



SERVICE STANDARDS

2015/2016



LIMPOPO
PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

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

Integrated Sustainable Human Settlements

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**CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS**

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HOUSING CONSUMER CALL CENTRE
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BRANCH: STRATEGY MANAGEMENT**SBU: STRATEGIC PLANNING**

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

SUB-DEPARTMENT: INTERGRATED SUSTAINABLE HUMAN SETTLEMENT

BRANCH: HOUSING SECTOR PERFORMANCE AND MUNICIPAL SUPPORT

SBU: MUNICIPAL ACCREDITATION AND CAPACITY BUILDING

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1. Multi-Year Housing Development Plan Review for the next 5 years	1 Multi-Year Housing Development Plan reviewed	Multi-Year Housing Development Plan in place	1. District and local municipalities	30 municipalities	12 Months	1 Multi-Year Housing Development Plan Review for the next 5 years with annual review
2. Number of Municipalities accredited	One municipality for Level Two confirmed	To accredit one municipality to implement National Housing Programme	Polokwane municipality for level two accreditation	Polokwane Municipality	12 Months	One municipality for Level Two confirmed
3. Number of capacity building workshops conducted	35 capacity building workshops conducted	Informed and capacitated provincial and municipal officials	<ul style="list-style-type: none"> - Departmental officials - Housing Official - attached to 	province	12 Months	35 Capacity building workshops conducted.

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
			Local municipalities including representative from traditional officials and councils - Beneficiaries - Emerging contractors			
4. Number of Acts/policies passed.	1	Compliance with legislations and policies	Province	Province	12 Months	One policy reviewed and passed for the province in 2014 FY
5. Number of informal settlements audited	30 % of the total number of	informal settlements	◆ Local Municipalities	25 municipalities	12 Months	30 % of the total number of informal settlements audited

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
and formalised	settlements audited formalised	formalised	<ul style="list-style-type: none"> ◆ parties ◆ Beneficiaries ◆ Councils ◆ Housing officials 			formalised
6. Number of municipalities supported through NUSP	2	Municipalities supported	Local municipalities	2 municipality	12	2 municipalities supported through NUSP
7. No of researches conducted	1	Research paper completed	◆ Human settlement stakeholders	◆ Human settlement stakeholders	12	1 research paper conducted and completed for human settlements stakeholders in 12 months

BRANCH: HUMAN SETTLEMENT DEVELOPMENT – REGION A AND B

DISTRICT: CAPRICORN, WATERBERG, SEKHUKHUNE, MOFANI & VHEMBE

COMMUNITY BASED HOUSING PROGRAMS

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

INSTITUTIONAL HOUSING PROGRAM

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

CREDITLINKED, PROJECT LINKED AND SOCIAL AMENITIES PROGRAMS

Key Indicators	Service Standards					
	Quantity	Quality	Target Group	Target Area	Time Period	Key Challenges
Phase 1: Project Linked: Urban/Informal Settlement Upgrading (installation of services)	3750 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 3750 sites through installation of sewer and water reticulation within 12 months
Phase 2: Top Structure Project Linked: Rural housing programme	7865 houses	Houses constructed to comply with NHBC standards	Qualifying beneficiaries	All approved development areas by MEC	12 months	7865 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 activity	Performance Indicators					
	Quantity	Quality	Cost/Value	Location	Time period	Performance
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	17 Local 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.	3500	Registered title deeds and endorsed	Approved beneficiaries as per HSS	Proclaimed areas in the Province	12 Months	Registration and endorsement of title deeds/ deed of grant is done within 12 months
3. Monthly payment of rates and taxes to municipalities	17 properties owned by the department	Physically verified properties	Potokwane, Bela-Bela, Makhado,	3 Municipalities	12 Months	Co-ordination and payment of rates and taxes for all properties owned by the department Rates and taxes paid for 17 properties in 3 municipalities within 12 months
4. Management of lease/sale agreement	17 properties	Sustainable and well maintained agreements	Tenants Potokwane, BelaBela, Makhado	3 Municipality	12 months	Collection of payments received from rental, sales and loan debtors Lease/sale agreement

KEY RESULTS	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Description
						managed for 10 properties in 1 municipality within 12 months

