



**LIMPOPO**

**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

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## Department of Public Works

# TRANSVERSAL SERVICE STANDARDS

**2014/2015**



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**GENERIC SERVICE STANDARDS AND VALUES**

KEY SERVICE	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>COURTESY</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	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 Department of Public Works	Daily	Clear sign posts/ directions to and at Public Institutions and offices are available at all times
<b>TELECOMMUNICATION</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	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 Department of Public Works	Within 3 rings	Telephones at switchboard and offices are answered within three rings including lunchtime and messages are passed to relevant sections within a day
<b>SERVICE DELIVERY COMPLAINTS AND REDRESS INFORMATION</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	30 working days	Reported Service delivery complaints finalized within 30 working days
	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	30 working days	Departmental Information is readily available in all provincial languages at all service points and confidential information is supplied on request within 30 working days



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>MAIL</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	14 working days	Correspondence is acknowledged and responded to within 14 working days
<b>MEETINGS</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works	Within 7 working days 2 days	Invitations to meetings are issued out within 7 working days before the scheduled meetings and apologies submitted 2 days before the date of the meeting.

## EMPLOYEE WELLNESS PROGRAMME

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Wellness Management</b>	Cases handled	In line with the departmental policy and Employee Assistance Programme standards, 2005. Public Service regulation, 2001	Departmental Employees and their dependants	Limpopo Department of Public Works	6 months	Cases handled are managed within 6 months in line with the departmental policy and Employee Assistance Professional Association (EAPA) standards in Limpopo Department of Public Works for employees and their dependants.
<b>Sports Activities</b>	Employees participating in Sport and recreational activities	In line with the DPSA Employee Health and Wellness strategic framework	Employees and dependants	Limpopo Department of Public Works	Monthly	Limpopo Department of Public Works Employees and their dependants participate in Sport and recreational activities on a monthly basis in line with the DPSA Employee Health and Wellness strategic framework.
<b>Work Life Balance</b>	Work life balance interventions	In line with the DPSA Employee Health and Wellness strategic framework, Departmental Wellness Policies	Employees and dependants	Limpopo Department of Public Works	Quarterly	Employees and dependants work life balance interventions handled quarterly in line with the DPSA Employee Health and Wellness strategic

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<b>HIV &amp; AIDS AND TB MANAGEMENT</b>	Employees reached through prevention program	In line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies	Employees, Dependents	Limpopo Department of Public Works	Monthly	framework and Departmental wellness policies Prevention program initiatives provided monthly to Limpopo Department of Public Works employees, dependents and sectors in line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies
<b>Distribution of Condoms</b>	Male and female condoms distributed	In line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies	Employees	Limpopo Department of Public Works	Monthly	Male and Female condoms distributed monthly to Limpopo Department of Public Works employees and sectors in line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>SAFETY, HEALTH; ENVIRONMENT, RISK AND QUALITY MANAGEMENT</b>	Risk assessment done	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001	Departmental Workstations	Limpopo Department of Public Works	Every 3 years	Risk assessment done in Limpopo Department of Public Works Departmental workstations every three years in line with Occupational Health and Safety Act 85 of 1993, Department Policies and International Standard Organization, 9001, 14001 and 18001.
<b>Audits</b>	Workstations audited	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001. Department Policies	Departmental Workstations	Limpopo Department of Public Works	Monthly	Limpopo Department of Public Works Workstations audited monthly in line with Occupational Health and Safety Act 85 of 1993, Department Policies and International Standard organization, 9001, 14001 and 18001.
<b>Occupational Injuries and Diseases</b>	Occupational Injuries and Diseases cases administered	Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety	Employees and Dependants	Limpopo Department of Public Works	Monthly	Occupational Injuries and Diseases cases for employees and dependents within Limpopo Department of Public Works are

