



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

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

SERVICE STANDARDS

2025/2026



The Heartland of southern Africa - development is about people



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1. VISION:

Integrated Sustainable Human Settlements.

2. 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.

3. 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 always conduct our business with integrity 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 and consistency: We shall treat all our beneficiaries, suppliers and employees with fairness and equity at all times.

Professionalism: We shall ensure that employees demonstrate high level of professionalism when interacting with stakeholders.

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

LIST OF ACRONYMS & ABBREVIATIONS

APP 4.	Annual Performance Plan	MPRA	Municipal Property Rates Act
AET	Adult Education Training	MPAC	Municipal Public Account Committees
BCEA	Basic Conditions of Employment Act	MSA	Municipal System Act
CDW	Community Development Workers	MPSS	Minimum Physical Security Standard
CRU	Community Residential Units	SDA	Skills Development Act
CoGHSTA	Co-operative Governance, Human Settlements & Traditional Affairs	SDF	Spatial Development Framework
COG	Cooperative Governance	SITA	State Information Technology Agency
DORA	Division of Revenue Act	SMS	Senior Management Service
DPSA	Department of Public Service Administration	SDIP	Service Delivery Improvement Plan
EEA	Employment Equity Act	SPLUMA	Spatial Planning and Land Use Management Act
EEDBS	Enhanced Extended Discount Benefit Scheme	PAIA	Promotion of Access to Information Act
EXCO	Executive Committee	PAJA	The Promotion of Administrative Justice Act
HSS	Human Settlement Subsidy/Secretariat	PMS	Performance Management System
HOD	Head of Department	PMDS	Performance Management Development System
HRD	Human Resources Development	PFMA	Public finance Management Act
IDP	Integrated Development Plan	PSA	Public Service Act
ICT	Information Communication Technology	PSR	Public Service Regulation
ISHS	Integrated Sustainable Human Settlements	PTO	Permission to Occupy
IYM	In Year Monitoring	POA	Program of Action
LED	Local Economic Development	RPL	Recognition of Prior Learning
LUS	Land Use Schemes	OHSA	Occupational Health and Safety Act
LRA	Labour Relation Acts	OTP	Office of the Premier
MEC	Member of the Executive Council	NHBRC	National Home Builders Registration Council
MISS	Minimum Information Security Standard	NARSA	National Archives and Records Service Act
MIG	Municipal Infrastructure programs	WSP	Workplace Skills Plan
MFMA	Municipal finance Management Act	TA	Treasury Acts

5. INTRODUCTION

Service Standards outline the specific delivery targets established by an organization. The Service Standards are made up of a set of commitments that an organization promises to honour when delivering a service. They describe what a client or user can expect to receive from the service, and the way the service will be delivered. The department has a total of forty-two (42) Directorates. All Directorates were consulted during the review process of the Service Standards. The continuous improvement in the quality of services and targets set, enabled the department to achieve its mandate.

In providing services, the department of Co-operative Governance, Human Settlements and Traditional Affairs is committed to adhering to the following eight (8) Batho-Pele principles in the implementation of the Service Standards:

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Redress
- Openness and Transparency
- Value for Money

The details of the key service offered to clients are summarized below:

6. BRANCHES

PROGRAMME 1: ADMINISTRATION

DIRECTORATE:

6.1 RISK MANAGEMENT, ANTI-FRAUD AND CORRUPTION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Investigate all reported cases of fraud and Corruption.	100% Reported cases	Prevention and Combating of Corrupt Activities Act. Act12 of 2004 read with Departmental Antifraud and Corruption Strategy.	Internal and External clients.	Limpopo Province	3 Months	Investigate all reported fraud and corruption cases and report progress within 3 months in line with Prevention and Combating of Corrupt Activities Act. Act12 of 2004 read with Departmental Antifraud and Corruption Strategy. Departmental procedure manual.

6.2 BRANCH: FINANCIAL MANAGEMENT SERVICES

6.2.1 CHIEF DIRECTORATE: FINANCIAL ADMINISTRATION AND ACCOUNTING

6.2.1.1 DIRECTORATE: MANAGEMENT ACCOUNTING

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Budget Planning	Three (3) Budget statements	Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations	Programmes (Administration, ISHS, COG and TA) within the Department and Provincial Treasury	Provincial Treasury and Internally	1 st draft by Second quarter 2 nd draft by 3 rd quarter and Final by 4 th quarter	Three (3) budget statements from 2 nd quarter to 4 th quarter submitted in line with Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations in Provincial Treasury and Internally.
	Two (2) Cash Flow Projections (Adjusted and Original)	Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations	Programmes (Administration, ISHS, COG and TA) within the Department and Provincial Treasury	Provincial Treasury and Internally	2025/26 FY Adjusted Cash flow projections during 3 rd quarter. 2026/27FY Original cash flow projection during 4 th quarter	Two (2) cash flow projections in Adjusted Cash flow projections during 3 rd quarter. Original cash flow projection during 4 th quarter in line with appropriated budget Provincial Treasury and Internally.
Budget Implementation	Twelve (12) Fund requisitions	PFMA, Cash flow projections and Treasury Regulations	Programmes within the Department and Treasury	Treasury and internally	One (1) fund requisition per month submitted	Twelve (12) Fund requisitions Implemented monthly in line with PFMA cashflow projections, and Treasury. Regulations Treasury and internally
Budget reporting	Four (4) Internal Audit Committee Reports	Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations	Internal Audit Committee	Provincial Treasury	One (1) report quarterly.	Four (4) Internal Audit Committee reports in line with Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations
	Twelve (12) In-Year Monitoring (IYM) reports	Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations	Programmes within the Department and Treasury	Treasury and internally	One (1) IYM report per month	Twelve (12) IYM reports are submitted to Provincial Treasury in line with Treasury Guidelines, Transversal budget policy, PFMA and Treasury Regulations.
Debt and revenue Management	One (1) Approved Revenue Budget and 30% debt collected	PFMA, Treasury Regulations Transversal Revenue policy	Directorates, Treasury and Members of the public	Country wide	2025/26 Financial year	One (1) Approved Revenue Budget and 30% debt collected in line with PFMA, Treasury Regulations Transversal Revenue policy in 2025/26.

