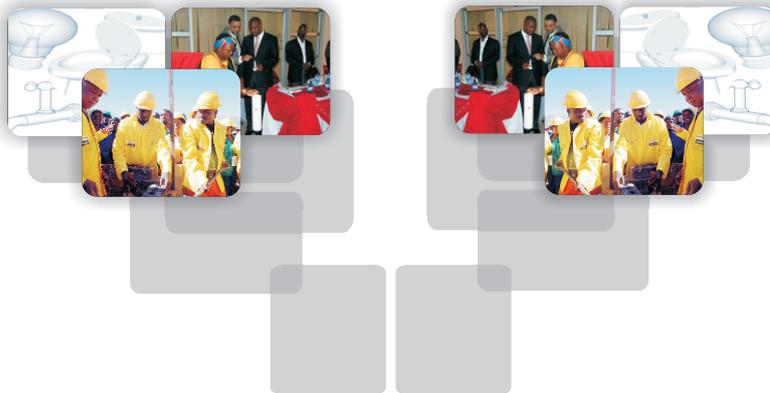


LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

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

## SERVICE STANDARDS 2011/12



*The Heartland of Southern Africa* - development is about people!

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**VISION:**

'Integrated Sustainable Human settlements'

**MISSION:**

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

**VALUES:**

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

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

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

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

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

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

**SBU: MEC's SUPPORT**

| KEY SERVICE  | SERVICE STANDARDS                       |  |                                      |                      |                        |  |
|--|---|--|--------------------------------------|----------------------|------------------------|--|
|  | Quantity                                | Quality  | Target Group                         | Target Area          | Time Period            | Full Statement   |
| Create better relations between political office and the administrative arm of the department.               | Four meetings with Executive Management | Improved relations between political and administrative offices and staff. | All Departmental personnel           | Executive Management | Financial Year 2011/12 | To provide political and strategic direction for the attainment of departmental Core functions |
| Create better relations between MEC and the media  | Nine media networking sessions          | Ensure that the MEC engages more with the media, stakeholders and public   | Provincial and National Media Houses | Country wide         | Financial Year 2011/12 | Strengthen the accessibility of the MEC to the media, other stakeholders and public.           |
| Profile the MEC as an agent of change for accelerated service delivery and responsive and caring government. | 43 media briefings/ Statements.         | Improve turnaround times on media queries, stakeholders and public.        | Provincial and National Media Houses | Country wide         | Financial Year 2011/12 | Strengthen the accessibility of the MEC to the media, other stakeholders and public.           |

| KEY SERVICE   | SERVICE STANDARDS  |   |  |  |                        |   |
|---|--|---|--|--|------------------------|---|
|   | Quantity   | Quality   | Target Group   | Target Area  | Time Period            | Full Statement  |
| MEC's interaction with Legislature, Parliament and NCOP and Communities                         | 24 MEC's attendance of parliament, legislature and NCOP<br>34 Constituency meetings, | Shorter turn-around-time.<br>MEC's submissions to the Legislature, Parliament and NCOP<br><br>Number of problems, concerns and issues resolved / addressed satisfactorily | Legislature<br>Parliament and NCOP<br>Communities                                  | National Parliament, Legislature, NCOP<br><br>Constituency | Financial Year 2011/12 | Strengthen relations between MEC, Legislature, NCOP & Constituency Office |
| Submission of amended local government and housing legislation for MEC AND Legislature approval | Four Sessions  | Aligned Legislation   | Outdated legislation promulgated by various statutory bodies/structures prior 1994 | Limpopo province   | Financial Year 2011/12 | Enactment of local government and housing legislation                     |

| KEY SERVICE   | SERVICE STANDARDS   |   |  |  |                        |   |
|---|---|---|--|--|------------------------|---|
|   | Quantity  | Quality   | Target Group   | Target Area  | Time Period            | Full Statement  |
| MEC's Oversight role on performance of Local Government                                     | 36 MEC visits/ workshops with Local and District Municipalities                   | The number of effective and efficient Local and District Municipalities               | All district and Local municipalities                          | Limpopo province   | Financial Year 2011/12 | MEC's Oversight role on performance of Local Government |
|   | Submission of quarterly performance reports by Local and District Municipalities' | The number of effective and efficient Local and District Municipalities               |  |  |                        |   |
| MEC's consistent interaction with strategic relevant provincial MEC's and Ministers forums, | Four sessions   | Integrated and aligned service deliver programmes across three spheres of government. | Inter-governmental Relations Forum (formerly MEC/Mayors Forum) | Limpopo Provincial government, municipalities and related stakeholders | Financial Year 2011/12 | MEC Champion IGR  |

| KEY SERVICE               | SERVICE STANDARDS   |   |                  |  |                        |  |
|---------------------------|---|---|------------------|--|------------------------|--|
|                           | Quantity  | Quality   | Target Group     | Target Area  | Time Period            | Full Statement   |
| Good Corporate Governance | Office of the MEC's compliance with the principles of good corporate governance | Statutory compliance of the MEC's Office (Reporting): Compliance to Exco ,Mine clusters, Premier's Intergovernmental Forum and Portfolio committees and Legislature | Statutory bodies | National, provincial government and municipalities | Financial Year 2011/12 | Good Corporate Governance And Inter-governmental relations |

**SBU: STRATEGY MANAGEMENT AND REPORTING**

| KEY SERVICE   | SERVICE STANDARDS       |  |                                   |   |  |   |
|---|-------------------------|--|-----------------------------------|---|--|---|
|   | Quantity                | Quality  | Target Group                      | Target Area   | Time Period                            | Full Statement  |
| Development and reporting of all departmental plans | Four departmental plans | Cascading priorities down through the department | Provincial Legislature & Treasury | Portfolio committee, Political EXCO, All Sector Departmental Heads & Municipalities | Annual and in year quarterly reporting | Performance information measures the success or otherwise of the department's existing policies and programmes. |

**SBU: PERFORMANCE MONITORING AND EVALUATION**

| KEY SERVICE  | SERVICE STANDARDS |   |   |  |             |  |
|--|-------------------|---|---|--|-------------|--|
|  | Quantity          | Quality   | Target Group  | Target Area  | Time Period | Full Statement   |
| Annual MEC assessment report in line with the section 47 of the Municipal Systems Act (2001) | 1 MEC report      | Section 121 MFMA and 46 MSA                             | Political leadership<br>Municipal administrators                | National Council of provinces;<br>Provincial Legislature<br>Municipal office | Annually    | The MEC Section 47 report is the annual consolidated report on the state of municipal performance based on the annual report of municipalities |
| PMS Support for municipalities   | As per demand     | Chapter 6 MSA and municipal performance regulation 2006 | Municipalities with challenges on the implementation of the PMS | Municipalities   | Annually    | The SBU provides technical support to municipalities on the implementation of the PMS  |

| KEY SERVICE  | SERVICE STANDARDS |  |   |   |                       |  |
|--|-------------------|--|---|---|-----------------------|--|
|  | Quantity          | Quality  | Target Group  | Target Area                                       | Time Period           | Full Statement   |
| Monitor appointment of municipal managers and section 57 managers in municipalities with vacancies     | 20 municipalities | Updated monthly report on the state of section 57 managers in the municipalities | National government<br>Municipalities                               | Municipalities<br><br>National government         | Annually              | Monthly report on the appointment of municipal managers and section 57 managers  |
| Coordinate the departmental Monitoring and Evaluation for the 5 Year Local Government Strategic Agenda | 30 Municipalities | Updated monthly and quarterly report on the Local Government Strategic Agenda    | Provincial political leadership<br>DPLG<br>Municipal administrators | Provincial Governance and Administration clusters | Monthly and Quarterly | The SBU coordinates the monthly as well as quarterly report on the implementation of the Local Government Strategic Agenda |
| Development of Customer Satisfaction Survey  | 15 municipalities | Section 121 MFMA   | Citizens  | municipalities                                    | November 2011         | The SBU coordinates the implementation of customer satisfaction survey   |

**BRANCH: STRATEGIC HRM****SBU: HUMAN RESOURCE DEVELOPMENT**

| KEY SERVICE                                 | SERVICE STANDARDS  |   |                    |                     |                         |  |
|---|--|---|--------------------|---------------------|-------------------------|--|
|   | Quantity   | Quality   | Target Group       | Target Area         | Time Period             | Full Statement   |
| Compiled and approved Workplace skills Plan | 1 approved WSP   | Comply to PSETA standards                           | Internal officials | In the Departmental | April 2011 to June 2011 | Training and development of human resource in line with the WSP            |
| Coordination Training                       | Coordination of one credit bearing/non credit bearing training programme               | Departmental Training Policy/WSP<br>DPSA directives | Staff members      | In the Departmental | 2 weeks                 | Co ordination aligned with the WSP and training policy and DPSA directives |
| Leadership Development Management           | Coordination of one credit bearing/non credit bearing Leadership Development programme | Departmental Training Policy/WSP<br>DPSA directives | Internal employees | In the Departmental | 2 weeks                 | Co ordination aligned with the WSP and training policy and DPSA directives |

| KEY SERVICE            | SERVICE STANDARDS   |  |  |   |             |   |
|------------------------|---|--|--|---|-------------|---|
|                        | Quantity  | Quality  | Target Group                               | Target Area                             | Time Period | Full Statement                              |
| Bursary administration | Bursaries awarded to applicants studying at accredited institutions, as per the allocated budget in that financial year | Provincial/ Departmental Bursary Policies, addressing the scarce skills. | Internal employees and external students   | Departmental /Provincial                | 5 months    | Training and development of human resource  |
|                        | One payment to institution of higher learning   | PFMA, Treasury regulation  | Bursary holders both internal and External | Various institutions of higher learning | 7 days      | Training and development of human resources |

| KEY SERVICE                                   | SERVICE STANDARDS  |  |  |                             |                            |   |
|---|--|--|--|-----------------------------|----------------------------|---|
|   | Quantity   | Quality  | Target Group                                 | Target Area                 | Time Period                | Full Statement  |
| Management of Internship programme            | Recruitment of interns as per the allocated budget I that financial year | Comply with DPSA directives/ Provincial and departmental Internship policies | Unemployed Limpopo residents youth graduates | Provincial                  | 3 months                   | Improving their chances of employability<br>Prepare the learners for the job market |
| Learnership programme management              | Placement of learners as per allocated budget in that financial year     | Comply with DPSA directives/ Provincial and Departmental policies            | Internal employees and external students     | Departmental and Provincial | 12 and 18 months           | To redress the past education system`s in balance                                   |
| Management of experiential training programme | 20 experiential learners placed  | Comply with the Provincial/ Departmental policies                            | External students                            | Provincial/ National        | As per student requirement | Prepare the learners for the job market<br>Improving their chances of employability |

| KEY SERVICE  | SERVICE STANDARDS  |                               |              |              |                              |  |
|--|--|-------------------------------|--------------|--------------|------------------------------|--|
|  | Quantity   | Quality                       | Target Group | Target Area  | Time Period                  | Full Statement                             |
| Percentage of professional employees registered with professional bodies | All professional employees registered with professional bodies | Comply with national policies | Employees    | Departmental | 1 April 2011 - 31 March 2012 | Training and development of human resource |

