipalities</li> <li>■ landowners</li> </ul>	25 municipalities	12	50 hectares of land acquired

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
8. No of researches conducted	1	development Research paper completed	<ul style="list-style-type: none"> <li>■ Human settlement stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>■ Human settlement stakeholders</li> </ul>	12	1 research paper conducted and completed for human settlements stakeholders in 12 months
9. Number of development sites identified	15000	Well prepared development areas for human settlement development	<ul style="list-style-type: none"> <li>■ local municipalities</li> </ul>	25 municipalities	12	15 000 development sites identified

**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	566 housing units	Compliance with National Home Builders Registration Council standards 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 services for 514 CRU units Residential Units (rental) in line with integrated sustainable human settlement for Lephalale Municipality within 12 months.
Provide subsidies	Provide subsidies to 514 CRU subsidies units.	Provide support to complete applications at relevant stages.	CRU beneficiaries	Lephalale municipality	12 Months	Access funding for provision of 514 rental subsidy housing to the needy within Lephalale municipality within 12 months

## CREDITLINKED, PROJECTLINKED AND SOCIAL AMENITIES PROGRAMS

KEY SERVICE	SERVICE STANDARD					Full Statement
	Quantity	Quality	Target Group	Target Area	Time Period	
Phase 1: Project Linked: Urban/Informal Settlement Upgrading: installation of services	3000 sites	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 1: Rural Housing Programme: geotechnical Investigation	15 000 sites	Approved geotech reports by NHBRC	Destitute/Qualifying beneficiaries as per guide line	Approved development areas within the province - municipality areas	12 months	Projects and home enrolment of 15 000 housing units with NHBRC at approved development areas within the Limpopo province in 12 months
Phase 2: Top Structure Project Linked: Rural housing programme	12 815 houses	Houses constructed to comply with NHBRC standards	Qualifying beneficiaries	All approved development areas by MEC	12 months	12815 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 STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1. Secure individual ownership of public housing stock through EEDBS	250 Properties to be transferred	Transfer of properties to qualifying beneficiaries	Beneficiaries/ tenants already occupying such properties	5 Districts Municipalities	12 months	Profiling (identification, verification) of a departmental property status 250 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 process at Deeds office.	12 Months	Registration and endorsement of title deeds/deed of grant is done 3000 title deeds registered and endorsed within 12 months
3. Monthly payment of rates and taxes to municipalities	49 properties owned by the department	Physically verified properties	Polokwane, Bela-Bela, Makhado and Lephalale Municipalities	4 Municipalities	12 Months	Co-ordination and payments of rates and taxes for all properties owned by the department Rates and taxes paid for 49 properties in 4 municipalities within 12

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						months
4. Management of lease/sale agreement	30 properties	Sustainable and well maintained lease agreements	Tenants	6 Municipalities	12 months	Collection of payments received from rental, sales and loan debtors Lease/sale agreement managed for 30 properties in 6 municipalities within 12 months

**SBU: HUMAN SETTLEMENT SUBSIDY ADMINISTRATION**

**DIVISION: SUBSIDY ADMINISTRATION**

**DIVISION: CONTRACT AND CLAIMS MANAGEMENT**

**DIVISION: HUMAN SETTLEMENT SECRETARIAT**

KEY SERVICE	SERVICE STANDARD					Full Statement
	Quantity	Quality	Target Group	Target Area	Time Period	
To approve Housing subsidies	13115 Units new allocation.	Completed and approved subsidy applications on HSS.	Communities earnings from (R3501-R15000.00)	25 Municipalities	Per financial year (12 months)	Approval 13115 housing subsidies in 25 local municipalities within 12 months
To approve Housing subsidies and Normalization of units	Housing Normalization of 12000 units.	Ensure that the approved beneficiaries occupy the correct house/stand as per the HSS status report.	Approved beneficiaries	25 municipalities	12 Months	Regularization and normalization 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 1 day after received claims.	Process all received claims in 1 day within the unit for all appointed contractors
Contract Management	100% of received contracts	Reliable load contract information	Contractors, Suppliers and Engineers	25 municipalities around the	Within 1 day after received	Load and approve all contracts in the HSS within 1 day of receiving

KEY SERVICE	SERVICE STANDARD					Full Statement
	Quantity	Quality	Target Group	Target Area	Time Period	
	loaded and approved on the HSS.	on HSS		province.	contracts documents.	contracts
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	2013/14 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	2013/14 Financial year	Administrative and secretarial services to the housing advisory panel within 12 months

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

**BRANCH: MUNICIPAL INFRASTRUCTURE DEVELOPMENT**

**SBU: MUNICIPAL INFRASTRUCTURE DELIVERY**

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 10 <sup>th</sup> of each month	Evaluate MIG monthly reports as submitted by municipalities, consolidate the report and submit to Department of Cooperative Governance by the 10 <sup>th</sup> of each month

**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 bearers 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 436 Community Development Workers (CDW) On :- <ul style="list-style-type: none"> <li>• 12 cases per CDW</li> <li>• 12 liaison work activities per CDW</li> <li>• Ward profile per CDW</li> </ul>	25 local municipalities	Handbook for community Development Workers  Master plan on Community Development	25 local municipalities	25 local municipalities	Quarterly	Reports on 436 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 SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Provide assistance to the victims of disaster incidents	30 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 of it been reported.