6.2.1.2 DIRECTORATE: FINANCIAL ACCOUNTING AND ADMINISTRATION

SUB-DIRECTORATES: -

- SALARIES SERVICES
- CREDITORS SERVICES
- HOUSING FINANCE AND CONTRACTUAL PAYMENTS
- BOOKKEEPING AND FINANCIAL ACCOUNTING

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Processing of Creditors payments.	100% claims/invoices	Constitution, PFMA, PAJA, Treasury regulations 8.2.3, Transversal Financial policy, Financial Delegations and Procedure manuals	Suppliers of goods and services	Nationally	Within 30 days	Processed 100% creditors payments within 30 days in line with Constitution, PFMA, PAJA, Treasury regulations, Transversal Financial policy, Financial Delegations and Procedure manuals Nationally
Processing of Housing Contractors payments.	100% claims /invoices	Constitution, PFMA, PAJA, DORA, Treasury regulations 8.2.3, Transversal Financial policy, Financial Delegations and Procedure manuals	Suppliers of goods and services	Nationally	Within 30 days	Processed 100% of Housing contractor payments within 30 days in line with Constitution, PFMA, PAJA, DORA, Treasury regulations, Transversal Financial policy, Financial Delegations and Procedure manuals Nationally
Processing allowances and deductions of officials and Salary subsidies of Traditional Councils	100% of allowances and deductions processed	Constitution, PFMA, PAJA, Treasury regulations 8.2.3, Transversal Financial policy, Financial Delegations and Procedure manuals	Employees and non-employees of the Department	Nationally	Within 30 days	Processed 100% of allowances and deduction payments for employees and Non-employees of the Department within 30 days in line with Constitution, PFMA, PAJA, Treasury regulations, Transversal Financial policy, Financial Delegations and Procedure manuals Nationally
Payroll management	100% payroll distributed and returned	Constitution, PFMA, PAJA, Treasury regulations, Transversal	All employees	All branches within the department	Monthly	100% of payroll distributed and returned monthly in line with Constitution, PFMA, PAJA,
		Financial policy, Financial Delegations and Procedure manuals				Treasury regulations, Transversal Financial policy, Financial Delegations and Procedure manuals

6.2.2 CHIEF DIRECTORATE: SUPPLY CHAIN MANAGEMENT

6.2.2.1 DIRECTORATE: DEMAND, ACQUISITION AND CONTRACT MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Procurement Plan	One (1) Procurement Plan	Treasury requirements instruction note 2 of 2016/17.	Department	Department	Submitted by 31 March 2026	Procurement Plan compiled and submitted to Limpopo Provincial Treasury on or before the 31 March 2026 in line with Treasury requirements instruction note 2 of 2016/17
	4 quarterly reports	Treasury requirements instruction note 2 of 2016/17.	Department	Department	Quarterly	4 quarterly reports submitted to Limpopo Provincial Treasury in line with Treasury requirements instruction note 2 of 2016/17

6.2.2.2 DIRECTORATE: LOGISTICS, ASSETS AND FLEET SERVICES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Development of Asset Management plan	One (1) Asset Management plan developed	PFMA	Department	Department	2025/2026	One (1) Asset Management plan developed and submitted to the department by 4 th quarter for next financial year (2026) in line with PFMA
Verification of Assets	Two (2) Assets verification reports	PFMA and Transversal Asset Management Policy	Department	Department	Once in six months	Two (2) Assets verification reports issued once in six months in line with PFMA and Transversal Asset Management Policy.
Assets disposal	One (1) disposal of Assets	Treasury regulations and PFMA	Public	Limpopo Province	Once in a year	One (1) Disposal of Assets to members of the public conducted once a year in line with PFMA and Treasury regulations.
Stock –Count	Two (2) Stock –Count	Provincial Inventory Management Inventory	Department	Limpopo Province	One in six months	Two (2) stock –count reports issued in line with the provincial inventory management policy

6.2.2.3 DIRECTORATE: INTERNAL CONTROL AND COMPLIANCE

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	
Compile financial systems Reports and submit to financial Accounting and bookkeeping directorate.	4 Financial Reports	PFMA, Treasury regulation, Treasury guidelines	Provincial Treasury Internal Audit , Auditor General of South Africa Financial Accounting and Bookkeeping	Limpopo Province	2025/26 Financial year	4 Financial system reports Compiled and submitted to Financial Accounting and Bookkeeping directorate in line with PFMA, Treasury regulation, Treasury guidelines in Limpopo Province 2025/26 financial year.
Compile and update the Compliance Universe Reports	4 Compliance Universe report updated	PFMA, Treasury regulation, Treasury guidelines	Provincial Treasury Audit Committee, Risk Management Committee, SMS	Limpopo Province	2025/26 Financial year	4 Compliance universe reports, Compiled and updated at Provincial Treasury Audit Committee, Risk Management Committee, SMS in Limpopo Province in line with PFMA, Treasury regulation, Treasury guidelines 2025/26 Financial Year.
Monitor and co-ordinate implementation of the internal audit action plans on internal audit findings.	4 internal audit implementation plans reports.	PFMA, Treasury regulation, Treasury guidelines	Provincial Treasury Audit Committee, Risk Management Committee, SMS, Internal audit, AGSA	Limpopo Province	2025/26 Financial year	4 internal audit implementation plans reports, monitored, and coordinated at Provincial Treasury Audit Committee, Risk Management Committee, SMS, Internal audit, AGSA in Limpopo Province 2025/2026 Financial Year.

6.3 BRANCH: CORPORATE SERVICES

6.3.1 CHIEF DIRECTORATE: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

6.3.1.1 DIRECTORATE: HUMAN RESOURCE ADMINISTRATION AND EMPLOYEE WELLNESS

SUB-DIRECTORATES: -

- RECRUITMENT AND SELECTION
- CONDITIONS OF SERVICE AND REMUNERATION
- EMPLOYEE HEALTH AND WELLNESS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	l statement
Filling of posts	Fill 62 vacant posts.	Constitution of South Africa, Provincial Recruitment Policy, PSA, PSR; EEA, LRA. BCEA and HR Directives	Internal and External candidates	Provincial and National	2025/26 Financial year	Six-two (62) vacant posts filled in line with Constitution of South Africa, Provincial Recruitment Policy, PSA, PSR, EEA, LRA, BCEA and HR Directives by the end of 2025/26 financial year.
Implement Traditional Leaders Recognitions	100% Implementation	Constitution of South Africa, Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo House of Traditional Leaders Act no 5 of 2005 , Court orders and HR Directives	Traditional Leaders	Limpopo	2025/26 Financial year	Implemented 100% of Recognized Traditional Leaders in Limpopo in line with Constitution of South Africa, Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo House of Traditional Leaders Act no 5 of 2005, Court orders and HR Directives for 2025/26 financial year.
Leave Administration	100% Administration of leave applications	Compliance with the Directives and Determination of leave of absence in the Public Service, Public	All employees in the Department	In the Department	Within 3 working days	100% leave applications administered within 3 working days for all employees in the Department in line with Directives and Determination of leave of absence in the Public Service, Public Service Act, Public

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
		Service Act, Public Service Regulations, DPSA Special Leave Policy and Provincial Transversal Policy on Leave Management.				Service Regulations, DPSA Special Leave Policy and Provincial Transversal Policy on Leave Management.
Manage and facilitate the provision of employee health and wellness programs.	Four (4) health screening Sessions	Employee Health and Wellness Strategic Framework for Public Service	Internal clients	In the Department	2025/26 financial year	Four (4) Health screening sessions conducted in line with Employee Health and Wellness Strategic framework for public service in the Department in 2025/26 FY to all officials.
Coordination of Occupational health and Safety programmes	Four (4) meetings	Occupational Health and Safety Act.	Internal clients	In the Department	2025/26 financial year	To conduct four (4) Occupational Health and Safety committee meetings coordinated in line with OHSA, 2025/26 financial year