**SBU: HUMAN RESOURCES PLANNING****DIVISION: RECRUITMENT AND SELECTION**

| KEY SERVICE                                 | SERVICE STANDARDS |   |   |  |  |   |
|---|-------------------|---|---|--|--|---|
|   | Quantity          | Quality   | Target Group                              | Target Area  | Time Period  | Full Statement  |
| Advertisement, short listing and interviews | 30                | Departmental Recruitment Policy<br>Legislative Frameworks like PSA; PSR; EEA; LRA and BCEA and Constitution of South Africa | Applicants in all occupational categories | In the Department<br>In the Province<br>Nationwide | Annually   | To recruit and retain competent workforce                       |
| Physical orientation                        | 30                | Departmental Recruitment Policy<br>Legislative Frameworks like PSA; PSR; EEA; LRA and BCEA, Constitution of South Africa    | All newly appointed officials             | In the Department                                  | As and when new appointees assume duty with the department | To familiarized newly appointed officials with work environment |

**DIVISION: PERFORMANCE MANAGEMENT SYSTEMS**

| KEY SERVICE   | SERVICE STANDARDS |   |                   |                   |             |   |
|---|-------------------|---|-------------------|-------------------|-------------|---|
|   | Quantity          | Quality   | Target Group      | Target Area       | Time Period | Full Statement  |
| Co ordinate the Development and submission of performance instruments |                   | Department al PMS Policy Legislative Frameworks like PSA; PSR; EEA; LRA and etc | In the Department | In the Department | Annually    | To inculcate the culture of performance and improved productivity |

**SBU: HUMAN RESOURCE ADMIN AND SYSTEMS**

| KEY SERVICE                | SERVICE STANDARDS             |  |  |                                      |             |  |
|----------------------------|-------------------------------|--|--|--------------------------------------|-------------|--|
|                            | Quantity                      | Quality  | Target Group   | Target Area                          | Time Period | Full Statement   |
| Termination administration | 20 termination administration | public service act, public service regulations, labour relations act compliant   | All employees  | In the Department                    | Annually    | Terminations of employees in accordance of public services legislations            |
| Pension administration     | 20 Pension administration     | Compliance with GEPF Law and Transfer of staff rules   | Employees in the Department , Former R293 employees and Previously disadvantaged employees | In the Department and Municipalities | Annually    | Ensuring the payment of pensions for all former R293 transferred to municipalities |
| Leave Administration       | 6000 leave administration     | Compliance with DPSA leaves directive, Public Service ACT and regulations (Policy all in capacity leave and ill health retirement. | All employees in the Department  | In the Department                    | Annually    | Ensuring the administration of leave in the Department                             |

| KEY SERVICE  | SERVICE STANDARDS                             |                                  |                  |   |             |   |
|--|---|----------------------------------|------------------|---|-------------|---|
|  | Quantity                                      | Quality                          | Target Group     | Target Area                               | Time Period | Full Statement  |
| Management of Organizational Structure & Establishment | 1<br>Departmental structure & 1 Establishment | Public Service Act & Regulations | CoGHSTA          | All SBU                                   | Monthly     | Ensuring compliance with the approved departmental structure.                     |
| Management & reduction of Excess employees             | Reducing the number of Excess employees to 74 | Public Service Act & Regulations | Excess Employees | Municipalities & other sector departments | Annually    | Ensuring the decrease in number of Excess employees and verifying their existence |

**SBU: ORGANIZATIONAL TRANSFORMATION**

| KEY SERVICE   | SERVICE STANDARDS   |  |                                   |                                      |                  |  |
|---|---|--|-----------------------------------|--------------------------------------|------------------|--|
|   | Quantity  | Quality  | Target Group                      | Target Area                          | Time Period      | Full Statement                                       |
| Organisational Design   | 9 Organisational Design workshops                             | Organisational Design toolkit, Public Service Regulation | Management                        | In the Department                    | April – Dec 2011 | Capacitated staff on Organizational design processes |
| Job Evaluation  | 60 Job Description  | Public Service Regulations                               | All staff members                 | In the Department                    | Annually         | Updated Job Description                              |
| Department morale analysis  | 1 survey report   | Indicate of staff morale/interventions                   | All Staff members                 | In the department                    | Annually         | Departmental climate survey conducted                |
| Morale and culture workshops  | 4 workshops   | Results of survey report/improved morale                 | All Staff members                 | In the department                    | Annually         | Conducted moral and culture workshop                 |
| Gender, Youth, Disabled, Woman, Children, Elderly Mainstreaming promotion | 4 reports on 8 point principle regarding gender mainstreaming | The constitution of South Africa, Public Service Act     | In the Department, Municipalities | In the Department and Municipalities | Annual           | Gender mainstreaming implemented                     |

**BRANCH: GITO****SBU: INFORMATION TECHNOLOGY**

| KEY SERVICE  | SERVICE STANDARDS  |   |                        |                    |             |  |
|--|--|---|------------------------|--------------------|-------------|--|
|  | Quantity   | Quality                                     | Target Group           | Target Area        | Time Period | Full Statement   |
| Number of functional systems develop and maintained      | 1<br>Departmental systems identified in the SISP document                      | As per SISP Recommended                     | The departmental SBU's | Entire department  | 2011/12     | 1 system implemented   |
| ICT infrastructure provided and maintained               | 98% of ICT availability  | High-speed network access for all officials | Departmental officials | Entire Department  | 12 months   | Deploy, manage and maintain new and existing Departmental ICT infrastructure |
| Support municipalities in ICT infrastructure and systems | 10 municipalities Supported in ICT infrastructure and systems as per requested | Functional ICT infrastructure and systems   | Municipalities         | All Municipalities | Annually    | Support Municipal ICT infrastructure and systems as per request              |

**BRANCH: CHIEF FINANCIAL OFFICE****SBU: SUPPLY CHAIN MANAGEMENT**

| KEY SERVICE            | SERVICE STANDARDS                                 |   |                        |                  |                        |  |
|------------------------|---|---|------------------------|------------------|------------------------|--|
|                        | Quantity  | Quality                                     | Target Group           | Target Area      | Time Period            | Full Statement   |
| Purchasing plans       | One purchasing plan for the department            | SCM practice notes                          | All Sub departments    | Whole department | 2011/12 Financial year | Consolidation of plans will be done Within one week                                    |
| Drafting specification | As and when the need for goods and service arise  | SCM guidelines and practice notes           | All SBU's              | Whole department | 2011/12 Financial year | Within two days  |
| Inspection             | Short listed companies will not be more than five | SCM practice notes                          | Short listed companies | Limpopo province | 2011/12 Financial year | Within seven working days  |
| Database               | 100 per quarter                                   | PPPFA and SCM Practice notes                | All vendors            | Limpopo vendors  | 2011/12 Financial year | 50 applications per day are administratively evaluated                                 |
| Quotations             | As and when request for quotations are received   | Delegation of authority, SCM practice notes | All SBUs               | All departments  | 2011/12 Financial year | Receiving quotes , prepare documents and submission for approval within 3 working days |

| KEY SERVICE             | SERVICE STANDARDS   |                                      |   |                  |                        |   |
|-------------------------|---|--------------------------------------|---|------------------|------------------------|---|
|                         | Quantity  | Quality                              | Target Group                              | Target Area      | Time Period            | Full Statement  |
| Bid administration      | In terms of the purchasing plan   | PPPFA, delegation of authority, PFMA | All service providers                     | Limpopo          | 2011/12 Financial year | Advertising and evaluation processes within two months                      |
| Contract administration | As and when service providers are appointed   | SCM practice notes                   | All SBUs with appointed service providers | Whole department | 2011/12 Financial year | Seven working days  |
| Order Administration    | As and when requisitions are received   | PFMA Directive                       | Departmental employees                    | Whole Department | 2011/12 Financial year | Requisition received will produce an order within a day.                    |
|                         | As and when invoices are received   | PFMA Directive                       | Service providers                         | Whole Province   |                        | Invoice received will be processed within a day.                            |
| Asset Management        | As and when goods are received  | PFMA Directive                       | Departmental employees                    | Whole Department | 2011/12 Financial year | Assets will be bar corded within a day after receiving the payment voucher. |
|                         | Assets will be disposed in terms of the Disposal plan and as and when they are identified | PFMA Directives                      | Departmental employees                    | Whole Department |                        | Once per year.  |

| KEY SERVICE      | SERVICE STANDARDS                                      |                      |                                     |                  |                        |   |
|------------------|--|----------------------|-------------------------------------|------------------|------------------------|---|
|                  | Quantity   | Quality              | Target Group                        | Target Area      | Time Period            | Full Statement  |
|                  | Three buildings and storage facilities will be cleaned | EAP Directives       | All offices and ablution facilities | All buildings    | 2011/12 Financial year | Three times per day.  |
| Store Management | As and when requests are received                      | Stores manual & PFMA | All officials                       | Whole Department | 2011/12 Financial year | Goods received are delivered within a day. Invoices are processed within a day. |
|                  | Invoices received                                      | PFMA                 | Suppliers                           | Whole Province   |                        |   |

| KEY SERVICE              | SERVICE STANDARDS                  |                           |                  |                  |                        |  |
|--------------------------|------------------------------------|---------------------------|------------------|------------------|------------------------|--|
|                          | Quantity                           | Quality                   | Target Group     | Target Area      | Time Period            | Full Statement   |
| Fleet Management         | 87 GG vehicles                     | Transport policy and PFMA | Officials        | Whole Department | 2011/12 Financial year | Vehicles request processed on daily basis.   |
|                          | 87 GG vehicle maintenance invoices | Transport policy and PFMA | Service Provider | N/A              |                        | Payment of maintenance and petrol processed on or before the 7 <sup>th</sup> of the following month. |
|                          | 97 subsidized vehicle claims       |                           |                  |                  |                        | Processed within a day as and when received.   |
|                          | 109 SMS & MMS claims               |                           |                  |                  |                        | Processed within a day as and when received.   |
| Maintenance of buildings | 3 buildings                        | EAP Directives            | All buildings    | Whole Province   | 2011/12 Financial year | Maintain facilities on daily basis and on request.   |

| KEY SERVICE   | SERVICE STANDARDS             |                           |                                   |                  |                        |  |
|---------------|-------------------------------|---------------------------|-----------------------------------|------------------|------------------------|--|
|               | Quantity                      | Quality                   | Target Group                      | Target Area      | Time Period            | Full Statement   |
| Communication | 2 switch boards               | Transversal Policy        | All officials and outside clients | Whole Republic   | 2011/12 Financial year | Telephone rings should not exceed three rings.         |
|               | 440 Claims for cellular phone | PFMA & Transversal Policy | Participants                      | Whole Department |                        | Claims processed within a day after they are received. |