SBU: HUMAN SETTLEMENT SUBSIDY ADMINISTRATION

DIVISION: SUBSIDY ADMINISTRATION

DIVISION: CONTRACT AND CLAIMS MANAGEMENT

DIVISION: HUMAN SETTLEMENT SECRETARIAT

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

Key Objectives	Performance Indicators	Quality	Resources	Budget	Time Period	Risk Assessment
	captured in the HSS	milestones	consultants	province.		
Contract Management	100% of received contracts loaded and approved on the HSS.	Reliable load contract information on HSS	Contractors, Suppliers and Engineers	25 municipalities around the province.	Within 2 days after received contracts documents.	Load and approve off contracts in the HSS within 2 days of receiving contracts
1. Resolve disputes between landlords and tenants.	80% received cases resolved.	Fairness, impartiality and without biasness in handling of complaints	Landlord and tenants within the rental premises	All Rental premises in Limpopo Province	2015/16 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, multi-year development housing plans, research	2015/16 Financial year	Administrative and secretarial services to the housing advisory panel within 12 months

PROGRAMME 3

SUB-DEPARTMENT: COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

BRANCH: DEVELOPMENT AND PLANNING

SBU: IDP CO-ORDINATION

SBU: LOCAL ECONOMIC DEVELOPMENT

SBU: SPATIAL AND HUMAN SETTLEMENT PLANNING

SBU: LAND USE, DEEDS AND STATUTORY BODIES

ACTIVITY	SBU / STATUTORY BODIES					
	Quantity	Quality	Target Groups	Target Area	Time Period	Key Personnel
Facilitate acquisition of Security of Tenure Rights	Transfer of 500 immovable properties, cancellation of 134 charges/bonds and securing of 542 registered deeds documents for the beneficiaries of 14 local municipalities OR	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 utilizing Proclamation R293/1962 and R45/1990 towns

	Legislation	Quality	Scope/Output	Target Area	Time Period	Key Deliverables
	Proclamation R293/1962 and R45/1990 towns					
Assist municipalities to develop credible IDPs	30 IDPs and 1 MEC's IDP Assessment report	IDPs that are compliant to the Municipal Systems Act of 2000	30 Municipalities in the province	Limpopo Province	31 May 2015 (IDPs) 30 September 2015 (MEC's IDP Assessment report)	30 IDPs adopted and assessed by 30 September 2015

RANCH: MUNICIPAL INFRASTRUCTURE DEVELOPMENT**SBU: MUNICIPAL INFRASTRUCTURE DELIVERY PROGRAMMES**

KEY SERVICE	PERFORMANCE INDICATORS					
	Quantity	Quality	Target/Context	Geographic Area	Time Period	Self Assessment
Facilitating and monitoring the implementation of municipal infrastructure programs	100%	MIG policies DCRA 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 DCRA MFMA	29 Municipalities (Waterberg District Municipality excluded) Department of Cooperative governance	Limpopo province	By the 8th of each month	Evaluate MIG monthly reports as submitted by municipalities, consolidate the report and submit to Department of Cooperative Governance by the 8 th of each month