6.3.1.2 DIRECTORATE: HUMAN RESOURCE DEVELOPMENT AND PERFORMANCE MANAGEMENT

SUB-DIRECTORATES: -

- TRAINING AND CAPACITY DEVELOPMENT
- DEVELOPMENTAL PROGRAMMES AND RPL
- PERFORMANCE MANAGEMENT DEVELOPMENT SYSTEMS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Compilation, consolidation, approval, and implementation of the Workplace skills Plan	One (1) approved WSP.	Comply to SDA	Internal staff/ interns /learners/ students	Limpopo Province	30 April 2025	One (1) approved WSP in line with Skills Development Act for the 2025/26 Financial Year

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Internal bursary Awards	Thirty-six (40) internal bursaries	Provincial/Departmental Skills development policy.	Internal staff	Department	2025 Academic year	Thirty-six (36) internal bursaries awarded to learners studying with accredited institutions by the end of academic year 2025 as per allocated budget in line with Departmental skills development policy.
Facilitation of registrations of internal staff required to register with professional bodies	100% of internal staff required to register with professional bodies.	Comply with national policies and HRD strategy, Provincial/Departmental Skills development policy	Internal staff	Department	2025/26 Financial Year	100% of internal staff required to register with professional bodies as per registration requirements in line with the National Policies and HRD strategy, Provincial/Departmental Skills development policy in 2025/26 FY
Implementation of Induction and Orientation of employees/interns/learners	100% internal staff /interns/learner inducted and orientated	National / Provincial and Departmental Policies. Departmental Skills development policy	Internal staff /Interns/ Learners	Department	2025/26 Financial Year	100% of Newly recruited internal staff /interns/learners inducted and orientated within three months of their recruitment in line with Provincial and Departmental Skills development policy in 2025/26 Financial Year
Management of traineeship programme	50 trainees placed and trained.	Comply with the Provincial /Departmental Skills development policy	External learners	Provincial/National	Annually	50 trainees assisted to complete their qualifications and prepared for the job market annually in line with the Provincial / Departmental Skills development policy.
Management and administration of internship programme	62 interns placed and trained	Comply with the Provincial /Departmental Skills development policy	External learners	Provincial	Annually	62 interns placed and trained annually in line with the Provincial / Departmental Skills development policy.
Coordinate the Development and submission of performance Agreement/ Memorandum of Understanding.	100% coordination of the development and submission of	Departmental PMS Policy	In the Department	In the Department	1 st quarter 2025	Co-ordinated 100% of Performance Agreements / Memorandum of Understanding during 1st quarter of 2025 in line with Departmental PMDS Policy

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
	performance agreement	Legislative Frameworks like PSA; PSR; EEA; LRA etc.				Legislative Frameworks like PSA; PSR; EEA; LRA in the Department.
Coordinate the submission of evaluation reports (Mid -year performance Assessment)	100% coordination of submission of evaluation report	Departmental PMDS Policy Legislative Frameworks like PSA; PSR; EEA; LRA etc.	In the Department	In the Department	30 th October 2025 30 April 2025	Co - ordinated 100% submission of mid-year performance assessment in line with Departmental PMDS Policy Legislative Frameworks like PSA; PSR; EEA and LRA in the Department by the 30 th of October 2025. Co - ordinated 100% submission of end-year performance assessment in line with Departmental PMDS Policy Legislative Frameworks like PSA; PSR; EEA; and LRA in the Department by the 30 th of April 2025
Identify and Process Grade/accelerated progression and pay progression to qualifying employees	100% Grade/Accelerated pay progression to qualifying employees processed	Departmental PMDS Policy, Resolution 2 of 2009 Resolution 2 of 2009 and Resolution 3 of 2009 Incentive Policy Framework of 2019	In the Department	In the Department	31 March 2026	Identified and processed grade/accelerated progression and pay progression in line with Departmental PMDS Policy, Resolution 2 of 2009, Resolution 3 of 2009 and Incentive Policy Framework of 2019 by the 31 st of March 2026 in the Department

6.3.1.3 DIRECTORATE: LABOUR RELATIONS

SUB DIRECTORATE: -

- COLLECTIVE BAGAINING
- GRIEVANCE HANDLING
- MISCONDUCT AND DISPUTES

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Management of Misconduct and Disputes	Attend 100% misconduct and disputes cases as reported	Departmental policy, Public Service Act, Public Service Regulations, Labour Relations Act, Resolution 1 of 2003 .SMS Handbook and GPSSBC Resolutions	All staff Members	Department	Quarterly basis	Managed Misconduct and Disputes for the Department quarterly in line with Departmental policy, Public Service Act, Public Service Regulations, Labour Relations Act, Resolution 1 of 2003, SMS Handbook and GPSSBC Resolutions
Grievance Handling	Attend 100% grievances lodged.	Departmental policy, Public Service Act, Public Service Regulations, Labour Relations Act. Resolution 14 of 2002 and SMS Handbook	All staff Members	Department	30 working days and 45 working days (SMS)	Resolve 100% grievances lodged within 30 working days and 45 working days (SMS) in line with Departmental policy, Public Service Act. Public Service Regulations, Labour Relations Act. Resolution 14 of 2002 and SMS Handbook

6.3.1.4 DIRECTORATE: ORGANISATIONAL DEVELOPMENT AND HR PLANNING

SUB DIRECTORATE: -

- ORGANISATIONAL DESIGN AND JOB EVALUATION
- PROCESS IMPROVEMENT AND CHANGE MANAGEMENT
- HR PLANNING AND INFORMATION AND SYSTEM

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Develop and review of Job Descriptions	Thirty-six (36) Job Descriptions	Public Service Regulations	All staff members	In the Department	Annually	Thirty- six (36) Job descriptions developed and reviewed annually in line with Public Service regulation.
Develop and review standard operating procedures	Four (4) Standard Operating Procedures	Operations Management Framework and Public Service Regulations	All Directorates	In the department	Annually	Four (4) Standard Operations Procedures developed and reviewed annually in line with Operations Management Framework and Public Service Regulations.

6.3.2 DIRECTORATE: SECURITY MANAGEMENT SERVICES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Improve and prevent security breaches in all departmental buildings.	100% improved prevention of security breaches	Minimum Information Security Standard (MISS). South African Police Act. Act 68 of 1995 read with Minimum Physical Security Standard (MPSS). The control of Access to public premises and vehicle Act 53 of 1985	Internally and externally.	Limpopo Province	30 Days	Security breaches investigated and progress reported within 30 days of the incident in line with Minimum Information Security Standard (MISS). South African Police Act. Act 68 of 1995 read with Minimum Physical Security Standard (MPSS), The control of Access to public premises and vehicle Act 53 of 1985.