**SBU: DEPARTMENTAL EXPENDITURE AND HOUSING FINANCE**

| KEY SERVICE        | SERVICE STANDARDS                                  |  |   |                                    |             |   |
|--------------------|--|--|---|------------------------------------|-------------|---|
|                    | Quantity   | Quality  | Target Group  | Target Area                        | Time Period | Full Statement  |
| Payments of claims | Over 10 000 claims processed annually              | Transversal policy, PFMA, Dep procedure manual ,Treasury regulation and DORA | 1. Suppliers and housing contractors<br>2. personnel claims | Internal and external clients      | Annually    | Accurate and timeous processing of claims (within 14 days of receipt)   |
| Payroll management | 200 payroll schedules distributed on monthly basis | Transversal policy, PFMA, Dep procedure manual and, Treasury regulation      | All employees and pay point managers                        | All branches within the department | Monthly     | All payrolls be certified within 10 days of salary payments to the effect that officials appearing on the payroll schedule are entitled for payment |
|                    | Tax reconciliation on a monthly basis              | Transversal policy and Income tax act  | Internally  | PAYE / IRP5 maintenance            | Monthly     | Monthly tax reconciliation and bi annual reconciliation submitted to SARS   |

**SBU: ACCOUNTING & SYSTEMS**

| KEY SERVICE  | SERVICE STANDARDS    |  |   |                  |                        |  |
|--|----------------------|--|---|------------------|------------------------|--|
|  | Quantity             | Quality  | Target Group  | Target Area      | Time Period            | Full Statement   |
| Collect ,record ,reconcile and report on revenue matters | 10 revenue sources   | Reliable and accurate report ,PFMA Treasury Regulations Transversal Revenue policy | Sbu`s treasury and members of the public                | Country wide     | 2011/12 Financial year | Revenue estimates are appropriated, revenue budget collected and accounted in the departmental books of accounts.                |
| Support and maintain the reliable financial systems      | 3 financial systems  | Reliable as per Treasury guidelines  | Sbu`s , Treasury and members of the public              | Country wide     | On-going               | Financial systems are utilized to account for the government transactions and streamline user access e.g. Persal, Bas and Finest |
| Perform the bank reconciliation                          | 3 sets of statements | Compliance with PFMA and Treasury Regulations                                      | Provincial Treasury. Internal Audit and Auditor General | Limpopo province | 2011/12 Financial year | Bank reconciliations are to be performed for The PMG, LED & DISASTER FUND Accounts   |

| KEY SERVICE                                    | SERVICE STANDARDS            |   |  |                                   |                        |   |
|--|------------------------------|---|--|-----------------------------------|------------------------|---|
|  | Quantity                     | Quality   | Target Group   | Target Area                       | Time Period            | Full Statement  |
| Close-off the departmental books               | 14 month end closure reports | Compliance with PFMA and Treasury Regulations. Monthly closure reports        | Provincial Treasury. Internal Audit and Auditor General                | Limpopo province and Country wide | 2011/12 Financial year | Books had to be closed off in order to start new transactions for the following months and also to account for the historical information of the previous month for decision making |
| Compilation of the annual financial statements | 3 sets of statements         | Compliance with PFMA and Treasury Regulations. Obtain favorable Audit reports | Provincial Treasury. Internal Audit and Auditor General and Internally | Limpopo province                  | 2011/12 Financial year | Compile financial statements to reflect the financial position, performance ,cash flow and statement of changes in assets and liabilities of the department                         |
| Perform and maintain the entity register       | 50 Entities                  | Complete register   | Other strategic business units, members of the public                  | Limpopo Province country wide     | On-going               | Entity register is maintained to ensure that the correct suppliers `s data base is maintained   |

**SBU: BUDGET AND COMPLIANCE**

| KEY SERVICE                                | SERVICE STANDARDS                                      |                                   |                                 |                                 |             |   |
|--|--|-----------------------------------|---------------------------------|---------------------------------|-------------|---|
|  | Quantity   | Quality                           | Target Group                    | Target Area                     | Time Period | Full Statement  |
| Development Departmental Budget statements | 2 Budget statement                                     | Transversal policy and PFMA       | Transversal policy and PFMA     | Treasury and in the Department. | Annually    | Alignment of Budget with Strategic plan.              |
| Budget implementation                      | 2 cash flow statement and 12 fund requisition.         | PFMA and Treasury regulation      | In the Department. And Treasury | In the Department               | Annually.   | Cash flow statement and monthly fund requisition      |
| Budget reporting                           | 1yr Report Audit committee Executive management report | PFMA, Treasure Report, Portfolio. | Treasury regulation             | In the Department               | Annually.   | Reliable, correct and timeous submission of statutory |

**BRANCH: TRANSVERSAL SERVICES**

| 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 | Annually               | Conducted investigations and completed disciplinary process |
| Labour Disputes – | Attend 100% Disputes as reported         | Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of n 2003 | In the department                    | Department                    | 2011/12 Financial year | Resolved all dispute lodged                                 |

| KEY SERVICE                               | SERVICE STANDARDS                  |   |                               |                               |                      |   |
|---|------------------------------------|---|-------------------------------|-------------------------------|----------------------|---|
|   | Quantity                           | Quality   | Target Group                  | Target Area                   | Time Period          | Full Statement  |
| Grievance Handling                        | Attend 100% grievances lodged      | Departmental policy, Public Service Act, PS Regulations, Labour Relations, Resolution 1 of 2003 | Internally                    | Internally                    | 30 days              | Resolve all grievances lodged                             |
| Offer Employee Wellness Programme         | Attend 100% meeting once quarterly | Attend to all Employee Wellness related issues  | Employee's and Municipalities | Employee's and Municipalities | 10 working days      | To relate to all employee related issues                  |
| Occupational Health and Safety Compliance | Comply to OHS and COIDA            | Attend to all Injury on duty cases as in COIDA.   | Employees and Municipalities  | Employees and Municipalities  | 07 days upon receipt | Report all IOD reported cases to the department of Labour |

**SBU: LEGAL SERVICES**

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

**SBU: POLICY AND RESEARCH**

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

**BRANCH: CHIEF INFORMATION OFFICE****SBU: COMMUNICATION SERVICES**

| KEY SERVICE  | SERVICE STANDARDS |  |                         |              |             |   |
|--|-------------------|--|-------------------------|--------------|-------------|---|
|  | Quantity          | Quality  | Target Group            | Target Area  | Time Period | Full Statement                                    |
| Manage the Internal Communications programme                     | 832               | Informative staff                                | All Officials           | CoGHSTA      | 2011/12     | To provide information and communication services |
| Manage the corporate branding plan                               | 832               | Visible internal branding in all strategic areas | All Officials           | CoGHSTA      | 2011/12     | To provide information and communication services |
| Organize Departmental Events to improve the Department's profile | 84                | Functional resource centre                       | Managers at level 11&12 | CoGHSTA      | 2011/12     | To provide information and communication service  |
| To produce publications  | 12                | Functional resources                             | Employees               | CoGHSTA      | 2011/12     | To provide information and communication service  |
| Assist municipalities to develop communication strategy          | 30                | Communication strategy                           | Municipal communicators | Municipality | 2011/12     | Provide communication support to municipalities   |

| KEY SERVICE   | SERVICE STANDARDS                    |   |                             |                             |             |   |
|---|--------------------------------------|---|-----------------------------|-----------------------------|-------------|---|
|   | Quantity                             | Quality   | Target Group                | Target Area                 | Time Period | Full Statement                                    |
| Support municipalities to convene effective DCFs and LGCFs. | 5 District & 25 local municipalities | Functional communications forum                                   | All municipal officials     | Municipalities              | 2011/12     | Provide communication support to municipalities   |
| Profile the image of municipality                           | 30                                   | Create accountable municipal councillor                           | Municipal councilors        | Municipalities              | 2011/12     | Provide communication support to municipalities   |
| Manage the Internal Communications programme                | 832                                  | Informative staff   | All Officials               | CoGHSTA                     | 2011/12     | To provide information and communication services |
| Manage the corporate branding plan                          | 832                                  | Visible internal branding in all strategic areas                  | All Officials               | CoGHSTA                     | 2011/12     | To provide information and communication services |
| Assist Municipalities to manage own internal programme      | 30                                   | Branding and Internal communication guidelines at Municipalities. | Officials at Municipalities | All District Municipalities | 2011/12     | To provide information and communication services |
| Manage the institutional knowledge programme                | 84                                   | Functional resource centre  | Managers at level 11&12     | DLGH                        | 2011/12     | To provide information and communication service  |

**BRANCH: CORPORATE RECORDS MANAGEMENT****SBU,S: RESOURCE CENTRE, HR AND GENERAL RECORDS**

| KEY SERVICE                    | SERVICE STANDARDS                         |   |                               |                       |             |   |
|--------------------------------|---|---|-------------------------------|-----------------------|-------------|---|
|                                | Quantity                                  | Quality   | Target Group                  | Target Area           | Time Period | Full Statement  |
| Records filed within a day     | 50 Records Filed                          | Records management Policy<br>2 file plan<br>General plan and Records plan | All staff members             | Within Department     | Annually    | Easy retrieval, classification and storage            |
| New files opened within a day. | 10 documents received                     | Compliance to records management procedures                               | All staff members             | Internally            | Annually    | Easy retrieval, classification and storage            |
| Redressing of files.           | 1800 documents submitted                  | 2 file plan<br>Records management<br>Best practice model                  | Internally                    | Within the department | Annually    | All files redressed                                   |
| Delivery of Document           | 12000 compliance and internal deliveries. | Compliance to Registry procedure Manual                                   | External and Internal clients | Within the Province   | Yearly      | Develop messenger delivery registers and deliver mail |

| KEY SERVICE   | SERVICE STANDARDS                                 |   |                       |   |             |   |
|---|---|---|-----------------------|---|-------------|---|
|   | Quantity  | Quality   | Target Group          | Target Area                             | Time Period | Full Statement                          |
| Implementation of Promotion of Access to Information Act Manual | Section 32 of March and Section 15 of July Report | Compliance in line with Promotion of Access to Information Act Manual | All clients           | All clients(Both internal and external) | Annually    | Section 15 and 32 Report in place       |
| Acquisition of library material                                 | 50 Library Publication                            | National South African Library Act                                    | Internal Staff member | Within the Department                   | Annually    | Skilled and knowledgeable staff members |