**BRANCH: COOPERATIVE GOVERNANCE SUPPORT**

**SBU: MUNICIPAL FINANCE**

KEY SERVICES	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 2013	Provide hands on support on financial systems to improve the submission of quality Financial Statements to 30 municipalities on the 31 August 2013
Number of municipalities with MPAC	30	MFMA	30 municipalities	30 municipalities	Quarterly	Monitor 30 municipalities quarterly monitored and supported 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
Number of reports	4	MFMA	30	30	Quarterly	30 municipalities

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
on the implementation of operation clean audit action plan			municipalities	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	The MEC Section 47 report is the annual consolidated report on the state of municipal performance based on the annual report of municipalities by end of July
PMS Support for municipalities <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</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

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
individual assessments • Audit implementation of PMS						
Monitor appointment of municipal managers and section 54/56 managers in municipalities with vacancies and produce required reports	30 municipalities	Updated monthly report on the state of section 54/56 managers in the municipalities	30 Municipalities in the Province	30 Provincial Municipalities	Quarterly	Quarterly report on the appointment of municipal managers in place for 30 municipalities
Collect, capture, analyze and consolidate outcome 9	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 SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
30 Municipalities with adopted organizational structures.	Review of organizational structure in 30 municipalities	MSA	30 Municipalities	30 Municipalities in Limpopo	2013/14 Financial Year	Credible organization structure that are aligned to budget & IDP.
30 municipalities with adopted skills plan	30 WSP (Skills Plans) developed and adopted	MSA & Skills Development Act	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Capacitated and skilled officials and councilors in municipalities.
30 municipal with support plans.	Development of in 30 municipal support plans.	MSA	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Effective and efficient municipalities.
30 Municipalities with adopted HR policies norms & standard.	30 municipalities with adopted HR Policies.	MSA	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Effective and efficient municipalities.
30 Municipalities with adopted recruitment & retention policy.	Review and implementation and development of retention strategies in 18 municipalities	MSA	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Effective and efficient municipalities.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
30 Municipalities with adopted EE plans	Development of Employment Equity Plans in 30 Municipalities	MSA	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Effective and efficient municipalities.
4 Reports on training implemented.	Implement 1 training program and reports submitted	MSA & Skills Development Act	30 municipalities	30 Municipalities in Limpopo	2012/13 Financial Year	Capacitated and skilled officials and councilors in municipalities.

**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 SERVICES	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	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

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	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 2013 (IDPs)  30 September 2013 (MEC's IDP Assessment report)	30 IDPs adopted and assessed by 30 September 2013

**BRANCH: TRADITIONAL AFFAIRS****SBU: ANTHROPOLOGICAL AND INSTITUTIONAL SUPPORT SERVICES****SBU: SECTERIAT OF THE HOUSE OF TRADITIONAL LEADERS**

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Compile genealogy and appointment traditional leader	As per application	In line with Limpopo traditional leadership and Institutions act, 2005	Royal family	Limpopo Province	Two months	Appoint traditional leaders
Capture Traditional Leader's information in the system	183 traditional councils	In line with Limpopo traditional leadership and Institutions act, 2005	Traditional leaders	Limpopo Province	Within a day	Update database of traditional leaders
Election and recognition of Traditional Councilors	183 election sessions per cycle of 5 years	In line with Limpopo traditional leadership and Institutions act, 2005	Traditional leaders	Limpopo Province	1 <sup>st</sup> April – 31 <sup>st</sup> March for each financial year	Recognition of traditional Councils

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Issue permit and monitoring of initiation schools	As per applications	In line with circumcision Act, Act 6 of 1996	Traditional leaders and initiates	Limpopo Province	1month	Administer initiation schools
Arrange sittings for the house 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 house of traditional leaders

**SUB-DEPARTMENT: FINANCIAL MANAGEMENT SERVICES**

**BRANCH: SUPPLY CHAIN MANAGEMENT**

**SBU: DEMAND AND ACQUISITION SERVICES & LOGISTICS AND ASSET SERVICES**

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Purchasing plans	One purchasing plan for the department	SCM practice notes	All Sub departments	Whole department	4 <sup>th</sup> quarter of FY	Consolidation of plans will be done Within one week
Asset Management	Three buildings and storage facilities will be cleaned	EAP Directives	All offices and ablution facilities	All buildings	2013/14 Financial year	3 building and storages cleaned on a daily basis
Fleet Management	<ul style="list-style-type: none"> <li>• 121 GG vehicles</li> <li>• 128 subsidized vehicle</li> <li>, Claims</li> </ul>	Transport policy and PFMA Transport policy and PFMA	Officials  All buildings	Internal	Monthly and quarterly	Vehicles request processed on daily basis.  Payment of maintenance and petrol processed on or before the 7 <sup>th</sup> of the following month.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	40 SMS , 30 Schem e B					
	97 subsidized vehicle claims					
	109 SMS & MMS claims					