BRANCH: COOPERATIVE GOVERNANCE SUPPORT

SBU: MUNICIPAL FINANCE

KEY INDICATORS	SUPPORT OF MUNICIPALITIES					
	Quantity	Quality	Target 2015a	Target 2015b	Frequency	Full Measure /
Number of municipalities supported in MPRA implementation	25	MPRA MFMA MBA	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 2015	Provide hands on support on financial systems to improve the submission of quality Financial Statements to 30 municipalities on the 31 August 2015
Number of municipalities with MPAC	30	MFMA	30 municipalities	30 municipalities	Quarterly	Monitor 30 municipalities quarterly and support to ensure functional MPAC's.
Number of reports on the municipal unit committees and audit units	4	MFMA	30 municipalities	30 municipalities	Quarterly	30 municipalities monitored and supported quarterly to ensure functional internal audit and audit committee
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 ACTIVITIES	MUNICIPAL PERFORMANCE					
	Quantity	Quality	Target Group	Target Area	Time Period	Staff Resources
<p>Compile MEC report by collecting, capturing, analyzing and consolidating information from municipal midyear and annual reports</p>	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
<p><u>PMS Support for municipalities</u></p> <ul style="list-style-type: none"> • Assist municipalities to develop performance agreements and employment contracts • Assist municipalities to develop SDBIP's • Assist municipalities to conduct 	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 INDICATOR	PERFORMANCE STANDARDS					
	Quantity	Quality	Cost/Value for Money	Timeliness	Efficiency	Effectiveness
individual assessments • Audit implementation of PMS						
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 INDICATOR	PERFORMANCE STANDARDS					
	Quantity	Quality	Cost/Value for Money	Timeliness	Efficiency	Effectiveness
30 municipalities with adopted skills plan	30 WSP (Skills Plans) developed and adopted	MSA & Skills Development Act	30 municipalities	30 Municipalities in Limpopo	2015/16 Financial Year	Capacitated and skilled officials and councillors in municipalities.
Implementation of the Provincial Capacity Building Strategy	4 quarterly reports	MSA	30 municipalities	30 Municipalities in Limpopo	2015/16 Financial Year	Efficient municipalities.
Number of reports on capacity building	4 quarterly reports	MSA	30 municipalities	30 Municipalities	2015/16 Financial Year	Effective and efficient municipalities.

KEY INDICATOR	Municipal Structures					
	Quantity	Quality	Target Group	Target Area	Time Period	Performance
interventions conducted in municipalities.				in Limpopo		
Number of reports on municipalities monitored to comply with section 15(1)	Development of by-laws in 30 Municipalities	MSA	30 municipalities	30 Municipalities in Limpopo	2015/16 Financial Year	Effective and efficient municipalities.

BRANCH: DEMOCRATIC GOVERNANCE & DISASTER MANAGEMENT

SBU: DEMOCRATIC GOVERNANCE

KEY INDICATOR	Municipal Structures					
	Quantity	Quality	Target Group	Target Area	Time Period	Performance
Support 25 Local Municipalities with the development of ward operational plans.	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	Support 25 Local Municipalities with the development of ward operational plans.
Grading of municipalities	30 municipalities	Remuneration of public office bearers Act 20 of 1998, Municipal	All 30 municipalities	All 30 municipalities	End of 3 rd quarter	Grade all 30 municipalities in the 3 rd quarter using audited annual financial statements and total population within the

KEY INDICATOR	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Performance
		structures Act 117 of 1998, Statistics South Africa Act no 06 of 1999				jurisdiction of municipalities.

SBU: COMMUNITY DEVELOPMENT PROGRAMMES

KEY INDICATOR	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Performance
<p>Manage the implementation of 433 Community Development Workers (CDW) on :-</p> <ul style="list-style-type: none"> • 12 cases per CDW • 12 liaison work activities per CDW • Ward profile per CDW 	25 local municipalities	<p>Handbook for community Development Workers</p> <p>Master plan on Community Development</p>	25 local municipalities	25 local municipalities	Quarterly	Reports on 433 Community Development Workers in respect of liaison work activities conducted and cases identified and resolved, updated and signed ward profiles in place

SBL: DISASTER RISK MANAGEMENT AND EMERGENCY SERVICES

KEY OBJECTIVE	NUMBER OF MUNICIPALITIES					
	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.

SUB-DEPARTMENT: FINANCIAL MANAGEMENT SERVICES

BRANCH: CHIEF FINANCIAL ADMINISTRATION AND ACCOUNTING

SBU: SUPPLY CHAIN MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Procurement Plan	1 Procurement Plan	As per Treasury requirements	All Sub departments	Department	Submitted by 28 February	Procurement Plan compiled and submitted to Treasury on or before the 28 th February
Asset Management	2 Asset verification reports	As per Treasury requirements	Internal	Internal	2015/16 financial year	2 asset verifications conducted per annum

SBU: DEPARTMENTAL EXPENDITURE AND HOUSING

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality	Target Group	Target Area	Time period	Full statement
<ul style="list-style-type: none"> • Credits (orders payments and non-housing order payments) • Contractors • Claims for officials 	Over 30 000 claims annually	Transversal policy, PFMA, Departmental procedure manual, Treasury regulation and DORA	<ol style="list-style-type: none"> 1. Suppliers and Housing Contractors 2. Personnel claims 	Internal and external clients	1 st quarter – 60000 2 nd quarter- 7500 3 rd quarter- 9000 4 th quarter- 7500.	Process 3000 payment claims annually within 10 working days.
Payroll management	443 payroll schedules distributed on monthly basis	Transversal policy, PFMA, Dep procedure manual and, Treasury regulation	All employees	All branches within the department	Monthly	443 payroll Schedules to be distributed to all branches for certification and be returned within 10 working days after payday as per Treasury Regulations 8.3.4 and 8.3.5