6.3.3 CHIEF DIRECTORATE: GOVERNMENT INFORMATION TECHNOLOGY OFFICE AND COMMUNICATION SERVICES

6.3.3.1 DIRECTORATE: INFORMATION COMMUNICATION TECHNOLOGY SERVICES

SUB-DIRECTORATE: -

- SYSTEM DEVELOPMENT
- ICT INFRSTRUCTURE
- ICT GOVERNANCE AND PROJECTS
- ICT SECURITY

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
To resolve ICT queries logged	90% logged queries resolved and closed	SITA Act, Departmental ICT Policies and Minimum Information Security Standard Act and Information Management Technology Service	All Staff members	In the Department	30 working days	Resolved 90% of logged queries within 30 working days to all staff members in the Department in line with SITA Act, Departmental ICT Policies and Minimum Information Security Standard Act and Information Management Technology Service

6.3.3.2 DIRECTORATE: COMMUNICATION SERVICES

SUB-DIRECTORATES: -

- INTERNAL COMMUNICATIONS
- MARKETING AND OUTREACH PROGRAMMES
- MEDIA RELATIONS AND CONTENT MANAGEMENT

SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Manage the Internal Communication and Language Services Programmes	100% of internal communication and Language Services programmes	Communication policy and strategy Language Policy	All staff	In the Department	Annually	100% of Internal communication and Language Services Programmes managed to all staff members by annually in line with Communication policy and strategy: and Language Policy
Manage the Departmental Marketing and Outreach Programmes	100% of Marketing and Outreach Programmes	Communication policy and strategy	All Staff and the Public	Limpopo Province.	Annually	100% of departmental Marketing and Outreach Plans managed annually in line with Communication policy and strategy.
Manage Media Relations and Departmental Content Management	100% Media Relations and Departmental Content Management	Communication policy and strategy	All Staff and the Public	Limpopo Province.	Annually	100% of media relations and departmental content managed Annually in line with Communication policy and strategy.

6.3.3.3 DIRECTORATE: RECORDS AND FACILITIES MANAGEMENT

SUB-DIRECTORATES: -

- GENERAL RECORDS
- RESOURCE CENTRE AND KNOWLEDGE MANAGEMENT
- HR RECORDS
- FACILITIES AND OFFICE SERVICE

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Implementation of promotion of Access to Information	100% of received requests	Promotion of Access to Information Act 2 of 2000	Internal and External clients	Countrywide	Monthly	100% of received requests attended to monthly, for internal and external clients countrywide in line with Promotion of Access to Information Act 2 of 2000.
Disposal of records	100% of records due for disposal	Provincial Archives Act no 5 of 2011	In the Department	Within the Department	90 days after approval from Provincial archives	100% of records disposed after approval within 90 days in the Department in line with Provincial Archives Act no 5 of 2011
Management and implementation of records management policy	100% of all records	Provincial Archives Act and Records management policy	Records Management Staff	Within the Department	Daily	100% of all records managed and implemented daily in the Department in line with Provincial Archives Act and Records management policy
Identifying and Profiling Subject Matter Experts	20 Subject Matter Experts	Departmental and Provincial Knowledge Management Policy	Internal staff members	Within the Department	Quarterly	20 Subject Matter Experts identified and profiled quarterly in the Department in line with Departmental and Provincial Knowledge Management Policy

6.2.4 CHIEF DIRECTORATE: STRATEGY MANAGEMENT SERVICES

6.2.4.1 DIRECTORATE: STRATEGIC PLANNING, RESEARCH, MONITORING AND EVALUATION

SUB-DIRECTORATES: STRATEGIC PLANNING, MONITORING AND EVALUATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Development of the departmental plans and performance information reports	One (1) Departmental APP, One (1) Annual Operational Plan Four (4) Quarterly reports One (1) Annual performance report)	Public Finance Management Act Revised Framework for Strategic plans and Annual Performance Plans	The Public; Legislature; the Department of Planning, Monitoring and Evaluation; Office of the Premier (OTP); Audit Committee, National COGTA. National Human Settlements and Provincial Treasury	Limpopo Province	Annual basis and in-year monitoring and quarterly reporting	Annual performance plan, Annual Operational Plan, quarterly reports, and annual performance information reports available by the end of the financial year in line with prescribed legislations.

SUB-DIRECTORATE: RESEARCH AND POLICY CO-ORDINATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Coordination of policy activities.	100% of policy activities coordinated	National and Provincial policy Development Framework.	Department	Limpopo Province	Quarterly	100% Coordination of policy activities in line with National and Provincial policy Development Framework on quarterly basis.
Coordinate Research Activities	100% of research activities coordinated	National and Provincial Research Guidelines	Limpopo Communities	Limpopo Province	Quarterly	100% coordination of research activities in line with National and Provincial Research Guidelines on quarterly basis in Limpopo Province

6.2.4.2 DIRECTORATE: BATHO PELE, COMPLAINTS MANAGEMENT AND SPECIAL PROGRAMMES

SUB-DIRECTORATES: -

- BATHO PELE UNIT
- COMPLAINTS MANAGEMENT SERVICES
- SPECIAL PROGRAMMES AND DIVERSITY MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Review and Develop Service Standards	42 Directorates	Operations Management Framework, Public Service regulation and White paper on transforming public service delivery of 1997	All Departmental Directorates	Limpopo Province (Department of Co-operative governance, Human Settlement and Traditional Affairs)	Fourth quarter	Reviewed and Developed 42 Directorates' Service Standards during 4 th quate in line with Operations Management Framework, Public Service regulation and White paper on transforming public service delivery of 1997 in the Department in Limpopo Province.
Monitor Departmental Service Standards	42 Directorates	Operations Management Framework, Public Service regulation and White paper on transforming public service delivery of 1997	All Departmental Directorates	Limpopo Province (Department of Co-operative governance, Human Settlement and Traditional Affairs)	Quarterly	Monitored 42 Directorate's Service Standards quarterly in line with Operations Management Framework, Public Service regulation and White paper on transforming public service delivery of 1997 in the Department in Limpopo Province.
To resolve all Housing related queries logged	100% logged queries resolved	In line with Complaints Management Policy, White paper on transforming public service delivery of 1997 and Complaints Management Framework and Guidelines for the handling of complaints and	27 Municipalities	Limpopo province	31 working days	Resolved all Housing related queries logged within 31 working days in 27 Municipalities in line with Complaints Management Policy, White paper on transforming public service delivery of 1997 and Complaints Management Framework and Guidelines for the