### SBU: SERVICE EXCELLENCE PROGRAMMES

| KEY SERVICE  | SERVICE STANDARDS   |   |   |                             |                         |   |
|--|---|---|---|-----------------------------|-------------------------|---|
|  | Quantity  | Quality   | Target Group                            | Target Area                 | Time Period             | Full Statement                                |
| Review Annual Performance Plan for the Division  | One session with staff  | Compliant to the Branch Strategic Objective   | Service Excellence Programmes personnel | Service Excellence Division | Fourth quarter :2011/12 | Inculcate the culture of service excellence   |
| Review own Service Standards and monitor compliance by all 42 SBUs through quarterly reports | Conduct six briefing sessions for all SBUs and evaluate all four departmental Quarterly Reports | Compliance with prescribed format as per Public Service regulations and DPSA directives | All Departmental SBUs                   | CoGHSTA                     | 2011/12 Financial year  | Improved service delivery to meet the targets |

| KEY SERVICE  | SERVICE STANDARDS   |   |  |                 |   |                |
|--|---|---|--|-----------------|---|----------------|
|  | Quantity  | Quality   | Target Group   | Target Area     | Time Period                                 | Full Statement |
| Compile SDIP and monitor implementation by all 42 SBUs | Conduct six sessions for all SBUs and random evaluation of SBUs reports in relation to implementation of SDIP | SDIP document compliant to the Public Service Regulations : Part three thereof    | All 42 SBUs within the Department                            | CoGHSTA         | Second quarter 2011/12                      |                |
| Develop Citizens Report                                | Compliance with prescribed format as per Public Service regulations   | Comprehensive Citizens report relating to the Departmental Annual Report: 2008/09 | Provincial citizenry and other non-governmental stakeholders | Provincial area | Second quarter 2011/12                      |                |
| Implement Batho Pele Programmes                        | Conduct four workshops for the entire DLG&H staff on BPCEMP   | Ability to implement BPCEM concepts by personnel who have undergone training      | Levels six to thirteen staff members                         | CoGHSTA         | First, second and third Quarters of 2011/12 |                |

| KEY SERVICE   | SERVICE STANDARDS                               |   |  |  |                                      |   |
|---|---|---|--|--|--------------------------------------|---|
|   | Quantity  | Quality   | Target Group   | Target Area                                  | Time Period                          | Full Statement                            |
| Coordinate Departmental and Premier's Service Excellence Awards processes                                   | Two sets of Service Excellence awards processes | Produce competitive and winning teams in both categories (Departmental and Premier's service excellence awards) | Departmental SBUs and teams/institutions within those SBUS under all three categories (Best SBU, Productive, Support and Innovative Teams. | CoGHSTA                                      | Second and third quarters of 2011/12 | To attain a one-stop shop enquiry service |
| Effective management of Service Delivery complaints/queries received by the department from various sources | Number of Resolved enquiries/queries            | Number of enquiries/queries resolved within a period of 30 days as per our standards                            | Communities within our municipality areas  | Provincial District and local municipalities | Continuous                           |   |

| KEY SERVICE   | SERVICE STANDARDS       |  |  |              |                           |  |
|---|-------------------------|--|--|--------------|---------------------------|--|
|   | Quantity                | Quality  | Target Group   | Target Area  | Time Period               | Full Statement   |
| Implementation of Customer Care programmes                      | Trained frontline staff | Improved efficiency and effective utilization of our frontline personnel | Personal assistants<br>Security staff<br>Receptionists | Departmental | Second quarter of 2011/12 | Multi-skilling of all frontline staff within the department      |
| Monitor Implementation of Batho Pele strategy by municipalities | 30 municipalities       | Compliant to Batho Pele strategy   | Municipalities   | Provincial   | 2011/12 financial year    | Implementation of reviewed Batho Pele Strategy in municipalities |
| Implement Help desk guidelines                                  | 30 municipalities       | Compliant to guidelines  | Municipalities   | Provincial   | 2011/12 financial year    | Development and Implementation of reviewed Help desk guidelines  |

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

| KEY SERVICE  | SERVICE STANDARDS                            |   |   |                   |             |  |
|--|--|---|---|-------------------|-------------|--|
|  | Quantity                                     | Quality   | Target Group  | Target Area       | Time Period | Full Statement   |
| 1.Housing allocation Policy  | 1 By-law on informal settlement              | 1.Limpopo Housing Act<br>2.Rental Housing Regulations                 | 1.Legislation<br>2.Community through Public participation | 25 municipalities | 12 Months   | Compliance by all housing stakeholders   |
| 2.Multi Year Provincial Housing Development Plan                     | One (01) Provincial Housing Development Plan | Assist Human Settlement Planning process Provincial Level             | District and Local Municipalities                         | 25 municipalities | 12 Months   | Human Settlement Planning Process in order to improve the implementation<br>Monitoring and reporting |
| 3.Facilitate the review and adoption of housing Chapters of the IDPs | 25   | Assist Human settlement Planning Process at local level               | Local Municipalities                                      | 25 municipalities | 12 Months   | Human Settlement planning Process in order to improve the implementation.                            |
| 4. Number of accredited municipalities.                              | 1  | To accredit one municipality to implement National Housing Programmes | Polokwane Municipality                                    | Polokwane         | 12 Months   | Devolving housing functions to local municipalities  |

| KEY SERVICE              | SERVICE STANDARDS |                                  |  |             |             |  |
|--------------------------|-------------------|----------------------------------|--|-------------|-------------|--|
|                          | Quantity          | Quality                          | Target Group   | Target Area | Time Period | Full Statement   |
| 5. Number of CDW trained | 680               | Capacitated Housing Stakeholders | <ul style="list-style-type: none"> <li>❖ Local Municipalities</li> <li>❖ Beneficiaries</li> <li>❖ Councilors</li> <li>❖ Housing officials</li> </ul> | CDW's       | 12 Months   | Informed and Capacitated Housing Stakeholders on housing matters |

## BRANCH SOCIAL HOUSING DEVELOPMENT

### SBU: COMMUNITY BASED HOUSING

| KEY SERVICE  | SERVICE STANDARDS |  |  |   |             |   |
|--|-------------------|--|--|---|-------------|---|
|  | Quantity          | Quality  | Target Group                                       | Target Area                                 | Time Period | Full Statement  |
| 1. Construction of farm worker housing assistance.               | 70 housing units  | Compliance with National Home Builders Registration Council Standards, NBR and National Housing Code | Qualifying beneficiaries and beneficiary community | Municipal development areas: Greater Giyani | 06 months   | Provision of housing assistance to Farm Workers Housing Assistance in line with National Housing Code. and Breaking New Ground policy framework                             |
| 2. Build housing units through enhanced people's housing process | 300               | Compliance with National Home Builders Registration Council standards                                | Potential beneficiaries                            | Identified municipalities/communities       | 06 months   | Conducting of Geotechnical investigation in line with NHBC standards  |
| 3. Emergency Housing Assistance                                  | 100 housing units | Compliance with National Home Builders Registration Council standards and National Housing Code      | Qualifying beneficiaries                           | Municipal development areas                 | 06 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 |

**SBU: INSTITUTIONAL HOUSING**

| KEY SERVICE  | SERVICE STANDARDS  |   |  |                               |                                 |   |
|--|--|---|--|-------------------------------|---------------------------------|---|
|  | Quantity   | Quality   | Target Group   | Target Area                   | Time Period                     | Full Statement  |
| Develop Community Residential units                        | To construct 72 CRU units.   | Houses which are complying with building standards and NHBRC                          | All qualifying beneficiaries                                       | Polokwane municipality        | 12 months within financial year | Provision of rental houses and Community Residential Units in line with integrated sustainable human settlement |
| Develop information packs on Institutional Housing and CRU | Provide formalized Institutional and CRU housing packs to all housing SBU's, municipalities and communities. | Compliance with pieces of legislation, departmental policies and municipality by laws | All housing SBUs in CoGHSTA municipalities and public communities. | All municipalities in Limpopo | 12 Months                       | Empower communities with information on rental and CRU housing  |
| Provide subsidies for CRU projects.                        | Services for 250 units.  | Provide support to complete applications at relevant stages.                          | CRU beneficiaries  | Lephalale municipality        | 12 Months                       | Access funding for provision of rental subsidy housing to the needy within Limpopo                              |

**SBU: HOUSING PROJECT MANAGEMENT**

| KEY SERVICE  | SERVICE STANDARDS |   |  |  |             |  |
|--|-------------------|---|--|--|-------------|--|
|  | Quantity          | Quality   | Target Group   | Target Area  | Time Period | Full Statement   |
| Phase 1: Project Linked: Urban/Informal Settlement Upgrading: installation of services | 3000 sites        | 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   | Discourage squatting through the provision of serviced sites in properly planned and intergrated areas.                            |
| Phase 1: Rural Housing Programme: geotechnical Investigation                           | 16 410 sites      | Approved geotech reports by NHBRC   | Destitute/Qualifying beneficiaries as per guide line | Identified areas within the province -municipality areas | 12 months   | Discourage squatting through the provision of serviced sites in properly planned and intergraded areas and to have geotech report. |
| Phase 2: Top Structure Project Linked: Rural housing programme                         | 12 940 houses     | Houses constructed to comply with NHBRC standards                           | Qualifying beneficiaries                             | 24 municipalities areas within the province.             | 12 months   | Complete rural housing   |