SBU: ACCOUNTING & SYSTEMS

Key Activities	Internal Control Objectives				Time Frame	Performance Indicators
	Control	Standards	Responsible Org	Responsible Area	Year 2015/16	Key Performance
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	2015/16 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	2015/16 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 Systems Management	4 Financial system(Bas ,Finest ,Pernal IFMS)	Treasury guidelines	Provincial Treasury, Internal Audit and Auditor General	Limpopo province	2015/16 Financial year	Compile financial statements to reflect the financial position, performance ,cash flow and statement of changes in assets and liabilities of the Department

SBU: BUDGET AND COMPLIANCE

Service Standard	Performance Indicators					
	Quantity	Quality	Target Groups	Project Area	Time Period	Final Deliverables
Develop Departmental Budget statements	3 Budget statements	Transversal policy and PFMA	Sub Departments and Treasury	Treasury and Internally	1 st draft by Second quarter 2 nd draft by 3 rd quarter Final by 4 th quarter	Developed 3 budget statements from 2 nd quarter to 4 th
Budget implementation	2 Cash flow statements and 12 fund requisitions.	PFMA and Treasury regulation	In the Department. And Treasury	In the Department	3 rd quarter 4 th quarter	Prepared 2 cash flow statements and 12 monthly fund requisitions.
Budget reporting	4 Audit committee Reports 12 YBM reports Appropriation statements	PFMA, Treasury Regulations.	Treasury, Internal Audit committee, Auditor General and Internal Executive Management	Treasury, Auditor General and Internally	Quarterly	Reliable, correct and timely submission of statutory

SUB-DEPARTMENT: CORPORATE SERVICES

BRANCH: STRATEGIC HUMAN RESOURCE MANAGEMENT

HUMAN RESOURCE PRACTICES AND ADMINISTRATION

DIVISION: RECRUITMENT AND SELECTION

	RECRUITMENT PRACTICES					Key Performance Indicators
	Quantity	Quality	Internal Delivery	Provincial Delivery	Time to Hire	
Advertisement, short listing and interviews	20 Post	Departmental Recruitment Policy Legislative Frameworks like PSA; PSR; EEA; LRA and BCEA and Constitution of South Africa	Internal and External	Provincially and Nation wide	2015/16 Financial year	Recruit 20 candidates by the end of 3 rd quarter 2015

DIVISION: CONDITIONS OF SERVICE AND REMUNERATION

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Pension administration	All Approved pension Applications	Compliance with Public Service Act a GHPP	All qualifying employees	In the Department	1 st quarter to 4 th quarter	Processing of Applications for pension within 12 months
Leave Administration	6000 leave administration	Compliance with leave directive Public Service Act and Regulations	All employees in the Department	In the Department	1 st quarter 2 nd quarter 3 rd quarter 4 th quarter	Ensuring the 6000 administration of leave to the Department

SBU: HR: PLANNING, POST PROVISIONING AND INFORMATION MANAGEMENT

Activity	Service Standards					Performance
	Quantity	Quality	Time/Hours	Number of staff	Cost/Expense	
Coordinate the Development and submission of performance Agreement and Memorandum.	100%	Departmental PMS Policy Legislative Frameworks like PSA; PSR; EEA; LRA and etc.	In the Department	In the Department	1 st quarter 2015	Co- ordinate 100% of Performance Agreement and Memorandum of Understanding by the 1st quarter of 2015.
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 st quarter to 4 th quarter	Co - ordinate 100% submission of performance quarterly reports
Management of Organizational Structure & Staff Establishment	Departmental structure & captured in the payroll system	Public Service Act & Regulations	Internal and External	All SBU's	Monthly	Updated Organizational Structure and staff Establishment on monthly basis
Management & reduction of Excess employees	Reducing the number of excess employees	Public Service Act & Regulations	Excess Employees	Internally	Annually	Ensure the reductions of Excess employees by 6