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Act 85 of 1993 and Department Policies				administered monthly in line with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies.
<b>Occupational Health and Safety administrative controls</b>	Occupational Health and Safety administrative controls done	Occupational Health and Safety Act 85 of 1993 Occupational Health and Safety Regulations and Departmental Policies	Employees	Limpopo Department of Public Works	Every three years	Occupational Health and Safety administrative controls for employees done every three years in Limpopo Department of Public Works in line with Occupational Health and Safety Act 85 of 1993, Occupational Health and Safety Regulations and Departmental Policies.
<b>Health and Wellness Educational Initiatives</b>	Employees reached through Health and Wellness educational initiatives	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2007 – 2011 and Departmental Policies	Employees	Limpopo Department of Public Works	Quarterly	Limpopo Department of Public Works employees reached on quarterly basis through Health and Wellness educational initiatives in line with the DPSA Employee Health and Wellness Strategic Framework, National



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Employee Health and Wellness Research Initiatives	Employee Health & Wellness research initiatives done	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2007 – 2011 and Departmental Policies	Employees	Limpopo Department of Public Works	Every three years	Strategic Plan 2007 – 2011 and Departmental Policies Limpopo Department of Public Works Employee Health & Wellness research initiatives done in every three years in line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2007 – 2011 and Departmental Policies.
<u>HRM AND JOB EVALUATION</u> Termination of Service	All	In line with prescripts	Employees	Limpopo Department of Public Works	5 working days	Termination of service for employees in Limpopo Department of Public Works is done in line with prescripts within 5 working days upon receipt of notice.
Service Benefits	All	In line with prescripts	Employees	Limpopo Department of Public Works	5 working days	Processing of employee benefits is done within 5 working days upon receipt of request or claim in Limpopo Department of Public Works.
Leave Management	All	In line with prescripts	Employees	Limpopo Department of Public Works	5 working days	Processing of leaves for employees is done

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
				Public Works		within 5 working days Limpopo Department of Public Works.
<b>Recruitment and Selection</b>	All	In line with prescripts	Internal and external candidates	Limpopo Department of Public Works	60 days	Appointment of suitable candidates is finalized 60 days after the closing date.
<b>Transfers and Translations</b>	All	In line with prescripts	Employees	Limpopo Department of Public Works	Within 30 working days	Processing of transfers and translations is done in line with prescripts within 30 working days upon receipt of the request in Limpopo Department of Public Works.
<b>Job Evaluation</b>	All identified job	As per relevant legislations and guide lines	Employee within departments	Limpopo Department of Public Works	annually	Job evaluation for identified posts is done per legislation and guidelines within 14days upon request in Limpopo Department of Public Works.
<b>Job Evaluation Results</b>	All	As per relevant legislations and guide lines	Employee within departments	Limpopo Department of Public Works	annually	Job evaluation results communicated to directorate in Limpopo departments within 5 days after approval by executing authority.
<b>PERFORMANCE MANAGEMENT SYSTEM</b>	All	In line with prescripts	Employees	Limpopo Department of Public Works	30 April each year	All employees conclude Performance Instruments (PIs) in line



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Performance planning						with prescripts by April 30 each year within Limpopo Department of Public Works.
	All	In line with prescripts	Employees	Limpopo Department of Public Works	Within 3 months	All new employees in Limpopo Department of Public Works conclude PIs within three (3) months after appointment.
Review and Monitoring	All	In line with prescripts	Employees	Limpopo Department of Public Works	Within 30 days after the end of the quarter	Progress Reviews Discussion (PRDs) are compiled and signed by employees within 30 days subsequent to the end of the quarter under review within Limpopo Department of Public Works.
Performance Evaluation/ Assessment	All	In line with prescripts	Employees	Limpopo Department of Public Works	30 days after end of the cycle ( march)	Annual Performance Evaluation reports for the previous financial year finalized by 30 after the end of the cycle within Limpopo Department of Public Works.
Annual Performance Evaluation reports	All	In line with prescripts	Employees	Limpopo Department of Public Works	End of June each year.	Moderation of Annual Performance Evaluation reports finalize by the end of June each year



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						in Limpopo Department of Public Works
Annual assessment outcome	All	In line with prescripts	Employees	Limpopo Department of Public Works	End of July each year	Annual assessment outcome for all employees in Limpopo Department of Public Works are finalized by end of July each year
Rewards	All	In line with prescripts	Employees	Limpopo Department of Public Works	End of July each year.	Rewards finalized not later than 30 July each year.
Submission of Performance Agreement for SMS	All	In line with prescripts	Employees	Limpopo Department of Public Works	End of May each year.	All signed copies of Performance Agreements (PAs) for SMS members submitted to Office of the Premier (OtP) by 30 of May each year.
HUMAN RESOURCE DEVELOPMENT	All	In line with relevant government prescripts.	Internal and external client	Limpopo Department of Public Works	Annually	Bursaries are awarded inline with prescripts to all selected internal and external applicants annually within the province.
Bursary Management Training and Development	All	In line with relevant government prescripts	Identified employees	Limpopo Department of Public Works	Annually	Training and development is provided annually to identify employees' inline with prescripts within Limpopo Province.