		enquiries in the public sector.				handling of complaints and enquiries in the public sector.
Conduct Special Programmes Workshops	12 Workshops	-Beijing Platform of Action of 1995, -8 Principle Action Plan for Promoting Women's Empowerment and Gender Equality of 2007, - White Paper on the Rights of PWD's of 2014 - Children's Act 38 of 2005, - Older Person's Act 13 of 2006 - National Youth Policy of 2020-2030	Internal and External clients	Department and Municipalities	2025/20256 Financial year	12 Special Programmes Workshops Conducted in line with the Beijing Platform of Action of 1995, -8 Principal Action Plan for Promoting Women's Empowerment and Gender Equality of 2007, - White Paper on the Rights of PWD's of 2014 - Children's Act 38 of 2005, - Older Person's Act 13 of 2006 - National Youth Policy of 2020-2030 during 2024/2025 Financial year in the Department and Municipality.
Assist Municipalities with Special Programmes	27 Municipalities	-Beijing Platform of Action of 1995, -8 Principles Action Plan for Promoting Women's Empowerment and Gender Equality of 2007, - White Paper on the Rights of PWD's of 2014 - Children's Act 38 of 2005, - Older Person's Act 13 of 2006 - National Youth Policy of 2020-2030	Special Focus Coordinators	Districts and Local Municipalities	2025/2026 Financial year	Assisted 27 Municipalities with Special Programmes in line with - Beijing Platform of Action of 1995, -8 Principal Action Plan for Promoting Women's Empowerment and Gender Equality of 2007, - White Paper on the Rights of PWD's of 2014 - Children's Act 38 of 2005, - Older Person's Act 13 of 2006 - National Youth Policy of 2020-2030 for 2024/2025 financial year in all Districts and Municipality.

6.2.4.3 DIRECTORATE: LEGAL SERVICES

SUB-DIRECTORATES: -

- CONTRACT DRAFTING AND COMPLIANCE
- LITIGATION AND LEGAL ADVISORY SERVICES
- LEGISLATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Litigation and Legal Opinion	100% Management of cases and legal opinions.	Well researched legal opinions	Department and municipalities	Department and municipalities	20 working days.	Provide legal opinions as per request, within 20 working days. Satisfactory processing and Management of cases
Contracts drafting and compliance	100% drafting and vetted contracts	Watertight contracts / service level agreements and memorandum of understanding	Department/ Service provider and municipalities	Department/ Service provider and municipalities	30 working days	Watertight Contracts are drafted and vetted within 30 working days with of receipt from the end user or Directorate
Legislation and by- Laws	100% of drafting amending and repealing of legislation. Drafting, vetting, and editing of by-laws.	National legislation drafting and legislation drafting manual.	Departmental and Municipalities	Departmental and Municipalities	90 days	By laws are published in the Provincial Government gazettes for Municipalities within 90 days in line with National legislation drafting and legislation drafting manual.

6.3 BRANCH: INTERGRATED SUSTAINABLE HUMAN SETTLEMENTS: PROGRAMME 2:

6.3.1 CHIEF DIRECTORATE: HUMAN SETTLEMENTS PLANNING, PERFORMANCE AND STAKEHOLDER MANAGEMENT

6.3.1.1 DIRECTORATE: SUSTAINABLE HUMAN SETTLEMENT PLANNING AND PERFORMANCE MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Provide quality assurance, monitoring and evaluation	100%	National Housing Code NHBRC National Building Regulations	Local municipalities	Twenty-two (22) municipalities	12 Months	Provide 100% quality assurance, monitoring and evaluation line with National housing code, NHBRC and National Building Regulations for 22 local municipalities in 12 months
To provide Human Settlement Technical Services	100%	National Housing Code	All Districts and 22 Local Municipalities	Limpopo Province	12 Months	Provide 100% Human Settlements Technical services to All the Districts and 22 Local municipalities in line with National Housing Code for 12 months in Limpopo Province
To provide Human Settlement Planning	100%	National Housing Code SPLUMA	All Districts and 22 Local Municipalities	Limpopo Province	12 months	Provide 100% Human Settlement Planning to all the Districts and 22 Local municipalities in line with SPLUMA, National Housing Code in 12 months in Limpopo province.
To manage performance reporting of human Settlements programs	100% performance reported on Human Settlement	In line with Housing Act	Provincial Treasury National Department of Human Settlement	Limpopo Province	12 months	Manage 100% performance reporting to Provincial Treasury and National Human Settlement reporting programs in line with Housing Act for Limpopo Province in 12 months

6.3.1.2 DIRECTORATE: STAKEHOLDER ENGAGEMENT AND CAPACITY DEVELOPMENT

SUB-DIRECTORATES: -

- HUMAN SETTLEMENT CAPACITY DEVELOPMENT
- HUMAN SETTLEMENT STAKEHOLDER ENGAGEMENT
- HUMAN SETTLEMENT NEEDS ANALYSIS

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Manage and coordinate municipalities and contractor capacity development program, Human Settlement Accreditation	Two (2) local municipalities	Reviewed Municipal Accreditation Framework 2023	Two (2) Local Municipalities	Polokwane and Lephalale local municipalities	12 Months	Manage, coordinate Polokwane and Lephalale local municipalities and contractor capacity development program, Human Settlement Accreditation in line with Municipal Accreditation Framework of 2017 for 12 months
Conduct Human Settlements Consumer Education workshops.	Twenty-eight (28) workshops conducted.	Batho Pele Principles of Consultation, Courtesy and Value for money.	Beneficiaries for RDP houses.	Limpopo.	12 months.	Conducted 28 Human Settlements Consumer Education workshops for Beneficiaries for RDP houses in Limpopo in line with Batho Pele Principles of Consultation, Courtesy and Value for Money for 12 Months.
Provide Human Settlement Stakeholder Engagement	Twenty (40) Sessions	Batho Pele Principle of Consultation	Communities Ward Councilors	Limpopo Province	12 Months	To conduct 40 sessions of Engagement with communities and Ward Councilors in Limpopo Province in line with Batho Pele principle of Consultation for 12 Months.
Develop, facilitate, and monitor the implementation of Human Settlements Policies and Undertake Needs Research	Two (1) policies and 1 research paper	Constitution of South Africa Chapter 2 of the Bill of Rights	Coghsta Municipalities Communities	Limpopo province	Annually	Develop, facilitate, and monitor the implementation of Human Settlement Policies and undertake needs research in line with Constitution of SA Chapter 2 of the Bill of Rights for Coghsta, municipalities and communities in Limpopo on annual basis

6.3.2 CHIEF DIRECTORATE: HUMAN SETTLEMENT ADMINISTRATION AND PROPERTY MANAGEMENT

6.3.2.1 DIRECTORATE: HUMAN SETTLEMENT PROPERTY MANAGEMENT

SUB-DIRECTORATES: -

- PROPERTY DISPOSAL AND LEASING
- REGISTRATION AND TENURE
- HUMAN SETTLEMENT SECRETARIAT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Secure individual ownership of public housing stock through (EEDBS) Enhanced Extended Discount Benefit Scheme	100% identified. Properties to be transferred	In line with EEDBS policy	Beneficiaries/ tenants already occupying such properties	22 Local Municipalities	12 months	100% identified beneficiaries secure individual ownership of public housing stock through EEDBS in line with EEDBS policy for 22 municipalities in Limpopo in 12 months
Secure individual ownership for beneficiaries of low-cost houses	100% identified. Properties to be transferred	In line with Housing Act 107 of 1997	Beneficiaries of low-cost houses	22 Local Municipalities	12 months	100% identified beneficiaries secure individual ownership in line with Housing Act 107 of 1997 to 22 Local Municipalities within 12 months
Resolve disputes between landlords and tenants.	100% resolved cases	Rental Housing Act 50 of 1999, regulations as amended. Governance framework Rental Housing tribunal Governance framework.	Landlords, tenants and property practitioners.	All Residential Rented premises in Limpopo Province	90 days	100% cases resolved on all residential rented premises in Limpopo province within 90 days' in line with Rental Housing Act 50 Of 1999 regulations as amended, Regulations and Governance framework Rental Housing tribunal.