SBU: SECURITY AND INVESTIGATION MANAGEMENT

KEY FUNCTION	SPECIFIC RESPONSIBILITIES					
	Priority	Category	Target Group	Target Area	Time Period	Performance
ANTI-FRAUD AND CORRUPTION Investigate all reported cases of Fraud and Corruption within the department.	100%	Departmental Antifraud and Corruption Strategy	Internally	Limpopo Province	3 Months	Investigate all reported fraud and corruption cases in the department within 3 months.
SECURITY MANAGEMENT Improve prevention of security breaches in the Department	100%	Departmental Antifraud and Corruption Strategy	Internally	Limpopo Province	30 Days	Improved security breaches are finalized within 30 days of the incident.

BRANCH: HUMAN RESOURCE UTILISATION AND CAPACITY DEVELOPMENT

SBU: HUMAN RESOURCE CAPACITY DEVELOPMENT

KEY SERVICE	SERVICE DELIVERABLES					
	Quantity	Quality	Target Group	Responsible Agent	Time Period	Performance
Compiled and approved Workplace skills Plan	1 approved WSP	Comply to SDA	Internal staff/ learners/students	Department and Provincial	1 March to 30 April 2015	1 WSP approved in line with Skills Development Act
Coordination of Training	Coordination of 100% training sessions coordinated	Departmental Training Policy/WSP DPSA directives	Internal staff	In the Department	1 April 2015 – 31 March 2016	100% training sessions coordinated within a financial year in line with the approved WSP, training policy and the DPSA directives
Internal bursary Awards	Twenty internal bursaries awarded	Provincial/Departmental Bursary Policies, addressing the scarce skills.	Internal staff	Department	30 December 2015 December 2016	Twenty internal bursaries awarded to learners studying with accredited institutions by the 15 th December 2015 as per allocated budget.
Management of Internship programme	Recruitment, placement and monitoring of 110 interns	Comply with DPSA directives/ Provincial and departmental Internship	Unemployed Limpopo youth graduates	Provincial	1 November 2015- 31 March 2016	120 unemployed Limpopo youth graduates recruited, placed and monitored on Internship program by the 1 st April 2014 in line with the DPSA directives

	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020	2020-2021
Learner ship programme management	33 learners placed and trained on programmes	Comply with DPISA directives/ Provincial and Departmental policies	Internal staff	Department	1 st April 2015 - 31 st March 2016	33 learners assisted in acquiring an Accounting Graphic Design and CDW Qualifications the 31 st March 2015 as per DPISA directives (25 of the learners are people with disabilities)
Management of traineeship programme	30 trainees placed and trained	Comply with the Provincial /Departmental policies	External learners	Provincial/National	As per learner's academic requirement (3 months-18 months)	30 trainees assisted to complete their qualifications and prepared for the job market
Percentage of internal staff registered with professional bodies	100% of internal staff registered with professional bodies	Comply with national policies and HRD strategy	Internal staff	Department	1 April 2015- 31 March 2016	100% of internal staff registered with professional bodies as per registration requirements
Induction and Orientation of employees/Interns/learners	100% of Newly recruited internal staff /Interns/learners inducted and	Comply with National / Provincial and Departmental Policies	Internal staff /Interns/ Learners	Department	1 April 2015- 31 March 2016	100% of Newly recruited internal staff /Interns/learners inducted and oriented within three months of their recruitment

KEY SERVICE	SERVICE STANDARDS					
	Standard	Quality	Target Group	Target Area	Time Period	Performance
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: GTO

SBU: INFORMATION TECHNOLOGY

KEY SERVICE	SERVICE STANDARDS					
	Standard	Quality	Target Group	Target Area	Time Period	Performance
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 implemented as recommended	All Staff members	In the Department	12 months	15% Implemented ICT Disaster Recovery Plan for the department within 12 months