**SBU: HOUSING ADMINISTRATION AND PROPERTY MANAGEMENT**

| KEY SERVICE  | SERVICE STANDARDS                     |  |  |   |             |  |
|--|---------------------------------------|--|--|---|-------------|--|
|  | Quantity                              | Quality  | Target Group   | Target Area   | Time Period | Full Statement   |
| 1. Secure individual ownership of public housing stock through EEDBS | 800 Properties to be transferred      | Transfer of properties to qualifying beneficiaries | Beneficiaries/ tenants already occupying such properties | 17 local Municipal areas                                  | 12 months   | Profiling (identification, verification) of a departmental property status               |
| 2. Registration and endorsement of title deeds for low cost houses.  | 1 200                                 | Registered title deeds and endorsed                | Approved beneficiaries as per HSS                        | Proclaimed areas in the Province process at Deeds office. | 12 Months   | Registration and endorsement of title deeds/deed of grant is done                        |
| 3. Monthly payment of rates and taxes to municipalities              | 20 properties owned by the department | Physically verified properties                     | Municipalities   | 6 Municipalities  | 12 Months   | Co-ordination and payments of rates and taxes for all properties owned by the department |
| 4. Management of lease/sale agreement                                | 20 properties                         | Sustainable and well maintained lease agreements   | Tenants  | 7 Municipalities  | Quarterly   | Collection of payments received from rental, sales and loan debtors                      |
| 5. update asset register   | All new assets registered on time     | Reliable asset register                            | Tenants, municipalities, state departments               | 7 Municipalities  | Quarterly   | Manage asset register  |

**SBU: SUBSIDY ADMIN CONTRACT, CLAIMS AND SECRETARIAT**

| KEY SERVICE                  | SERVICE STANDARDS  |   |   |  |   |  |
|------------------------------|--|---|---|--|---|--|
|                              | Quantity   | Quality   | Target Group                            | Target Area                            | Time Period                                       | Full Statement                                 |
| To approve Housing subsidies | 13410 Units new allocation.                                | Completed and approved subsidy applications on HSS.   | Communities earning from ( R0-R3500.00) | 25 Municipalities                      | Per financial year (12 months)                    | Approval of Housing Subsidies                  |
|                              | Housing Normalization of 13650 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 housing properties           |
| Contract Management          | 100% of received claims are captured in the HSS            | Contractors paid as per approved milestones   | Contractors, Supplier and Engineers     | 25 municipalities around the province. | Within 14 days after received claims.             | In line with the Sustainable Human Settlement. |
|                              | 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. | In line with the Sustainable Human Settlement. |

| KEY SERVICE   | SERVICE STANDARDS                       |  |   |  |                        |  |
|---|---|--|---|--|------------------------|--|
|   | Quantity                                | Quality  | Target Group                                    | Target Area  | Time Period            | Full Statement   |
| 1. Resolve dispute between landlords and tenants.           | 100% received cases resolved.           | Fairness, impartiality and without biasness in handling of complains                                 | Landlord and tenants within the rental premises | All Rented premises in Limpopo Province                                | 2011/12 Financial year | To be in line with integrated human settlement programme |
| 2. Provide the administrative support to the Advisory Panel | One sitting per month for twelve months | Ensures that all letters and correspondence are issued timorously, meetings are arranged and minute. | Departmental                                    | Legislations, policies, multi year development housing plans, research | 2011/12 Financial year | To be in line with integrated human settlement programme |

**SUB-DEPARTMENT: LOCAL GOVERNANCE**  
**BRANCH: MUNICIPAL INFRASTRUCTURE DEVELOPMENT**  
**SBU: MUNICIPAL INFRASTRUCTURE DELIVERY**

| KEY SERVICE   | SERVICE STANDARDS   |                              |                |   |             |   |
|---|---|------------------------------|----------------|---|-------------|---|
|   | Quantity  | Quality                      | Target Group   | Target Area   | Time Period | Full Statement  |
| Facilitating and monitoring the implementation of municipal infrastructure programs | Number of municipalities that have registered projects on MIS                   | MIG policies<br>DORA<br>MFMA | Municipalities | Municipal Manager,<br>Technical Manager,<br>Project Management Unit | 2011/12     | 29 municipalities that had registered MIG projects on MIS to commit all 2012/13 allocation. |
|   | Number of municipalities that have submitted monthly reports on MIG performance | MIG policies<br>DORA<br>MFMA | Municipalities | Municipal Manager,<br>Technical Manager,<br>Project Management Unit | 2011/12     | 29 municipalities submitted monthly reports on MIG performance                              |
|   | Number of municipalities that have been supported on MIG spending               | MIG policies<br>DORA<br>MFMA | Municipalities | Municipal Manager,<br>Technical Manager,<br>Project Management Unit | 2011/12     | 29 municipalities supported on MIG spending and spend 70% of their 2011/12 allocation       |

**SBU: MUNICIPAL INFRASTRUCTURE ASSET MANAGEMENT AND FREE BASIC SERVICES**

| KEY SERVICE  | SERVICE STANDARDS  |                           |                |                        |             |   |
|--|--|---------------------------|----------------|------------------------|-------------|---|
|  | Quantity   | Quality                   | Target Group   | Target Area            | Time Period | Full Statement  |
| Facilitating the implementation of Free Basic Services (FBS)<br>Facilitating the implementation of Free Basic Services (FBS) | Number of households with access to free basic services  | FBS policy                | Municipalities | Indigent households    | 2011/12     | Achieve household supply of: <ul style="list-style-type: none"> <li>• 763 670 FBW</li> <li>• 341 152 FBE</li> </ul> |
|  | Number of municipalities that have updated indigent registers for the provision of free basic services | Indigent policy framework | Municipalities | Municipal Manager, CFO | 2011/12     | 25 municipalities with updated indigent registers   |

**SBU: MUNICIPAL INFRASTRUCTURE PLANNING**

| KEY SERVICE  | SERVICE STANDARDS                                  |              |              |                  |             |  |
|--|--|--------------|--------------|------------------|-------------|--|
|  | Quantity   | Quality      | Target Group | Target Area      | Time Period | Full Statement   |
| To Facilitate integrated municipal infrastructure planning | Number of households with access to basic services | Constitution | Households   | Limpopo province | 2011/2012   | Achieve households access of: <ul style="list-style-type: none"> <li>• 1 167 051 water</li> <li>• 1 141 116 electricity</li> <li>• 807 551 sanitation</li> </ul> |

**SBU: DEMOCRATIC GOVERNANCE, IGR & PUBLIC PARTICIPATION**

| KEY SERVICE                                   | SERVICE STANDARDS       |   |                     |                      |                          |  |
|---|-------------------------|---|---------------------|----------------------|--------------------------|--|
|   | Quantity                | Quality   | Target Group        | Target Area          | Time Period              | Full Statement   |
| Client services                               | 30 municipalities       | Municipal structures act and Municipal systems acts | Communities         | All municipalities   | 2011/2012 financial year | Assist in attending service delivery queries by the communities. |
| Assess functionality of (543) ward committees | 25 local municipalities | Municipal structures act and municipal systems acts | 543 ward committees | Local municipalities | 2011/2012 financial year | Assess functionality of ward committees by attending meetings    |

**SBU: DISASTER RISK MANAGEMENT**

| KEY SERVICE                              | SERVICE STANDARDS                                       |  |                               |                    |                        |  |
|--|---|--|-------------------------------|--------------------|------------------------|--|
|  | Quantity  | Quality  | Target Group                  | Target Area        | Time Period            | Full Statement   |
| Disaster Management Advisory Forum       | 5 District municipalities                               | To advise the MEC for local government and housing on disaster management issues | 5 Districts municipalities    | The whole province | 2011/12 Financial year | Provision of advisory capacity on disaster risk management services            |
| Information Management and Communication | 5 District municipalities                               | Information e.g. Early warnings.   | 5 District municipalities     | The whole province | 2011/12 Financial year | Provision of disaster information management services to all 30 municipalities |
| Response and recovery                    | Within 72 hours of receipt of request<br>Municipalities | To bring relief to communities in distress.                                      | The whole of Limpopo Province | 30 Municipalities  | 2011/12 Financial year | Provision of disaster response and recovery efforts to all 30 municipalities   |

| KEY SERVICE  | SERVICE STANDARDS  |  |                                |  |                          |   |
|--|--|--|--------------------------------|--|--------------------------|---|
|  | Quantity   | Quality  | Target Group                   | Target Area  | Time Period              | Full Statement  |
| Co-ordinate and facilitate MEC's imbizos                       | 30 municipalities  | Community members<br>Municipal systems act section 105 and Constitution of the RSA section 154 and 155 | Community members              | Municipalities   | 2011/2012 financial year | Coordinate and facilitate MEC:<br>Imbizos by taking note of issues raised by community members and compile report and do follow up to municipalities and affected institutions  |
| To facilitate and support the Premier Intergovernmental Forum  | 5 District   | Constitution chapter 3, IGR and Framework Act  | 5 District                     | 5 District   | 2011/2012 financial year | Coordinate attendance of municipalities of Premier Intergovernmental Relation forum<br>Attend and support the forum and monitor compliance to KPA of government to District IGR |
| To facilitate and support the Premier Intergovernmental Forum. | MEC's, All Mayors, Municipal Manager and Head of Departments | Constitution chapter 3, IGR and Framework Act  | Premier, MEC's, and all Mayors | Office of the Premier, All municipalities and sector departments | 2011/2012 financial year | Premier's meeting with Mayors.  |
| Grading of municipalities                                      | 30 municipalities  | Remuneration of public office barrers Act  | All Municipalities             | All municipalities   | 2011/12 Financial year   | All municipalities assessed and graded by the unit IGR  |

**BRANCH: LOCAL GOVERNMENT SUPPORT**  
**SBU: MUNICIPAL INSTITUTIONAL CAPACITY BUILDING**

| KEY SERVICE  | SERVICE STANDARDS                                       |                              | Target Group      | Target Area                  | Time Period            | Full Statement  |
|--|---|------------------------------|-------------------|------------------------------|------------------------|---|
|  | Quantity  | Quality                      |                   |                              |                        |   |
| 30 Municipalities with adopted organizational structures.    | Review of organizational structure in 30 municipalities | MSA                          | 30 Municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Credible organization structure that are aligned to budget & IDP.   |
| 30 municipalities with adopted skills plan                   | 30 WSP (Skills Plans) developed and adopted             | MSA & Skills Development Act | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Capacitated and skilled officials and councilors in municipalities. |
| 30 municipal with support plans.                             | Development of in 30 municipal support plans.           | MSA                          | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Effective and efficient municipalities.                             |
| 30 Municipalities with adopted HR policies norms & standard. | 30 municipalities with adopted HR Policies.             | MSA                          | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Effective and efficient municipalities.                             |

| KEY SERVICE  | SERVICE STANDARDS  |                              | Target Group      | Target Area                  | Time Period            | Full Statement  |
|--|--|------------------------------|-------------------|------------------------------|------------------------|---|
|  | Quantity   | Quality                      |                   |                              |                        |   |
| 30 Municipalities with adopted recruitment & retention policy. | Review and implementation and development of retention strategies in 18 municipalities | MSA                          | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Effective and efficient municipalities.                             |
| 30 Municipalities with adopted EE plans                        | Development of Employment Equity Plans in 30 Municipalities                            | MSA                          | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Effective and efficient municipalities.                             |
| 4 Reports on training implemented.                             | Implement 4 training programmes and reports submitted                                  | MSA & Skills Development Act | 30 municipalities | 30 Municipalities in Limpopo | 2011/12 Financial Year | Capacitated and skilled officials and councilors in municipalities. |