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ABET( Adult Basic Education and Training)	All	In line with relevant government prescripts	Identified employees	Limpopo Department of Public Works	Annually	ABET is provided annually to identified employees in line with the prescripts within Limpopo Department of Public Works.
Learnership and Internship Management	All	Inline with Skill Development Act	Internal and external clients.	Limpopo Department of Public Works	Annually	Learner ship and internship is provided annually to identified employees in line with the prescripts within Limpopo Department of Public Works.
RECORDS MANAGEMENT Implementation of systematic disposal program	All Records affected	In line with provincial archives disposal authority	Ministerial, HR, General Records and schedule of other records	Limpopo Department of Public Works	90 days after application of disposal authority.	Implementation of systematic disposal program of all records affected in line with Provincial Archives Act and disposal authority is done within 90 days after application of disposal authority in Limpopo Department of Public Works. 2009/2010 financial year in Head Office and institutions within Limpopo Province.
Management and Implementation	All Records Management Policies.	In line with Provincial Archives Act and Records	Ministerial, HR, General Records	Limpopo Department of Public Works	Monthly	Management and implementation of Records Management



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>of Records Management Policy.</b>		Management Policy Guidelines.				Policy is done monthly in line with Provincial Archives Act and Records Management Policy Guidelines in Limpopo Department of Public Works.
<b>Implementation of Promotion of Access to Information</b>	Attend to all received request	In line with Promotion of Access to Information Act, No.2 of 2000 (PAIA)	Ministerial, HR and General Records	Limpopo Department of Public Works	Within 30 days of request.	Implementation of Promotion of Access to Information is done within 30 days of request in line with Promotion of Access to Information Act no.2 of 2000 in Limpopo Department of Public Works.
<b>Adherence to Industry Standards to ensure maximize utilization of the Software Packages</b>	All	As per legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works	2 working days	Software support services provided in any users within Limpopo Department of Public Works in line with ITIL, Gartner recommendations within 2 working days.
<b>Maintenance of IT working Tools to enable users to execute their daily activities.</b>	All	As per legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works	7 working days	Hardware maintenance services provided in any users within Limpopo Department of Public Works in line with ITIL, Gartner



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Data protection and Prevention of Unauthorized Access to the Government Network.	All	As per Legislations. ITIL Gartner reports	IT users	Limpopo Department of Public Works	Daily	recommendations within 7 working days. Provide daily maintenance and security of in any users within Limpopo Department of Public Works in line with ITIL, Gartner recommendations departmental data to all users.
COMMUNICATIONS SERVICES Public Relations	All	As per legislations	Employees	Limpopo Department of Public Works	End of March each year	Limpopo provincial departmental Communication Strategy is reviewed and finalized as per legislation by end March each year
Event Management And Communications Research	All	As per legislations	Employees	Limpopo Department of Public Works	Six weeks	Events planned six weeks prior calendar dates for a positive portrayal of the departmental corporate image
Publications	All	As per legislations	Employees	Limpopo Department of Public Works	Quarterly	Internal and External Publications are published monthly and quarterly respectively.
Internal Communication	All	As per legislations	Employees	Limpopo Department of	Weekly	Update internal communication tools on