**BRANCH: FINANCIAL ADMINISTRATION AND ACCOUNTING**

**SBU: DEPARTMENTAL EXPENDITURE AND HOUSING FINANCE**

KEY SERVICE	SERVICE STANDARD					
	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	Transver sal policy, PFMA, Departme ntal 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.
Payroll management	443 payroll schedules distributed on monthly basis	Transver sal policy, PFMA, Dep procedur e 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 STANDARD					Full Statement
	Quantity	Quality	Target Group	Target Area	Time Period	
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	2013/14 Financial year	Revenue estimates are appropriated, revenue budget collected and accounted in the departmental books of accounts.
Financial Reporting	12 Financial Report 12 Closure Reports	PFMA, Treasury regulation, Treasury guidelines	Provincial Treasury Internal Audit Auditor General	Limpopo Province	2013/14 Financial year	Compile financial statement to reflect the financial position performance, cash flow and statement of changes in assets and liabilities of the Department
Financial System Management	4Financial system(Bas ,Finest ,Persal IFMS)	Treasury guidelines	Provincial Treasury. Internal Audit and Auditor General	Limpopo province	2013/14 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 SERVICES

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 Monthly	Reliable, correct and timeous submission of statutory

## SBU: HUMAN RESOURCE PRACTICES AND ADMINISTRATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Records filed within a day	50 Records Filed	Records management Policy 2 file plan General file plan and staff file plan	All staff members	Within Department	Monthly	50 Records filled within a month
Redressing of files.	1600 documents submitted	2 file plan , Records management Best practice model	Internally	Within the department	Quarterly	1600 documents redressed quarterly
Acquisition of library material	50 Library Publication	National South African Library Act	Internal Staff member	Within the Department	Annually	Skilled and knowledgeable staff members

**SUB-DEPARTMENT: CORPORATE SERVICES**

**BRANCH: STRATEGIC HUMAN RESOURCE MANAGEMENT**

**SBU: HUMAN RESOURCE 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 PSETA standards	Internal staff/ interns and learners	Department and Provincial	1 April 2013- 30 June 2013	1 WSP approved in line with PSETA Standards on the 30 <sup>th</sup> June 2013
Coordination of Training	Coordination of one credit bearing/noncredit bearing training programme	Departmental Training Policy/WSP DPSA directives	Internal staff	In the Department	1 month	One credit bearing/noncredit bearing training program coordinated within 1 month in line with WSP
Internal bursary Awards	Award eight internal bursaries to study in accredited institutions	Provincial/Departmental Bursary Policies, , addressing the scarce skills.	Internal staff	Departmental /Provincial	1 August to 15 December 2013	Eight internal bursaries awarded to learners studying in accredited institutions by the 15 <sup>th</sup> December 2013 as per allocated budget.
Management of Internship programme	Recruitment and placement of	Comply with DPSA directives/	Unemployed Limpopo youth	Provincial	1 November 2012- 1 April 2013	90 unemployed Limpopo youth graduates recruited and placed on internship

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	90 interns	Provincial and departmental Internship policies	graduates			program by the 1 <sup>st</sup> April 2013 in line with the DPSA directives
Learner ship programme management	38 learners trained on NQF Level5 AAT learner-ship program	Comply with DPSA directives/ Provincial and Departmental policies	Internal staff	Departmental	1 <sup>st</sup> April 2013-31 <sup>st</sup> March 2014	38 learners assisted in acquiring an NQF level 5 AAT qualification by the 31 <sup>st</sup> March 2014 as per DPSA directives
Management of experiential training programme	25 experiential learners placed and trained	Comply with the Provincial /Departmental policies	External learners	Provincial/National	As per learner's academic requirement ( 3months-18 months)	25 learners for the job market Improving their chances of employability Assist learners to complete their qualifications through practical job training
Percentage of internal staff registered with professional bodies	100% Of internal staff registered with professional bodies	Comply with national policies	Internal staff	Departmental	1 April 2013-31 March 2014	100% of internal staff registered with professional bodies as per registration requirements

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
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	Employees/Interns/ Learners	Departmental	1 April 2014- 31 March 2014	100% of Newly recruited internal staff /interns/learners inducted and orientated within three months of their recruitment
ABET learners placed and trained	Identify, place and train 54 ABET learners	National/ Provincial/ Departmental	Internal staff	Departmental	1 February 2013-31 <sup>st</sup> 15 <sup>th</sup> December 2013	54 ABET learners trained by the 31 <sup>st</sup> March 2013 as per ABET policies

**SBU: HUMAN RESOURCE PRACTICES AND ADMINISTRATION**

**DIVISION: RECRUITMENT AND SELECTION**

	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 Nationwide	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