Key Messages	2015/16 Performance					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Description
Manage departmental events to improve the department's profile	64	MBC's programme	Internal staff municipalities communities	CoGHSTA	2015/16	To manage 64 (internal and external) events
To produce publications	12	Functional resources	Employees	CoGHSTA	2015/16	To provide 12 publications on information and communication services within 12 months
Assist municipalities to develop communication strategy and manage POA	30 municipalities	Municipal communicators guidelines	Municipal communicators	Municipalities	2015/16	To assist 30 municipalities in developing communication strategy by 2016 March
Support municipalities to communicate Government messages through (LCCF, DOCF, POCF, and MCP)	294 Form	Municipal communicators Guidelines	All municipalities and Sector Department	Municipalities	1 st quarter to 4 th quarter 2015/2016	Support municipalities to provide Coherent Communication through 294 form by March 2016
Manage the Institutional knowledge programme	46 SBU's	Knowledge Management plan	Internal staff Members	CoGHSTA employees	2015/16	Manage CoGHSTA institutional knowledge by 2016

SBU: INFORMATION MANAGEMENT

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

SBU: LABOUR RELATIONS

KEY SERVICE	SERVICE STANDARDS					
	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Misconduct Cases	Attend 100% misconduct cases as reported	Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003	In the Department and Municipalities	Department and Municipalities	Quarterly	Conduct investigations and disciplinary process quarterly
Grievance Handling	Attend 100% grievances lodged	Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003	In the Department and Municipalities	In the Department and Municipalities	30 days	Resolve all grievances 100% lodged

RPL Activity	Number of RPL activities					
	Orientation	Training	Internal staff	External staff	Significant	Non significant
AET learners identified, placed and trained	40 AET learners identified, placed and trained	National/ Provincial/ Departmental	Internal staff	Department	1 February - 31 st December 2015	40 AET learners trained by the 31 December 2015 as per AET policies
Management of RPL programme	± 60 RPL learners identified, placed and trained	DPSA directives	Internal staff	Department	1 April 2015 – 31 March 2016	±60 RPL learners trained by the 31 March 2016

Service	Quantity	Quality	Target Group	Target Area	Frequency	Performance
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: GTO

SBU: INFORMATION TECHNOLOGY

Service	Quantity	Quality	Target Group	Target Area	Frequency	Performance
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 promptly
Percentage of the ICT Disaster Recovery Plan implemented	Implement 15% of the Disaster Recovery Plan	Disaster Recovery Plan Implementation as recommended	All Staff members	In the Department	12 months	15% Implemented ICT Disaster Recovery Plan for the department within 12 months

KEY ACTIVITIES	SUBJECT MATTER					
	Quantity	Quality	Target Group	Target Area	Time Period	Justification
Manage departmental events to improve the department's profile	64	MEC's programme	Internal staff municipalities communities	CoGHSTA	2015/16	To manage 64 internal and external events
To produce publications	12	Practical resources	Employees	CoGHSTA	2015/16	To provide 12 publications on information and communication services within 12 months
Assist municipalities to develop communication strategy and manage POA	30 municipalities	Municipal communicators guidelines	Municipal communicators	Municipalities	2015/16	To assist 30 municipalities in developing communication strategy by 2016 March
Support municipalities to communicate Government messages through (LCCF, DCCF, PCCF, and MCF)	294 Form	Municipal communicators Guidelines	All municipalities and Sector Department	Municipalities	1 st quarter to 4 th quarter 2015/2016	Support municipalities to provide Coherent Communication through 294 form by March 2016
Manage the institutional knowledge programme	46 SBU's	Knowledge Management plan	Internal staff Members	CoGHSTA employees	2015/16	Manage CoGHSTA institutional knowledge by 2016

SBU: INFORMATION MANAGEMENT

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

SBU: LABOUR RELATIONS

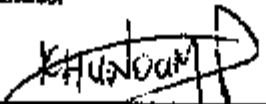
KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Misconduct Cases	Attend 100% misconduct cases as reported	Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003	In the Department and Municipalities	Department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

SBU: LEGAL SERVICES

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

CONCLUSION

The objective of the above service standards has always been to improve the quantity and quality of public services, against a backdrop of transformational priorities, and to address the growing demand for public services in which customers can have confidence and public servants 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.



ACTING HOD: MAKOKO M.G
01/07/18



MEC: MAKHURUPETJE M.G



COGHSHEBELE
HOUSING CONSUMER CALL CENTRE



0800 687 432 (Housing enquiries)



0800 864 729 (Premier Hotline)



17737 (Presidential Hotline)



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