**SBU: DEVELOPMENT PLANNING**

| KEY SERVICE   | SERVICE STANDARDS  |  |  |  |             |   |
|---|--|--|--|--|-------------|---|
|   | Quantity   | Quality  | Target Group   | Target Area                            | Time Period | Full Statement  |
| To conduct comprehensive audit of strategic land available for future development | All municipal areas within the province  | Efficient land use Management in terms of the Limpopo Spatial Development Framework                                  | All communities  | All unused land within municipal areas | Quarterly   | Audit of land availability for future development   |
| Facilitate Acquisition of Security Tenure Rights                                  | Cancellation of 4098 bonds/charges for Discount Benefit Scheme applications and secure registered deeds documents for beneficiaries of 14 municipalities on proclamations R293/1962 and R45/1990 towns | Full ownership rights of properties affected by beneficiaries in terms of Proclamations R293 of 1962 and R45 of 1990 | Beneficiaries resident in R293 and R45 towns currently not having security of tenure | Throughout the province                | Annually    | 1025 bonds/charges are cancelled to ensure full ownership and security of tenure annually |

| KEY SERVICE   | SERVICE STANDARDS                                 |   |   |  |             |   |
|---|---|---|---|--|-------------|---|
|   | Quantity  | Quality   | Target Group                                  | Target Area  | Time Period | Full Statement  |
| Maintain and Update Provincial Spatial Information  | All municipalities                                | Reliable information to enable informed decision making as per the Spatial Data Infrastructure Act of 2003      | All communities in R293 and R45 towns         | All municipal areas within Limpopo boundary                      | Monthly     | Spatial Information / Data is updated monthly   |
| Ensure Integrated Provincial Spatial Patterns as per recommendations of Spatial Development Framework | Establishment of three towns                      | Finalize the Establishment of integrated Towns in terms of Limpopo Spatial Framework                            | Communities in the identified municipal areas | Fetakgomo, Jane Furse and Greater Tubatse Municipal Areas        | Annually    | The Establishment of integrated Towns in Fetakgomo, Jane Furse and Greater Tubatse is done annually |
|   | Demarcation of 10 000 sites in the Affected areas | Sites orderly planned and serviced in terms of DFA of 1995, Proclamations R45 and R293 and Ordinance 15 of 1986 | Communities in the identified municipal areas | Housing development areas and sites identified by municipalities | Annually    | 10 000 sites in identified areas are demarcated   |

| KEY SERVICE  | SERVICE STANDARDS                                  |   |   |  |             |   |
|--|--|---|---|--|-------------|---|
|  | Quantity   | Quality   | Target Group  | Target Area  | Time Period | Full Statement  |
| Facilitate the implementation of Provincial Growth Point Municipal Programme (PGPMP) | 11 Provincial Growth Point (PGP) municipalities    | Integrated and Sustainable planning and economic development in terms of Limpopo Spatial Framework  | Communities within PGP Municipalities                         | 11 PGP Municipalities  | Quarterly   | 3 PGP prioritized municipalities are supported with forward planning and implementation in 8 municipalities monitored quarterly |
| Facilitate Integrated Development Planning   | 30 IDPs and 1 MEC's IDP Assessment Report produced | IDPs that are compliant to the Municipal Systems Act of 2000  | Communities in the identified municipal areas in the province | 11 Provincial Growth Point Municipalities and 5 other municipalities | Annually    | IDPs are assessed and reviewed annually   |
| Develop and implement LED Strategy   | 30 Municipalities                                  | Credible and implementable LED strategies<br><br>Economic growth, development and sustainable jobs in terms of the New Growth Path and National LED Strategic Framework | Municipalities  | All 30 municipalities  | Annually    | 30 LED strategies developed, reviewed and assessed annually.  |

**SBU: MUNICIPAL FINANCE**

| KEY SERVICE   | SERVICE STANDARDS    |                     |                          |  |                           |  |
|---|----------------------|---------------------|--------------------------|--|---------------------------|--|
|   | Quantity             | Quality             | Target Group             | Target Area                                  | Time Period               | Full Statement   |
| Number of municipalities that are supported in MPRA implementation                      | 24                   | MPRA<br>MFMA<br>MSA | 25<br>Municipalities     | 25municipalities<br>in Limpopo               | 2011/12<br>financial year | Implementable/Credible<br>Certified Valuation rolls<br>in all Local<br>municipalities. |
| Monitor the functionality of internal audit units in municipalities.                    | 30<br>Municipalities | MFMA                | 30<br>Municipalities     | 30<br>Municipalities in<br>Limpopo           | Annually                  | 30 Functional internal<br>audit units with Audit<br>plans and Charters                 |
| Monitor implementation of strategies in 10 growth point municipalities                  | 30<br>Municipalities | MFMA                | Municipalities           | Growth point<br>municipalities in<br>Limpopo | Annually                  | Revenue enhancement<br>strategies implemented<br>and One Report                        |
| Ensure timely submission of Annual Financial Statements by 31 <sup>st</sup> August 2010 | 30<br>municipalities | MFMA                | 30<br>municipalities.    | 30<br>municipalities.                        | 31 August<br>2011.        | All Municipalities<br>submitting AFS by the<br>legislated time frame.<br>.             |
| Support municipalities to achieve achieved unqualified audits                           | 13<br>municipalities | MFMA<br>MSA         | All 30<br>Municipalities | 13<br>Municipalities                         | End of<br>November.       | clean audit Opinions   |
| Monitoring implementation of grant funding.   | 30<br>municipalities | MFMA<br>DORA<br>MSA | 30<br>Municipalities     | 30<br>Municipalities                         | Annually                  | Municipalities with grant<br>reconciliation and<br>maintenance of grant<br>register.   |

## VISION

“Integrated Sustainable Human Settlement”

## MISSION

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

Continuously improving service delivery to citizens;

Implementing citizen-driven projects, improving infrastructure conditions and contributing to job creation;

Demonstrate best practice in people management and leadership;

Maintaining excellent internal and external communications to continuously improve transparency, visibility and public image;

Building an appropriate organisational structure to achieve our strategic objectives, and Maintaining good governance.

## VALUES

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

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

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

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

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

| KEY SERVICE  | SERVICE STANDARDS  |   |  |  |                        |  |
|--|--|---|--|--|------------------------|--|
|  | Quantity   | Quality   | Target Group   | Target Area  | Time Period            | Full Statement   |
| Maintain and update Provincial Spatial Information   | All municipalities   | Reliable information to enable informed Decision making               | All communities in R293 and R 45 towns                             | All municipalities areas   | Monthly                | Spatial information/data is updated monthly.                   |
| Ensure Integrated Provincial Spatial patterns as per recommendations of Spatial; Development Framework | Establishment four towns   | Finalized establishment of towns                                      | Communities in the identified municipalities areas                 | Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas | Annually               | The establishment of towns is done annually (one per quarter). |
|  | Demarcation of 33 000 sites in the affected areas                  | Sites fully serviced  | Communities in the identified municipalities areas                 | Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas | Quarterly              | 8250 sites in affected are demarcated quarterly.               |
| Facilitate Integrated Development Planning   | 31 IDPs and equivalent number of MEC's assessment reports produced | IDPs that are compliant to the relevant legislation and SONA and SOPA | Communities in the identified municipalities areas in the province | Fetakgomo, Aganang ,Jane Furse and Greater Tubatse Municipal areas | End of March each year | IDPs are consulted and reviewed by end of March each year.     |

| KEY SERVICE  | SERVICE STANDARDS                         |  |   |                                    |             |   |
|--|---|--|---|------------------------------------|-------------|---|
|  | Quantity                                  | Quality  | Target Group  | Target Area                        | Time Period | Full Statement  |
| Facilitate implementation of Integrated Sustainable Rural Development Programme(SRDP)  | 15 Project Consolidate municipalities     | Integrated and sustainable rural development         | Communities within Project Consolidate Municipalities | Project Consolidate Municipalities | Quarterly   | 4 project consolidate municipalities are monitored quarterly  |
| Assess all municipalities on powers and functions through the Demarcation and re-grade them based on their determined capacities | 30 Municipalities                         | Well graded municipalities                           | All local municipalities                              | Across the province                | Annually    | Continuously monitor implementation of new grades and assess the implementation of devolution of powers and functions by municipalities and make adjustment where necessary |
| Implement Voter education ,support IEC in preparations and coordination of by-elections  | All municipalities                        | 50% reach-out to targeted areas selected             | All qualifying voters                                 | Across the province                | Quarterly   | 12.5% of Voter education and IEC preparation is implemented quarterly.  |
| To ensure effective public participation process   | All 513 ward committees in municipalities | Capacitated and properly functioning ward committees | All municipalities                                    | Across the province                | Quarterly   | Capacity building programmes implemented in 128 wards quarterly.  |

| KEY SERVICE   | SERVICE STANDARDS     |   |                    |                            |             |   |
|---|-----------------------|---|--------------------|----------------------------|-------------|---|
|   | Quantity              | Quality   | Target Group       | Target Area                | Time Period | Full Statement  |
| Build financial capacity of municipalities and ensure MFMA compliance | 12 municipalities     | Revenue enhancement strategies in municipalities developed    | Municipalities     | 12 Selected municipalities | Annually    | 12 Municipalities having Revenue enhancement strategies and implement them effectively to improve their revenue collection. Targeted municipalities to have capability to develop and submit financial statements to the Auditor General timorously |
| Implementation of Provincial Integrated Capacity building Strategy    | All 31 municipalities | Proper alignment of the PMS, IDP and budget by municipalities | All municipalities | Across the province        | annually    | Strategy popularized in all 31 municipalities and support municipalities in the development and implementation of new organizational structures annually.   |