**SBU: HR PLANNING, POST PROVISIONING & HR INFORMATION MANAGEMENT**

**DIVISION: PERFORMANCE MANAGEMENT DEVELOPMENT SYSTEMS**

	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Coordinate the Development and submission of performance instruments/ agreement	100%	Departmental PMS Policy Legislative Frameworks like PSA; PSR; EEA; LRA and etc.	In the Department	In the Department	1 <sup>st</sup> quarter 2012	Co- ordinate 100% of performance agreement by the 1 <sup>st</sup> quarter of 2013
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

## SBU: HUMAN RESOURCE ADMIN AND SYSTEMS

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Termination of Service	11 employees	public service act, public service regulations ,labour relations act compliant	All qualifying Employees	In the Department	1 <sup>st</sup> quarter 2 <sup>nd</sup> quarter 3 <sup>rd</sup> quarter 4 <sup>th</sup> quarter	Terminations of 11 employees in accordance of public services legislations
Pension administration	11 Approved pension Application	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 Application For 11 employees
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
Management of Organizational Structure & Establishment	Departmental structure & Establishment	Public Service Act & Regulations	Internal and External	All SBU's	Monthly	Update Organizational Structure and Establishment
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

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

**SBU: ORGANIZATIONAL DEVELOPMENT AND DESIGN**

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Organizational Design	9 Organizational Design workshops	Organizational Design toolkit, Public Service Regulation	All Staff members	In the Department	1st quarter to 4 <sup>th</sup> quarter	Conduct organizational design workshops quarterly.
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	Update 60 Job Descriptions quarterly
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 Departmental climate survey
Morale and culture workshops	4 workshops	Results of survey report/improved morale	All Staff members	In the department	3rd quarter	Conduct moral and culture workshop on the 3 <sup>rd</sup> quarter
Gender, Youth, Disabled, Children, Elderly Mainstreaming promotion	61 Reports	The constitution of South Africa, Public Service Act, UN Convention on the rights	Internal & External	In the Department and Municipalities	1 <sup>st</sup> Quarter 2 <sup>nd</sup> Quarter 3 <sup>rd</sup> Quarter 4 <sup>th</sup> Quarter	Implement Gender Mainstreaming Monthly

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		of PWD, Gender Framework for Local Government, Disability Framework of Local Government 2009- 2014				
Mainstreaming Workshops	7 Workshops	Gender Framework, Disability Framework, Children's Act 38, 2005 as amended	Internal and External	In the Department and Municipalities	1 <sup>st</sup> Quarter 2 <sup>nd</sup> Quarter 3 <sup>rd</sup> Quarter 4 <sup>th</sup> Quarter	Conduct Workshops Quarterly

**SBU: SPECIAL PROGRAMMES & EMPLOYEE WELLNESS**

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
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: GOVERNMENT INFORMATION TECHNOLOGY OFFICE**

**SBU: ICT INFRASTRUCTURE AND SYSTEMS**

**SBU: ICT GOVERNANCE AND SECURITY**

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 on recommendations	All Staff members	In the Department	12 months	15% Implemented ICT Disaster Recovery Plan for the department within 12 months

**BRANCH: REGULATORY AND COMPLIANCE**

**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	<ul style="list-style-type: none"> <li>• 7 working days</li> <li>• 3 day</li> </ul>	<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>
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 SUB

## SBU: LABOUR RELATIONS

**DIVISION: COLLECTIVE BARGAINING**

**DIVISION: MISCONDUCT & DISPUTES**

**DIVISION: GREIVANCE HANDLING**

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 proceed disciplinary process
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
Offer Employee Wellness Programme	100% Attendance of all employees wellness issues	Public Service Regulations of 1999 and Occupational	In the Department and Municipalities	In the Department and Municipalities	10 working days	All employee wellness programme issues attended to in 10 days

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		health and safety Act				

**BRANCH: COMMUNICATIONS AND INFORMATION MANAGEMENT**

**SBU: COMMUNICATION SERVICES**

**SBU: INFORMATION MANAGEMENT**

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	2013/14	To provide the internal communication services to CoGHSTA Internal community by March 2014
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	2013/14	To provide visible brand by implementing a cooperate identity manual in the department and at the municipalities

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Manage departmental events to improve the department's profile	64	MEC's programme	Internal staff municipalities communities	CoGHSTA	2013/14	To manage 64 internal and external events
To produce publications	12	Functional resources	Employees	CoGHSTA	2013/14	To provide information and communication service
Assist municipalities to develop communication strategy and manage POA	30 municipalities	Municipal communication guidelines	Municipal communication	Municipalities	2013/14	To assist 30 municipalities in developing communication strategy by 2013 March
Support municipalities to communicate Government messages through (LGCF, DGCF, PGCF, and MCF)	294 Fora	Municipal communication Guidelines	All municipalities and Sector Department	Municipalities	1 <sup>st</sup> quarter 63 2 <sup>nd</sup> quarter 31 3 <sup>rd</sup> quarter 62 4 <sup>th</sup> quarter 31 2013/2014	Support municipalities to provide Coherent Communication through 294 for a by March 2014
Manage the institutional knowledge programme	46 SBU's	Knowledge Management plan	Internal staff Members	CoGHSTA employees	2013/14	Manage CoGHSTA institutional knowledge by 2014

## VISION

“Integrated Sustainable Human Settlement”

## MISSION

To give our clients and stakeholders quality services by living up to our commitments and investing in our people by:

- Continuously improving service delivery to citizens;
- Implementing citizen-driven projects, improving infrastructure conditions and contributing to job creation;
- Demonstrate best practice in people management and leadership;
- Maintaining excellent internal and external communications to continuously improve transparency, visibility and public Image;
- Building an appropriate organizational structure to achieve our strategic objectives, and
- Maintaining good governance.