6.3.2.1 DIRECTORATE: HUMAN SETTLEMENTS SUBSIDY ADMINISTRATION

SUB-DIRECTORATE: -

- SUBSIDY ADMINISTRATION
- HUMAN SETTLEMENT CLAIMS MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
To approve Housing subsidies	2923 approved beneficiaries.	Housing Act, Completed and approved subsidy applications on HSS.	Beneficiaries' earning (R3500.00 or less)	22 Local Municipalities	Quarterly	2923 housing subsidies approved in 22 Local municipalities quarterly for beneficiaries earning R3500.00 or less in line with Housing Act, Completed and approved subsidy applications on HSS.
To approve Housing subsidies	100 approved beneficiaries	Housing Act, Completed and approved subsidy applications on HSS.	Beneficiaries' earning (R3501- R22 000)	22 Local Municipalities	Quarterly	100 housing subsidies approved in 22 Local municipalities quarterly for beneficiaries earning R3501- R22 000) in line with Housing Act, Completed and approved subsidy applications on HSS.
Capturing Claims on HSS	100% of received claims	Housing Act Housing code Public Finance Management Act	Contractors	Limpopo Province	Within 4 days after received claims.	100% of received claims captured for Contractors in Limpopo Province within 4 days in line with Housing Act, Housing Code and Public Finance Management Act
Loading and Approving contracts	100% of received contracts loaded and approved on the Housing Subsidy System.	Housing Act Housing Subsidy System Housing code	Contractors	22 Local Municipalities	Within 4 days after received contracts documents.	100% of received contracts loaded and approved on Housing Subsidy System in 22 Local Municipalities within 4 days in line with Housing Act, Housing Subsidy System and Housing Code

6.3.3 CHIEF DIRECTORATE: HUMAN SETTLEMENTS PROGRAMMES AND PROJECT MANAGEMENT – REGION A & B

SUB-DIRECTORATE: -

- DISTRICT CAPRICORN
- DISTRICT WATERBERG
- DISTRICT SEKHUKHUNE
- DISTRICT VHEMBE
- DISTRICT MOPANI

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
Houses delivered through programmes in the housing code	7291 BNG houses delivered.	Houses constructed to comply with NHBRC standards	Approved qualifying beneficiaries	22 Local / municipalities	12 months	7291 BNG houses delivered in all 22 municipalities to all approved qualifying beneficiaries within 12 months in line with NHBRC Standards
Services: Project Linked: Urban/Informal Settlements Upgrading and installation of services (sewer, water and grading of roads)	1639 serviced sites.	Housing code and Approved subsidy quantum	Qualifying beneficiaries	22 Local Municipalities	12 months	1639 sites serviced for qualifying beneficiaries in 22 municipalities with installation of (sewer, water reticulation and grading of roads) within 12 months in line with Housing code and Approved subsidy quantum

6.4 BRANCH: COOPERATIVE GOVERNANCE: PROGRAMME 3

6.4.1 CHIEF DIRECTORATE: DEVELOPMENT AND PLANNING

6.4.1.1 DIRECTORATE: IDP CO-ORDINATION

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Facilitate the development of legally compliant and implementable municipal IDPs	One (1) MEC's IDP Assessment Report	Municipal System Act 32 of 2000	Twenty-seven 27 municipalities	Limpopo Province	Annually	Twenty-seven (27) legally compliant and implementable Municipal IDP's assessed in line with Municipal System Act 32 of 2000 on annual basis.

6.4.1.2 DIRECTORATE: LOCAL ECONOMIC DEVELOPMENT

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Support Municipalities in the implementation of initiatives / interventions in line with LED strategies	Implementation of LED initiatives / interventions in line with LED strategies in 8 Prioritized Municipalities	National LED framework 2018-2028	8 Prioritized Municipalities Ephraim Mogale Feta Kgomo Vhembe District Blouberg Greater Letaba Bela Bela Musina Molemole	Ephraim Mogale Feta Kgomo Vhembe District Blouberg Greater Letaba Bela Bela Musina Molemole	Annually	LED initiatives / interventions implemented in line with National LED framework 2018-2028 supported annually in 8 prioritized Municipalities.
Support municipalities in the implementation of Community Work Programme	Monitor 23000 work opportunities reported through CWP in 22 municipalities	CWP policy framework (CWP)	22 Local Municipalities	22 Local Municipalities	Annually	23000 work opportunities reported through CWP monitored in line with the CWP Policy framework annually in 22 Municipalities.

6.4.1.3 DIRECTORATE: SPATIAL PLANNING

SUB-DIRECTORATES: - • LAND SURVEY SERVICES • STRATEGIC SPATIAL DEVELOPMENT • GEOGRAPHIC INFORMATION SERVICES (GIS)

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Support the municipalities to implement Spatial Development Frameworks in terms of the guidelines.	Twenty-seven (27) Municipalities	Spatial Planning and Land Use Management Act 16 Of 2013 (SPLUMA)	Twenty-seven (27) Municipalities	Limpopo province	Annually	Twenty-seven (27) municipalities supported to implement credible SDFs in terms of the policies /guidelines annually.
Number of municipalities supported with Demarcation of sites.	Twenty-two (22) Local Municipalities	Spatial Planning and Land Use Management Act 16 Of 2013 (SPLUMA) Land survey Act 8 of 1997	Twenty-two (22) Local Municipalities	Limpopo Province	Annually	Twenty-two (22) Local Municipalities supported with Demarcation of sites in line with Spatial Planning and Land Use Management Act 16 Of 2013 (SPLUMA) and Land survey Act 8 of 1997, in Limpopo annually.
Number of municipalities supported with Geographic Information Systems services	Twenty-seven (27) Municipalities	Spatial Development Infrastructure Act 54 of 2003 and Limpopo GIS policy	(27) Municipalities	Limpopo Province	Annually	Twenty-seven (27) Municipalities supported with GIS services in line with SDI Act and Limpopo GIS policy annually