| KEY SERVICE                 | SERVICE STANDARDS                               |                                    |                                |             |             |  |
|-----------------------------|---|------------------------------------|--------------------------------|-------------|-------------|--|
|                             | Quantity  | Quality                            | Target Group                   | Target Area | Time Period | Full Statement   |
| Employee Wellness Programme | Number of referred cases                        | Timeous response                   | Employees and dependants       | Limpopo     | 6 months    | Referred cases for counseling are finalized within 6 months of the date of referral.                                 |
|                             | Number of traumatized employees                 | Timeous response                   | Employees and dependants       | Limpopo     | 3 days      | Critical incident stress debriefing is offered within 3 days of the incident to traumatized employees and dependants |
|                             | 11 provincial departments                       | Timeous response                   | Employees and the organization | Limpopo     | Annually    | Relevancy of the program to employee and organizational needs is checked annually.                                   |
|                             | Number of employees undergone medical screening | Proactive health promotion program | Employees                      | Limpopo     | Annually    | Medical screening of employees is done.  |
|                             | Number of events held                           | Proactive health promotion program | Employees                      | Limpopo     | Annually    | Promotion of wellness through sporting activities is done annually   |

| KEY SERVICE | SERVICE STANDARDS   |                           |              |             |                   |   |
|-------------|---|---------------------------|--------------|-------------|-------------------|---|
|             | Quantity  | Quality                   | Target Group | Target Area | Time Period       | Full Statement  |
| OHS & COID  | Number of departments develop and evacuation plan                   | Tested plan               | departments  | Limpopo     | Annually          | Evacuation plan is developed and implemented annually   |
|             | Number of First Aiders and Fire-marshalls                           | Accredited training       | departments  | Limpopo     | Every three years | First Aiders and fire-Marshalls trained annually  |
|             | Number of departments that have conducted organizational assessment | In line with the OHS Act. | departments  | Limpopo     | Every three years | Assessment of the organizational health and safety risk is done within every three years.   |
|             | Number of accepted claim  | In line with the OHS Act. | departments  | Limpopo     | Within 30 days    | Administration of payments in respect of occupational injuries and diseases is done within 30 days of the receipt of the accepted claim |

| KEY SERVICE              | SERVICE STANDARDS  |                               |                                  |             |                |   |
|--------------------------|--|-------------------------------|----------------------------------|-------------|----------------|---|
|                          | Quantity   | Quality                       | Target Group                     | Target Area | Time Period    | Full Statement  |
| Mainstreaming HIV & AIDS | Number of campaigns (one per quarter).   | As per national framework     | Employees and other stakeholders | Limpopo     | Quarterly      | Education and empowerment of employees on HIV & AIDS is done quarterly.         |
|                          | Mechanisms provided (support groups, Counselling structures and treatment support) | As per the national framework | Employees and dependants         | Limpopo     | Monthly        | Provision of supportive mechanisms for infected and affected employees monthly. |
| HRM And Job Evaluation   | All  | In line with legislations     | Employees                        | Limpopo     | 5 working days | Termination of service is done within 5 working days                            |
| Service benefits         | All  | In line with legislations     | Employees                        | Limpopo     | 5 working days | Employee benefits are processed within five working days.                       |
| Records management       | All  | In line with legislations     | Employees                        | Limpopo     | 5 working days | Capturing, auditing and payment of denied leave done within five working days.  |

| KEY SERVICE                | SERVICE STANDARDS |                                       |              |             |                        |   |
|----------------------------|-------------------|---------------------------------------|--------------|-------------|------------------------|---|
|                            | Quantity          | Quality                               | Target Group | Target Area | Time Period            | Full Statement  |
| Recruitment and selection  | All               | In line with legislations             | Employees    | Limpopo     | 60 days                | Recruitment of suitable candidates is finalized 60 days the closing date.               |
| Transfers and translations | All               | In line with legislations             | Employees    | Limpopo     | Within 14 working days | Processes sing of transfers and translations, resettlement done within 14 working days. |
| Records Management         | All               | In line with the National Archive Act | Employees    | Limpopo     | Within 5 minutes       | Files should be retrieved within a period of five minutes upon request                  |
|                            | All               | In line with the National Archive Act | Employees    | Limpopo     | 5 days                 | Follow-up on returned files should be done after 5 days.                                |
|                            | All               | In line with the National Archive Act | Employees    | Limpopo     | Within one day         | New files are opened within one day after the need has been identified.                 |

| KEY SERVICE                              | SERVICE STANDARDS |  |              |             |                  |  |
|--|-------------------|--|--------------|-------------|------------------|--|
|  | Quantity          | Quality                                | Target Group | Target Area | Time Period      | Full Statement   |
|  | All               | In line with the National Archive Act  | Employees    | Limpopo     | Annually         | Files shall be closed if terminated or have reached the thickness of 3cm/150 folios annually     |
|  | All               | In line with the National Archive Act  | Employees    | Limpopo     | Within one month | Transfers of files to /from departments should be done within one calendar month.                |
|  | All               | In line with the National Archive Act  | Employees    | Limpopo     | Annually         | Sound record management is provided annually   |
| Promotion of access to information       | All               | Promotion of Access to information Act | Employees    | Limpopo     | Annually         | Openness transparency and accountability promoted through access to information is done annually |
| Government Information Technology Office | All               | As per legislations                    | Employees    | Limpopo     | 2 working days   | Software support services provided within 2 working days in any user's station                   |

| KEY SERVICE                                  | SERVICE STANDARDS |                     |              |             |                        |  |
|--|-------------------|---------------------|--------------|-------------|------------------------|--|
|  | Quantity          | Quality             | Target Group | Target Area | Time Period            | Full Statement   |
|  | All               | As per legislations | Employees    | Limpopo     | 7 working days         | Hardware maintenance services provided within 7 working days in any user's station                       |
|  | All               | As per legislations | Employees    | Limpopo     | Daily                  | Provide daily maintenance and security of departmental data to all user's                                |
| Communications Services Public Relations     | All               | As per legislations | Employees    | Limpopo     | End of March each year | Departmental Communication Strategy reviewed and finalized by end March each year                        |
| Event Management and communications research | All               | As per legislations | Employees    | Limpopo     | Six weeks              | Events planned six weeks prior calendar dates for a positive portray of the departmental corporate image |
| Publications                                 | All               | As per legislations | Employees    | Limpopo     | Quarterly              | Internal and External Publications are published monthly and quarterly respectively                      |

| KEY SERVICE   | SERVICE STANDARDS |  |              |             |                        |   |
|---|-------------------|--|--------------|-------------|------------------------|---|
|   | Quantity          | Quality                                    | Target Group | Target Area | Time Period            | Full Statement  |
|   | All               | As per legislations                        | Employees    | Limpopo     | Weekly                 | Update internal communication tools on weekly basis   |
| Media and library   | All               | As per legislations                        | Employees    | Limpopo     | Weekly                 | Promotion of media relations on weekly basis  |
|   | All               | As per legislations                        | Employees    | Limpopo     | Daily                  | Daily briefing to the office of the Executive Authority on media trends for improved planning                                       |
| Batho pele Service Improvement Planning and Excellence Programmes | All               | In line with the White Paper on Batho Pele | Employees    | Limpopo     | End of March each year | Departmental Service Delivery Improvement Plan developed by the 31st March each year and implementation reported on quarterly basis |

| KEY SERVICE                          | SERVICE STANDARDS |  |              |             |                                  |  |
|--------------------------------------|-------------------|--|--------------|-------------|----------------------------------|--|
|                                      | Quantity          | Quality                                      | Target Group | Target Area | Time Period                      | Full Statement   |
|                                      | All               | White Paper on Batho Pele (Service Delivery) | Employees    | Limpopo     | End of December each year        | Participation in the Premier's Service Excellence Awards programme by end of December each year  |
|                                      | All               | White Paper on Batho Pele (service delivery) | Employees    | Limpopo     | Annually                         | Batho Pele flagship programmes are held annually   |
| Standards Development and Monitoring | All               | White Paper on Batho Pele (Service delivery) | Employees    | Limpopo     | Quarterly                        | Departmental service standards are monitored on quarterly basis  |
| Special programmes                   | All               | White Paper on Batho Pele (service delivery) | Employees    | Limpopo     | 31 <sup>st</sup> March each year | Gender, Disability, Children, youth and Older Persons mainstreaming programmes incorporated in the Departmental Annual Performance Plans by the 31st March each year |

| KEY SERVICE                                  | SERVICE STANDARDS |  |              |             |                       |  |
|--|-------------------|--|--------------|-------------|-----------------------|--|
|  | Quantity          | Quality                                | Target Group | Target Area | Time Period           | Full Statement   |
| Supply Chain management<br>Demand management | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | 4 working days        | Verification for need and optimum method to fulfill the need be determined within four working days. |
| Acquisition                                  | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | Within 30 days        | Finalization of bids is done within 30 days  |
| Logistics                                    | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | Within 7 working days | Requests are finalized within 7 working days   |
| Stores/Warehouse management                  | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | Daily                 | Stock levels are determined on daily basis   |
|  | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | Daily                 | Vendor performance monitored daily   |
|  | All               | According to PFMA/Treasury Regulations | Employees    | Limpopo     | Within a day          | Quality, quantity and correctness of goods is checked within a day.                                  |