## VALUES

Our foundation is honesty and integrity, thereby building deep trust in all our relationships, including amongst ourselves and with our clients. We believe in continuous growth and innovation.

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

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

# TRANSVERSAL SERVICE STANDARDS

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KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
To Develop, review and implement the Provincial multi-year Housing Plan; Municipal housing IDP chapters	Uniform Provincial multi Year Plan for the Province	Credible Provincial multiyear plan	All housing provision agencies within the province	All provincial areas	End of March each year	Housing plans are consulted and reviewed by the end of March each year.
To conduct Geotech to urban sites	6000 urban sites	Credible Geotech studies and reports	All urban municipalities Within the province	All urban municipalities	Annually	Conduct Geotech study in 1500 urban sites annually
To enhance capacity of service providers in the housing sector	30 emerging contractors trained	Capable housing contractors	Identified emerging contractors	All municipalities areas in the province	Quarterly	8 emerging contractors are trained quarterly
To conduct consumer education	Identified housing consumers	Awareness of housing policies by emerging contractors and potential consumers	Identified emerging contractors and consumers	All municipalities areas in the province	Annually	Awareness of housing policies to both contractors and potential housing consumers is done within twelve months.
To acquire strategically located land for housing development	Two strategically located portions of land	Suitable land acquired for housing development	Urban municipalities areas	All urban municipalities	Annually	Identification of more land more especially in urban municipalities areas for integration of various community classes is done annually
Facilitate	Indigent policy	Achieve	15 Project	All the	Annually	Registers for all Project

implementation of FBS programme and development of Assets Management(O&M) plans in four municipalities	framework and registers developed in 15 Project Consolidate municipalities	indigent supply of 70% for FBW and 50% FBE	Consolidate Municipalities	Project Consolidate municipalities within the province		Consolidate municipalities compiled; Achieve targeted Indigent supply iro FBW and FBE; Developed framework for Assets Management (O&M) plans in identified municipalities annually.
To conduct comprehensive audit of strategic land available for future development	All municipalities areas within the province	Efficient Land use management	All communities	All barren (unused) land within municipalities areas	Quarterly	Audit of land availability for future development quarterly.
Facilitate acquisition of Security of Tenure Rights	Cancellation of 4098 bonds/charges for Discount Benefit Scheme applications and secure registered deeds documents for beneficiaries(of 14 municipalities on proclamations R293 /1962 and R45/1990 towns	Full ownership rights of properties by affected beneficiaries	Beneficiaries resident in R293 and R45 towns currently not having security of tenure	Throughout the province	Annually	1025 bonds/charges are cancelled to ensure full ownership annually

Maintain and update Provincial Spatial Information	All municipalities	Reliable information to enable informed Decision making	All communities in R293 and R 45 towns	All municipalities areas	Monthly	Spatial information/data is updated monthly.
Ensure Integrated Provincial Spatial patterns as per recommendations of Spatial; Development Framework	Establishment four towns	Finalized establishment of towns	Communities in the identified municipalities areas	Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas	Annually	The establishment of towns is done annually (one per quarter).
	Demarcation of 33 000 sites in the affected areas	Sites fully serviced	Communities in the identified municipalities areas	Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas	Quarterly	8250 sites in affected are demarcated quarterly.
Facilitate Integrated Development Planning	31 IDPs and equivalent number of MEC's assessment reports produced	IDPs that are compliant to the relevant legislation and SONA and SOPA	Communities in the identified municipalities areas in the province	Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas	End of March each year	IDPs are consulted and reviewed by end of March each year.
Facilitate implementation of Integrated Sustainable Rural Development Programme(SRDP)	15 Project Consolidate municipalities	Integrated and sustainable rural development	Communities within Project Consolidate Municipalities	Project Consolidate Municipalities	Quarterly	4 project consolidate municipalities are monitored quarterly

Assess all municipalities on powers and functions through the Demarcation and re-grade them based on their determined capacities	30 Municipalities	Well graded municipalities	All local municipalities	Across the province	Annually	Continuously monitor implementation of new grades and assess the implementation of devolution of powers and functions by municipalities and make adjustment where necessary
Implement Voter education ,support IEC in preparations and coordination of by-elections	All municipalities	50% reach-out to targeted areas selected	All qualifying voters	Across the province	Quarterly	12.5% of Voter education and IEC preparation is implemented quarterly.
To ensure effective public participation process	All 513 ward committees in municipalities	Capacitated and properly functioning ward committees	All municipalities	Across the province	Quarterly	Capacity building programmes implemented in 128 wards quarterly.
Build financial capacity of municipalities and ensure MFMA compliance	12 municipalities	Revenue enhancement strategies in municipalities developed	Municipalities	12 Selected municipalities	Annually	12 Municipalities having Revenue enhancement strategies and implement them effectively to improve their revenue collection. Targeted municipalities to have have capability to develop and submit financial statements to the Auditor General timorously
Implementation of	All 31	Proper	All	Across the	annually	Strategy popularized in