6.4.1.4 DIRECTORATE: LAND USE, DEEDS AND STRATEGIC STATUTORY PLANNING

SUB-DIRECTORATE: -

- LAND USE MANAGEMENT
- DEEDS SERVICES
- STRATEGIC STATUTORY PLANNING

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Facilitate acquisition of Security of Tenure Rights	150 applications processed on R293 and R45 towns	Deeds Registries Act, Act 47 of 1937 Proclamation R293 of 1962 and R45 of 1990 towns	Municipalities Attorneys Public (Communities in R293 towns and R45 towns)	Limpopo Province	Annually	150 acquisitions of Security of Tenure Rights applications facilitated in 29 R293/ R45 towns in 14 Local Municipalities on annually in line with Deeds Registries Act, Act 47 of 1937, Proclamation R293 of 1962 and R45 of 1990 town in Limpopo.
Support municipalities in the development/review and implementation of Land Use Schemes (LUS)	Twenty-two (22) Local Municipalities	Spatial and Land Use Management Act, Act 16 of 2013 (SPLUMA)	Local Municipalities	Limpopo Province	Annually	22 Local Municipalities Supported in the development/review and implementation of LUSs in line with the SPLUMA, Act 16 of 2013, in Limpopo Province Annually.
Evaluate and process Land development and use rights applications in support of all Local Municipalities in terms of applicable legislations.	250 Land Use and development applications processed in terms of applicable legislation	SPLUMA, Advertisement on Roads and Development Act, Act 21 of 1940, Proclamation R293 of 1962; R188 of 1969; and R45 of 1990 towns, Ordinance 7 of 1925.	Local Municipalities and Land developers	Limpopo Province	Annually	250 Land use and development rights applications evaluated and processed in support of various m Local Municipalities in line with applicable legislation. (i.e., SPLUMA, advertisement on roads and Development Act, Act 21 of 1940. Proclamation R293 of 1962; R188 of 1969; and R45 of 1990 towns, Ordinance 7 of 1925) annually.
Support Municipalities with the Implementation of SPLUMA and development of key modalities	Twenty-Two (22) Local Municipalities	Spatial and Land Use Management Act, Act 16 of 2013 (SPLUMA) and its regulation	Local Municipalities	Limpopo Province	Annually	Twenty-two (22) local Municipalities supported with the implementation of SPLUMA and development of key modalities in line with Spatial and Land Use Management Act, Act 16 of 2013 (SPLUMA) and its regulation annually

6.4.2 CHIEF DIRECTORATE: MUNICIPAL INFRASTRUCTURE DEVELOPMENT

DIRECTORATES: -

- MUNICIPAL INFRASTRUCTURE DEVELOPMENT PLANNING
- MUNICIPAL INFRASTRUCTURE DELIVERY PROGRAMMES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Monitor and support the provision of basic services through registration of MIG projects.	Twenty-five (25) Municipalities	MIG policies DORA MFMA	Twenty-five (25) Municipalities (Polokwane & Waterberg District municipality excluded; they do not receive MIG)	Limpopo province	Annually.	Twenty-five (25) Municipalities (Polokwane & Waterberg District municipality excluded) 25 Monitored and supported the provision of basic services through registration of MIG projects in line with MIG policies, DORA and MFMA annually.
Monitor and support the provision of basic services through the evaluation of MIG reports.	Twenty-five (25) Municipalities	MIG policies DORA MFMA	Twenty-five (25) Municipalities (Polokwane & Waterberg District municipality excluded; they do not receive MIG)	Limpopo province	Monthly	Twenty-five (25) municipalities monitored and supported monthly to provide basic services through the evaluation of MIG reports, in line with MIG policies. DORA, MFMA

6.4.3 CHIEF DIRECTORATE: COOPERATIVE GOVERNANCE SUPPORT

6.4.3.1 DIRECTORATE: MUNICIPAL FINANCE

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Support and monitor municipalities in implementation of Municipal property rates Act	Twenty-two (22) Local Municipalities	MPRA MFMA MSA	Twenty-two (22) local municipalities	Limpopo Province	Bi-annually	Supported and monitored 22 Local municipalities bi-annually with the implementation of the Municipal property rates Act in Limpopo Province.
Monitor and support municipalities with compilation of Annual Financial Statements	Twenty-seven (27) Municipalities	MFMA	Twenty-seven (27) Municipalities	Limpopo Province	2 nd and 3 rd quarter	Monitored and supported (27) twenty-seven municipalities with compilation of Annual Financial Statements in line with the MFMA in Limpopo Province by the 2 nd and 3 rd quarter.
Monitor functionality of Municipal Public Account Committee (MPAC)	Twenty-seven (27) Municipalities	MFMA Municipal Structures Act	Twenty-seven (27) Municipalities	Limpopo Province	Quarterly	Monitored Twenty-seven (27) Municipalities quarterly and support to ensure functional MPAC's in Limpopo Province.
Coordination of Provincial debt forum	Twenty-two (22) Local Municipalities	MFMA MPRA	Twenty-two (22) Local Municipalities	Limpopo Province	Quarterly	Coordinated Provincial Debt Forum quarterly for (22) twenty two Local Municipalities in Limpopo Province in line with MFMA and MPRA

6.4.3.2 DIRECTORATE: MUNICIPAL PERFORMANCE MONITORING AND EVALUATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Compile MEC (Municipal System Act) section 47 report	One (1) report	Municipal Systems Act and Municipal Finance Management Act.	Internal and External Stakeholders	Limpopo Province	end August	One (1) MEC Section 47 report compiled by the end of August in line with Municipal Systems Act and Municipal Finance Management Act internally and externally.
Support Municipalities with the implementation of Performance Management System	One (1) report	Chapter 6 MSA and municipal performance regulation 2006	Twenty-seven (27) Municipalities	Limpopo Province	Quarterly	Twenty-seven (27) Municipalities supported on PMS implementation in line with Chapter 6 MSA and municipal performance regulation 2006 in Limpopo quarterly.
Support municipalities to comply with MSA section 56 and 57 managers.	One (1) report	MSA and Regulations	Twenty-seven (27) Municipalities	Limpopo Province	Quarterly	Twenty-seven (27) Municipalities supported to comply with MSA section 56 and 57 managers in line with MSA and Regulations in Limpopo.
Compile B2B Report	One (1) report	B2B Framework	Internal and External Stakeholders	Limpopo Province	Quarterly	B2B reports compiled in accordance with B2B framework plan in Limpopo

6.4.3.3 DIRECTORATE: MUNICIPAL INSTITUTIONAL CAPACITY BUILDING

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Coordinate Capacity Building intervention.	27 Municipalities	Municipal Systems Act	27 Municipalities	Limpopo Province	Annually	Coordinated Capacity building intervention annually in all (27) Municipalities in Limpopo Province in line with Municipal System Act.
Monitor the extent to which municipalities implement anticorruption measures	27 Municipalities	Municipal Systems Act	27 Municipalities	Limpopo province	Annually	Monitor the extent to which municipalities implement anticorruption measures annually for 27 Municipalities in the Limpopo Province in line with Municipal Systems Act.