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

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

| KEY SERVICE                 | SERVICE STANDARDS |                   |              |             |                |   |
|-----------------------------|-------------------|-------------------|--------------|-------------|----------------|---|
|                             | Quantity          | Quality           | Target Group | Target Area | Time Period    | Full Statement  |
| Financial Management Salary | All               | According to PFMA | employees    | Limpopo     | monthly        | Payment of salaries to employees is done monthly                          |
|                             | All               | According to PFMA | Employees    | Limpopo     | Within 14 days | Payment of claims is finalized within 14 days.                            |
|                             | All               | According to PFMA | Employees    | Limpopo     | Within 14 days | Supplier payment are finalized within 14 days                             |
|                             | All               | According to PFMA | Employees    | Limpopo     | Within 7 days  | Allowances are finalized within 7 days                                    |
|                             | All               | According to PFMA | Employees    | Limpopo     | Within 7 days  | BAS cheques for the amount of R2000.00 or less are printed within a week. |
|                             | All               | According to PFMA | Employees    | Limpopo     | Weekly         | PERSAL cheques are printed weekly   |
|                             | All               | According to PFMA | Employees    | Limpopo     | Annually       | IRP5 maintenance is done annually   |
|                             | All               | According to PFMA | Employees    | Limpopo     | Annually       | IRP5 certificates are distributed annually within 14 days after printing. |

| KEY SERVICE | SERVICE STANDARDS |                   |              |             |   |  |
|-------------|-------------------|-------------------|--------------|-------------|---|--|
|             | Quantity          | Quality           | Target Group | Target Area | Time Period                             | Full Statement   |
|             | All               | According to PFMA | Employees    | Limpopo     | Monthly                                 | Regional service levy is submitted to municipalities monthly upon receipt of PERSAL reports                  |
|             | All               | According to PFMA | Employees    | Limpopo     | Monthly                                 | Tax reconciliation are submitted to SARS before the 7 <sup>th</sup> of each month                            |
| Budget      | All               | According to PFMA | Employees    | Limpopo     | Annually                                | Consolidation of departmental inputs into MTEF and GFS document is finalized on the 31 May annually          |
|             | All               | According to PFMA | Employees    | Limpopo     | End of March each year                  | Capturing of budget in BAS and FINEST systems is finalized on or before 31 March each year                   |
|             | All               | According to PFMA | Employees    | Limpopo     | 1 <sup>st</sup> week of March each year | Closing of books-appropriation accounts shall be finalized during the 1 <sup>st</sup> week of May each year. |

| KEY SERVICE | SERVICE STANDARDS |                   |              |             |                                |  |
|-------------|-------------------|-------------------|--------------|-------------|--------------------------------|--|
|             | Quantity          | Quality           | Target Group | Target Area | Time Period                    | Full Statement   |
|             | All               | According to PFMA | Employees    | Limpopo     | 15 <sup>th</sup> of each month | Fund requisition for the department is submitted 4 days before 15 <sup>th</sup> of each month.                           |
|             | All               | According to PFMA | Employees    | Limpopo     | End of May each year           | Preparations and submission of Annual Financial Statements on or before 31 May each year to Treasury and Auditor General |
|             | All               | According to PFMA | Employees    | Limpopo     | 15 <sup>th</sup> of each month | Early Warning Report to Treasury is submitted on or before the 15 <sup>th</sup> of each month.                           |
|             | All               | According to PFMA | Employees    | Limpopo     | Quarterly                      | Quarterly submission of Financial reports to EXCO  |
|             | All               | According to PFMA | Employees    | Limpopo     | Monthly                        | Monthly spending report is issued 5 days after each month  |

| KEY SERVICE | SERVICE STANDARDS |                   |              |             |   |   |
|-------------|-------------------|-------------------|--------------|-------------|---|---|
|             | Quantity          | Quality           | Target Group | Target Area | Time Period                               | Full Statement  |
|             | All               | According to PFMA | Employees    | Limpopo     | Within 5 days                             | Finalization of GFS and MTEF budget factoring in Adjustment Budget and submission to Treasury is done on the 1 <sup>st</sup> week of December within 5 days       |
|             | All               | According to PFMA | Employees    | Limpopo     | 3 <sup>rd</sup> week of January each year | Consolidation statistics in respect of infrastructure, personnel, training, and assets and submitting to Treasury is done on the 3 <sup>rd</sup> week of January. |
|             | All               | According to PFMA | Employees    | Limpopo     | End of February each year                 | Tabling of provincial budget by MEC for Finance-approved budget figure and MTEF budget is done at the end of February each year.                                  |

| KEY SERVICE        | SERVICE STANDARDS |                   |              |             |                     |   |
|--------------------|-------------------|-------------------|--------------|-------------|---------------------|---|
|                    | Quantity          | Quality           | Target Group | Target Area | Time Period         | Full Statement  |
| Revenue and system | All               | According to PFMA | Employees    | Limpopo     | Within 24 hours     | Banking of revenue collected is done within 24 hours in line with the departmental policies and regulations |
|                    | All               | According to PFMA | Employees    | Limpopo     | Bi-monthly          | Inspections are conducted bi-monthly at all collection points   |
|                    | All               | According to PFMA | Employees    | Limpopo     | Weekly              | Weekly transfer of revenue collected by departments to provincial revenue                                   |
|                    | All               | According to PFMA | Employees    | Limpopo     | September each year | Revision and adjustment of revenue estimates/targets is done during the month of September each year.       |
|                    | All               | According to PFMA | Employees    | Limpopo     | Weekly              | Spot check at collection points is done on weekly basis   |
|                    | All               | According to PFMA | Employees    | Limpopo     | Annually            | Rotation of cashiers is done after twelve months of appointment   |

| KEY SERVICE      | SERVICE STANDARDS |                             |              |             |               |   |
|------------------|-------------------|-----------------------------|--------------|-------------|---------------|---|
|                  | Quantity          | Quality                     | Target Group | Target Area | Time Period   | Full Statement  |
|                  | All               | According to PFMA           | Employees    | Limpopo     | Within 3 days | FINEST and PERSAL user id's are issued within 3 days  |
|                  | All               | According to PFMA           | Employees    | Limpopo     | Within a day  | BAS user IDs is issued within a day   |
| Labour Relations | All               | As per Labour Relations Act | Employees    | Limpopo     | 30 days       | A grievance is finalized within 30 working days of receipt                                  |
|                  | All               | As per Labour Relations Act | Employees    | Limpopo     | 30 days       | Arbitration awards are implemented or reviewed within 30 days of receipt.                   |
|                  | All               | As per Labour Relations Act | Employees    | Limpopo     | 30 days       | A grievance is finalized within 30 days of receipt  |
|                  | All               | As per Labour Relations Act | Employees    | Limpopo     | 60 days       | The disciplinary process is finalized within 60 days after the discovery of the misconduct. |

| KEY SERVICE         | SERVICE STANDARDS |  |                                  |             |                |  |
|---------------------|-------------------|--|----------------------------------|-------------|----------------|--|
|                     | Quantity          | Quality  | Target Group                     | Target Area | Time Period    | Full Statement   |
|                     | All               | As per Labour Relations Act                    | Employees                        | Limpopo     | 7 working days | Legal opinion/ contracts should be finalized within 7 working days of receipt of full instruction    |
| Security management | All               | According to Minimum Security Standards (MISS) | Employees / Security Contractors | Limpopo     | Monthly        | Information and physical security audits are conducted monthly.                                      |
|                     | All               | According to Minimum Security Standards (MISS) | Employees / Security Contractors | Limpopo     | Monthly        | Security record checks of service providers and employees are conducted monthly prior to appointment |
|                     | All               | According to Minimum Security Standards (MISS) | Employees / Security Contractors | Limpopo     | Monthly        | Security service level agreements are monitored monthly to evaluate compliance                       |

| KEY SERVICE     | SERVICE STANDARDS |  |                              |             |             |  |
|-----------------|-------------------|--|------------------------------|-------------|-------------|--|
|                 | Quantity          | Quality  | Target Group                 | Target Area | Time Period | Full Statement   |
|                 | All               | As per Minimum Information Security Standards (MISS) | Employees /Service Providers | Limpopo     | Quarterly   | Consultations with Service Providers are held quarterly.                         |
|                 | All               | As per Minimum Information Security Standards (MISS) | Employees/Service Providers  | Limpopo     | 30 days     | All security related investigations are finalized within 30 days of the incident |
| Risk management | All               | In line with PFMA                                    | Employees/Service Providers  | Limpopo     | Annually    | The Risk assessment is conducted annually  |
|                 | All               | In line with PFMA                                    | Employees/Service Providers  | Limpopo     | Quarterly   | Risk Management Committee meetings are held on a quarterly basis                 |

| KEY SERVICE               | SERVICE STANDARDS |                   |                             |             |             |   |
|---------------------------|-------------------|-------------------|-----------------------------|-------------|-------------|---|
|                           | Quantity          | Quality           | Target Group                | Target Area | Time Period | Full Statement  |
| Anti-fraud and corruption | All               | In line with PFMA | Employees/Service Providers | Limpopo     | Monthly     | Reported cases of suspected fraud and corruption are finalized a month. |
|                           | All               | In line with PFMA | Employees/Service Providers | Limpopo     | Annually    | Compliance plan is developed annually                                   |
|                           | All               | In line with PFMA | Employees/Service Providers | Limpopo     | Monthly     | Audit responses are consolidated monthly.                               |
| Compliance                | All               | In line with PFMA | Employees/Service Providers | Limpopo     | Annually    | Compliance plan is developed annually                                   |
|                           | All               | In line with PFMA | Employees/Service Providers | Limpopo     | Monthly     | Audit responses are consolidated monthly.                               |

## GENERIC SERVICE STANDARDS AND VALUES

| KEY SERVICE       | SERVICE STANDARDS |  |                                  |             |                |   |
|-------------------|-------------------|--|----------------------------------|-------------|----------------|---|
|                   | Quantity          | Quality  | Target Group                     | Target Area | Time Period    | Full Statement  |
| Courtesy          | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | Daily          | Employees wear official name tags and introduce themselves when serving citizens whilst on duty   |
|                   | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | Daily          | Clear sign posts/ directions to and at Public Institutions and offices are available at all times   |
| Telecommunication | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | Daily          | Employees' official cellular phones are accessible at all times   |
|                   | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | Within 3 rings | Telephones at switchboard and offices are answered within three rings including lunchtime and messages are passed to relevant sections within a day |

| KEY SERVICE                             | SERVICE STANDARDS |  |                                  |             |                                 |  |
|---|-------------------|--|----------------------------------|-------------|---------------------------------|--|
|   | Quantity          | Quality  | Target Group                     | Target Area | Time Period                     | Full Statement   |
| Service Delivery complaints and Redress | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | 30 working days                 | Reported Service delivery complaints finalized within 30 working days  |
| Information                             | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | 30 working days                 | Departmental Information is readily available in all provincial languages at all service points and confidential information is supplied on request within 30 working days |
| Mail                                    | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | 14 working days                 | Correspondence is acknowledged and responded to within 14 working days   |
| Meetings                                | All               | According to the White Paper on transformation of service delivery | Employees and other stakeholders | Limpopo     | Within 7 working days<br>2 days | Invitations to meetings are issued out within 7 working days before the scheduled meeting and apologies submitted 2 days before the date of the meeting                    |

Signed .....HOD

Signed .....MEC





**Write to:**

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

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Polokwane,  
Private Bag X9485  
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Website: [www.coghsta.limpopo.gov.za](http://www.coghsta.limpopo.gov.za)

For general housing queries, please call toll free: **0800 Ntsebele 687 432**  
If a disaster occurs within your community please call toll free: **0800 222 111**

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