Implementation of Provincial Integrated Capacity building Strategy	All 31 municipalities	Proper alignment of the PMS, IDP and budget by municipalities	All municipalities	Across the province	annually	Strategy popularized in all 31 municipalities and support municipalities in the development and implementation of new organizational structures annually.
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KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Employee Wellness Programme</b>	Number of referred cases	Timeous response	Employees and dependent's	Limpopo	6 months	Referred cases for counseling are finalized within 6 months of the date of referral.
	Number of traumatized employees	Timeous response	Employees and dependents	Limpopo	3 days	Critical incident stress debriefing is offered within 3 days of the incident to traumatized employees and dependents
	11 provincial departments	Timeous response	Employees and the organization	Limpopo	Annually	Relevancy of the program to employee and organizational needs is checked annually.
	Number of employees undergone medical screening	Proactive health promotion program	Employees	Limpopo	Annually	Medical screening of employees is done.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	Number of events held	Proactive health promotion program	Employees	Limpopo	Annually	Promotion of wellness through sporting activities is done annually
<b>OHS &amp; COID</b>	Number of departments develop and evacuation plan	Tested plan	departments	Limpopo	Annually	Evacuation plan is developed and implemented annually
	Number of First Aiders and Fire-Marshalls	Accredited training	departments	Limpopo	Every three years	First Aiders and fire-Marshalls trained annually
	Number of departments that have conducted organizational assessment	In line with the OHS Act.	departments	Limpopo	Every three years	Assessment of the organizational health and safety risk is done within every three years.
	Number of accepted claim	In line with the OHS Act.	departments	Limpopo	Within 30 days	Administration of payments in respect of occupational injuries and diseases is done within 30 days of the receipt of the accepted claim
<b>Mainstreaming HIV &amp; AIDS</b>	Number of campaigns (one per quarter).	As per national framework	Employees and other stakeholders	Limpopo	Quarterly	Education and empowerment of employees on HIV & AIDS is done quarterly.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	Mechanisms provided (support groups, Counseling structures and treatment support)	As per the national framework	Employees and dependents	Limpopo	Monthly	Provision of supportive mechanisms for infected and affected employees monthly.
<b>HR Capacity Development and Organisational design and Job Evaluation</b>	All	In line with legislations	Employees	Limpopo	5 working days	Termination of service is done within 5 working days
<b>Service benefits</b>	All	In line with legislations	Employees	Limpopo	5 working days	Employee benefits are processed within five working days.
<b>Records management</b>	All	In line with legislations	Employees	Limpopo	5 working days	Capturing, auditing and payment of denied leave done within five working days.
<b>Recruitment and selection</b>	All	In line with legislations	Employees	Limpopo	60 days	Recruitment of suitable candidates is finalized 60 days the closing date.
<b>Transfers and translations</b>	All	In line with legislations	Employees	Limpopo	Within 14 working days	Processes sing of transfers and

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
						translations, resettlement done within 14 working days.
<b>Records Management</b>	All	In line with the National Archive Act	Employees	Limpopo	Within 5 minutes	Files should be retrieved within a period of five minutes upon request
	All	In line with the National Archive Act	Employees	Limpopo	5 days	Follow-up on returned files should be done after 5 days.
	All	In line with the National Archive Act	Employees	Limpopo	Within one day	New files are opened within one day after the need has been identified.
	All	In line with the National Archive Act	Employees	Limpopo	Annually	Files shall be closed if terminated or have reached the thickness of 3cm/150 folios annually
	All	In line with the National Archive Act	Employees	Limpopo	Within one month	Transfers of files to /from departments should be done within one calendar month.
	All	In line with the National Archive Act	Employees	Limpopo	Annually	Sound record management is provided annually
<b>Promotion of access to information</b>	All	Promotion of Access to information Act	Employees	Limpopo	Annually	Openness transparency and accountability promoted through access to information is done annually

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Government Information Technology Office</b>	All	As per legislations	Employees	Limpopo	2 working days	Software support services provided within 2 working days in any user's station
	All	As per legislations	Employees	Limpopo	7 working days	Hardware maintenance services provided within 7 working days in any user's station
	All	As per legislations	Employees	Limpopo	Daily	Provide daily maintenance and security of departmental data to all user's
<b>Communications and Information Management</b>	All	As per legislations	Employees	Limpopo	End of March each year	Departmental Communication Strategy reviewed and finalized by end March each year
<b>Public Relations and Events</b>	All	As per legislations	Employees	Limpopo	Six weeks	Events planned six weeks prior calendar dates for a positive portray of the departmental corporate image
<b>Publications</b>	All	As per legislations	Employees	Limpopo	Quarterly	Internal and External Publications are published monthly and quarterly respectively
	All	As per legislations	Employees	Limpopo	Weekly	Update internal communication tools on weekly basis