6.4.4 CHIEF DIRECTORATE: DEMOCRATIC GOVERNANCE & DISASTER MANAGEMENT

6.4.4.1 DIRECTORATE: DEMOCRATIC GOVERNANCE

SUB-DIRECTORATES: -

- PUBLIC PARTICIPATION
- ELECTIONS AND INTERRGOVERNMENTAL CO-ORDINATION

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Support Municipalities with the development, review and implementation of ward operational plans.	Twenty-two (22) local municipalities	Amended Municipal structures act 117 of 1998, and municipal systems act 32 of 2000	Twenty-two (22) local municipalities	Twenty-two (22) local municipalities	Quarterly	Supported Twenty-two (22) Local Municipalities with the development, review and implementation of ward operational plans in line with Amended Municipal structures act 117 of 1998, and municipal systems act 32 of 2000 on quarterly basis.
Grading of municipalities	Twenty-seven (27) municipalities	Remuneration of public office barer s Act 20 of 1998, Amended Municipal structures Act 117 of 1998, Statistics South Africa Act no 06 of 1999	Twenty-seven (27) municipalities	Twenty-seven (27) municipalities	End of 3 rd quarter	Graded Twenty-seven (27) municipalities in the 3 rd quarter in line with Remuneration of public office barer s Act 20 of 1998, Amended Municipal structures Act 117 of 1998, Statistics South Africa Act no 06 of 1999.

6.4.4.2 DIRECTORATE: COMMUNITY DEVELOPMENT PROGRAMMES

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Support Municipalities to respond to community concerns.	<ul style="list-style-type: none"> • Twelve (12) cases per CDW • Twelve (12) liaison work activity • One (1) Ward profile per CDW 	Handbook for community Development Workers Master plan on Community Development Chapter 8 of the public service regulations section 107-108	Twenty-seven (27) Municipalities	Limpopo Province	Quarterly	Supported 27 Municipalities to respond to community concerns on quarterly basis in line with Handbook for community Development Workers Master plan on Community Development, and chapter 8 of the public service regulations section 107-108

6.4.4.3 FIRE SERVICES COORDINATION DIRECTORATE: DISASTER MANAGEMENT AND FIRE SERVICES

SUB-DIRECTORATES: -

- INSTITUTIONAL CAPACITY AND INFORMATION SERVICES
- RESPONSE AND RECOVERY
- DISASTER RISK ASSESSMENT AND REDUCTION

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Help the victims of disaster incidents in municipalities.	100% of reported incidents.	Compliance with the disaster management act 57/2002 as amended	Victims of disaster incidents.	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 in Compliance with the disaster management act 57/2002 as amended in Limpopo Province.
Support Municipalities in the functionality of Disaster Management Centers	Twenty-seven (27) Municipalities	Compliance with the Disaster Management act 57/2002 as amended	Twenty-seven (27) Municipalities	Limpopo Province	Annually	Supported twenty-seven (27) Municipalities in the functionality of Disaster Management centers annually in line with the Compliance to the Disaster Management Act 57/2002 as amended
Supporting and Co-ordinating Municipalities on Fire Services.	Twenty-seven (27) Municipalities	Compliance with Fire Brigade services Act 99 of 1987. Disaster Management Act	Twenty-seven (27) Municipalities	Limpopo Province	Annually	Supported and Co-ordinated 27 Municipalities on fire services in line with Compliance with Fire Brigade services Act 99 of 1987 and Disaster Management Act on annual basis

6.5 BRANCH TRADITIONAL AFFAIRS

6.5.1 ANTHROPOLOGICAL SERVICES AND HOUSES OF TRADITIONAL LEADERS

6.5.1.1 SECRETARIAT OF THE HOUSES OF TRADITIONAL LEADERS

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Arrange sittings for the Provincial House of Traditional Leaders	Four (4) sittings per annum	Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Houses of Traditional Leaders Act no 5 of 2005	36 Senior Traditional Leaders	Limpopo Province	Annually	Arrange Four (4) sittings for the 36 members of the Provincial House of Traditional Leaders in Limpopo, annually in line with Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Houses of Traditional Leaders Act no 5 of 2005
Arrange sittings for Local Houses of Traditional Leaders	Four (4) sittings per Local House per annum	Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Houses of Traditional Leaders Act no 5 of 2005	Senior Traditional Leaders	In all the Districts	Annually	Arrange four (4) sittings for the Local Houses of Senior Traditional Leaders in all the Districts, annually in line with Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Houses of Traditional Leaders Act no 5 of 2005

6.5.1.2 ANTHROPOLOGICAL SERVICES

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Provide Anthropological Services. (Recognition of Traditional Leaders and Traditional Communities, Management of customary Law of succession)	100% of applications received.	Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Traditional Leadership and Institutions Act no 6 of 2005	Royal families, Traditional Leaders, and Traditional Communities	Limpopo Province	Quarterly	Provide Anthropological Services on 100% applications received in line with Traditional and Khoi-San Leadership Act 3 of 2019 and Limpopo Traditional Leadership and Institutions Act no 6 of 2005 to Royal families, Traditional Leaders, and Traditional Communities on quarterly basis.

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Provide Secretariat Services to Provincial Initiation Coordinating Committee	100% of Secretariat Service	Customary Initiation Act no 2 of 2021 and Limpopo Initiation Schools Act no 6 of 2016	PICC	Limpopo Province	Annually	Provide 100% Secretariat Services to Provincial Initiation Coordinating Committee, in line with Customary Initiation Act no 2 of 202 and Limpopo Initiation Schools Act no 6 of 2016 in Limpopo province on annual basis
Management of traditional leadership disputes.	100% Management of disputes	Traditional and Khoi-San Leadership Act 3 of 2019	All traditional leaders and Royal families	Limpopo Province	Quarterly	100% Management of Traditional leadership disputes in line with Traditional and Khoi-San Leadership Act 3 of 2019 in Limpopo Province on quarterly basis.

6.5.2 INSTITUTIONAL AND KINGS/QUEENSHIP SUPPORT SERVICES

6.5.2.1 INSTITUTIONAL SUPPORT SERVICES AND KING/QUEENSHIP SUPPORT SERVICES

KEY SERVICES	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full statement
Provision of Institutional Support service.	100% of Institutional support.	Traditional and Khoi-San Leadership Act 3 of 2019 Limpopo Traditional Leadership and Institutions Act 6 of 2005	Traditional Councils, Queenship and Kingship Councils.	Limpopo Province	Annually	Provision of 100% Institutional Support services to Traditional Councils, Queenship and Kingship Councils in Limpopo Province on annual basis in line with Traditional and Khoi-San Leadership Act 3 of 2019

7 CONCLUSION

The objective of the above Service Standards is 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 are 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.

HEAD OF DEPARTMENT
DR MM MALAHLELA

DATE

MEMBER OF EXECUTIVE COUNCIL
RB MAKAMU (MPL)

DATE

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