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Media and Library</b>	All	As per legislations	Employees	Limpopo	Weekly	Promotion of media relations on weekly basis
	All	As per legislations	Employees	Limpopo	Daily	Daily briefing to the office of the Executive Authority on media trends for improved planning
<b>Service Delivery Improvement And BATHO PELE Unit</b>	All	In line with the White Paper on Batho Pele	Employees	Limpopo	End of March each year	Departmental Service Delivery Improvement Plan developed by the 31st March each year and implementation reported on quarterly basis
	All	White Paper on Batho Pele (Service Delivery)	Employees	Limpopo	End of December each year	Participation in the Premier's Service Excellence Awards programme by end of December each year
	All	White Paper on Batho Pele (service delivery)	Employees	Limpopo	Annually	Batho Pele flagship programmes are held annually
<b>Standards Development and Monitoring</b>	All	White Paper on Batho Pele (Service delivery)	Employees	Limpopo	Quarterly	Departmental service standards are monitored on quarterly basis

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Special programmes</b>	All	White Paper on Batho Pele (service delivery)	Employees	Limpopo	31 <sup>st</sup> March each year	Gender, Disability, Children, youth and Older Persons mainstreaming programmes incorporated in the Departmental Annual Performance Plans by the 31st March each year
<b>Supply Chain Management</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	4 working days	Verification for need and optimum method to fulfill the need be determined within four working days.
<b>Demand management</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 30 days	Finalization of bids is done within 30 days
<b>Acquisition</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 7 working days	Requests are finalized within 7 working days
<b>Logistics</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Daily	Stock levels are determined on daily basis
<b>Stores/Warehouse management</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Daily	Vendor performance monitored daily

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		Regulations				
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within a day	Quality, quantity and correctness of goods are checked within a day.
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 2 days	Stock marking (bar-coded) is done within 2 days
<b>Logistics</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	End of each year.	Government vehicle petrol cards are renewed before the end of each year.
<b>Transport</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Monthly	Claims on traveling expenses are paid monthly
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Once a week	Vehicle inspections on GG vehicles are done once a week by the Division Head/transport officer.
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 24 hours	Accidents with government vehicles are reported within 24 hours to the SAPS by the officer involved in an accident.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 24 hours	Loss of government vehicle is reported within 24 hours to the SA Police Service
	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Monthly	Inspections on subsidized vehicles are conducted monthly when fuel claims are submitted.
<b>Disposal Management</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo	Within 30 days	A plan for disposal of redundant and obsolete stock is drawn within 30 days of notification
		According to PFMA/Treasury Regulations	Employees	Limpopo	End of March each year	Detailed disposal reports are forwarded to the Provincial Treasury by the 31 March each year.
		According to PFMA/Treasury Regulations	Employees	Limpopo	90 days	Disposal of redundant stock is done 90 days after approval of the Accounting Officer.
<b>Financial Management Salary</b>	All	According to PFMA	employees	Limpopo	monthly	Payment of salaries to employees is done monthly
	All	According to PFMA	Employees	Limpopo	Within 14 days	Payment of claims is finalized within 14 days.
	All	According to PFMA	Employees	Limpopo	Within 14 days	Supplier payment are finalized within 14 days
	All	According to PFMA	Employees	Limpopo	Within 7 days	Allowances are finalized within 7 days

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	All	According to PFMA	Employees	Limpopo	Within 7 days	BAS cheques for the amount of R2000.00 or less are printed within a week.
	All	According to PFMA	Employees	Limpopo	Weekly	PERSAL cheques are printed weekly
	All	According to PFMA	Employees	Limpopo	Annually	IRP5 maintenance is done annually
	All	According to PFMA	Employees	Limpopo	Annually	IRP5 certificates are distributed annually within 14 days after printing.
	All	According to PFMA	Employees	Limpopo	Monthly	Regional service levy is submitted to municipalities monthly upon receipt of PERSAL reports
	All	According to PFMA	Employees	Limpopo	Monthly	Tax reconciliation are submitted to SARS before the 7 <sup>th</sup> of each month
<b>Budget</b>	All	According to PFMA	Employees	Limpopo	Annually	Consolidation of departmental inputs into MTEF and GFS document is finalized on the 31 May annually
	All	According to PFMA	Employees	Limpopo	End of March each year	Capturing of budget in BAS and FINEST

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
						systems is finalized on or before 31 March each year
	All	According to PFMA	Employees	Limpopo	1 <sup>st</sup> week of March each year	Closing of books-appropriation accounts shall be finalized during the 1 <sup>st</sup> week of May each year.
	All	According to PFMA	Employees	Limpopo	15 <sup>th</sup> of each month	Fund requisition for the department is submitted 4 days before 15 <sup>th</sup> of each month.
	All	According to PFMA	Employees	Limpopo	End of May each year	Preparations and submission of Annual Financial Statements on or before 31 May each year to Treasury and Auditor General
	All	According to PFMA	Employees	Limpopo	15 <sup>th</sup> of each month	Early Warning Report to Treasury is submitted on or before the 15 <sup>th</sup> of each month.
	All	According to PFMA	Employees	Limpopo	Quarterly	Quarterly submission of Financial reports to EXCO
	All	According to PFMA	Employees	Limpopo	Monthly	Monthly spending report is issued 5 days after each month
	All	According to	Employees	Limpopo	Within 5 days	Finalization of GFS and

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		PFMA				MTEF budget factoring in Adjustment Budget and submission to Treasury is done on the 1 <sup>st</sup> week of December within 5 days
	All	According to PFMA	Employees	Limpopo	3 <sup>rd</sup> week of January each year	Consolidation statistics in respect of infrastructure, personnel, training, and assets and submitting to Treasury is done on the 3 <sup>rd</sup> week of January.
	All	According to PFMA	Employees	Limpopo	End of February each year	Tabling of provincial budget by MEC for Finance-approved budget figure and MTEF budget is done at the end of February each year.
<b>Revenue and system</b>	All	According to PFMA	Employees	Limpopo	Within 24 hours	Banking of revenue collected is done within 24 hours in line with the departmental policies and regulations
	All	According to PFMA	Employees	Limpopo	Bi-monthly	Inspections are conducted bi-monthly at all collection points
	All	According to	Employees	Limpopo	Weekly	Weekly transfer of

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		PFMA				revenue collected by departments to provincial revenue
	All	According to PFMA	Employees	Limpopo	September each year	Revision and adjustment of revenue estimates/targets is done during the month of September each year.
	All	According to PFMA	Employees	Limpopo	Weekly	Spot check at collection points is done on weekly basis
	All	According to PFMA	Employees	Limpopo	Annually	Rotation of cashiers is done after twelve months of appointment
	All	According to PFMA	Employees	Limpopo	Within 3 days	FINEST and PERSAL user id's are issued within 3 days
	All	According to PFMA	Employees	Limpopo	Within a day	BAS user IDs is issued within a day
<b>Labour Relations</b>	All	As per Labour Relations Act	Employees	Limpopo	30 days	A grievance is finalized within 30 working days of receipt
	All	As per Labour Relations Act	Employees	Limpopo	30 days	Arbitration awards are implemented or reviewed within 30 days of receipt.
	All	As per Labour Relations Act	Employees	Limpopo	30 days	A grievance is finalized within 30 days of receipt

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	All	As per Labour Relations Act	Employees	Limpopo	60 days	The disciplinary process is finalized within 60 days after the discovery of the misconduct.
	All	As per Labour Relations Act	Employees	Limpopo	7 working days	Legal opinion/ contracts should be finalized within 7 working days of receipt of full instruction
<b>Security Management</b>	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Information and physical security audits are conducted monthly.
	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Security record checks of service providers and employees are conducted monthly prior to appointment
	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Security service level agreements are monitored monthly to evaluate compliance
	All	As per Minimum Information Security	Employees /Service Providers	Limpopo	Quarterly	Consultations with Service Providers are held quarterly.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		Standards (MISS)				
	All	As per Minimum Information Security Standards (MISS)	Employees/Service Providers	Limpopo	30 days	All security related investigations are finalized within 30 days of the incident
<b>Risk management</b>	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	The Risk assessment is conducted annually
	All	In line with PFMA	Employees/Service Providers	Limpopo	Quarterly	Risk Management Committee meetings are held on a quarterly basis
<b>Anti-fraud and corruption</b>	All	In line with PFMA	Employees/Service Providers	Limpopo	Monthly	Reported cases of suspected fraud and corruption are finalized a month.
	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	Compliance plan is developed annually
	All	In line with PFMA	Employees/Service Providers	Limpopo	Monthly	Audit responses are consolidated monthly.
<b>Compliance</b>	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	Compliance plan is developed annually

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
	All	In line with PFMA	Employees/S service Providers	Limpopo	Monthly	Audit responses are consolidated monthly.

### GENERIC SERVICE STANDARDS AND VALUES

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Courtesy</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Daily	Employees wear official name tags and introduce themselves when serving citizens whilst on duty
	All	According to the White Paper on transformation	Employees and other stakeholders	Limpopo	Daily	Clear sign posts/ directions to and at Public Institutions and offices are available at

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		of service delivery				all times
<b>Telecommunication</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Daily	Employees' official cellular phones are accessible at all times
	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Within 3 rings	Telephones at switchboard and offices are answered within three rings including lunchtime and messages are passed to relevant sections within a day
<b>Service delivery complaints and redress</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	30 working days	Reported Service delivery complaints finalized within 30 working days
<b>Information</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	30 working days	Departmental Information is readily available in all provincial languages at all service points and confidential information is supplied on request within 30 working days

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
<b>Mail</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	14 working days	Correspondence is acknowledged and responded to within 14 working days
<b>Meetings</b>	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Within 7 working days 2 days	Invitations to meetings are issued out within 7 working days before the scheduled meeting and apologies submitted 2 days before the date of the meeting





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