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Tools				Public Works		weekly basis
Media and Library	All	As per legislations	Employees	Limpopo Department of Public Works	Weekly	Promotion of media relations on weekly basis.
Briefing to the Executive Authority	All	As per legislations	Employees	Limpopo Department of Public Works	Daily	Daily briefing to the office of the Executive Authority on media trends for improved planning
<b>SPECIAL PROGRAMMES</b> Coordination, Integration and Mainstreaming of Gender, Disability, Children, Youth and Older Persons through Departmental Programmes.	2% increase of Gender, Disability and Children, youth and Older Persons	White Paper on integrated strategy)	Gender, Disability, Children, youth and Older Persons	Limpopo Department of Public Works	31 <sup>st</sup> March each year	Gender, Disability, Children, youth and Older Persons mainstreaming programmes incorporated in the Departmental Annual Performance Plans by the 31st March each year
<b>BATHO PELE</b> Service Delivery Improvement Planning	All	In line with the White Paper on Batho Pele	Provincial departments	Limpopo Department of Public Works	End of March each year	Departmental Service Delivery Improvement Plan developed by the 31st March each year and implemented on quarterly basis



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Excellence Awards.	All	White Paper on Batho Pele (Service Delivery)	Provincial departments	Limpopo Department of Public Works	End of December each year	All provincial departments participate in the Premier's Service Excellence Awards programme by end of December each year
Standards Development	All	White Paper on Batho Pele (Service delivery)	Provincial departments	Limpopo Department of Public Works	Fourth quarter each year	Departmental Domain service standards and Transversal Service Standards in Limpopo are developed during the fourth quarter each year
SUPPLY CHAIN MANAGEMENT Demand Management	All	According to PFMA/Treasury Regulations	Employees and stakeholders	Limpopo Department of Public Works	4 working days	Verification for need and optimum method to fulfill the need for employees and stakeholders in Limpopo Province are determined within four working days upon request.
Acquisition	All	According to PFMA/Treasury Regulations	Employees and stakeholders	Limpopo Department of Public Works	Within 30 days	Bids for employees and stakeholders in Limpopo Province are finalized within 30 days upon request.
Stores/ Warehouse management	All	According to PFMA/Treasury Regulations	departments	Limpopo Department of Public Works	Daily	Stock levels for Limpopo Department of Public Works are determined on daily basis



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Stock Bar coding	All	According to PFMA/Treasury Regulations	departments	Limpopo Department of Public Works	Within 2 days	Stock marking (bar-coded) for Limpopo Department of Public Works is done within 2 days upon delivery.
<b>TRANSPORT MANAGEMENT</b>	All	Renewed vehicle petrol cards	Departments	Limpopo Department of Public Works	Before end of March each year	Renewal of all government vehicle petrol cards by the Limpopo departments is done before end of March each year.
Vehicle License	All	Renewed vehicle license disk	Departments	Limpopo Department of Public Works	Month before expiry date	All government vehicle license disks in are renewed by the Provincial departments a month before the expiry date.
<b>Inspections of Government Vehicles</b>	All	Vehicle inspections	Departments	Limpopo Department of Public Works	Once a month	Inspections on all government vehicles are done once a month by the transport officer/divisional head and annually (October-December) to determine the conditions of the car
<b>Inspections of Subsidized Vehicle</b>	All	Vehicle inspections	Departments	Limpopo Department of Public Works	Every month	Inspections on subsidized vehicles are conducted every month by the transport officials when fuel claims are submitted.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Claims for Subsidized Vehicles	All	Processed of payment transactions	Departments	Limpopo Department of Public Works	Within 7 working days	All received fuel claims for subsidized vehicles are processed for payment within 7 working days.
Accidents / damages/ loss	All	Promptly reported	Employees	Limpopo Department of Public Works	Within 24 hours	All damages/ accidents/ loss with government vehicles are promptly reported within 24 hours to the South African Police Services by the employee involved.
Maintenance of Government Vehicles	All	Serviced, maintained and repaired vehicles	Departments	Limpopo Department of Public Works	Within two weeks	Attend to 100% of the job cards opened for maintenance and repairs of active departmental vehicles within two weeks.
Disposal Management	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works	Within 30 days	A plan for disposal of redundant and obsolete stock is drawn within 30 days of notification
Disposal Reports	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works	End of March each year	Detailed disposal reports are forwarded to the Provincial Treasury by the 31 March each year.
Redundant Stock	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works	90 days	Disposal of redundant stock is done 90 days after approval of the Accounting Officer.



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Salary Administration	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works	monthly	Salaries to employees in Limpopo Department of Public Works is done according to PFMA and Treasury Regulation monthly
Allowances	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works	Within 14 days	Salary related allowances for employees in Limpopo Department of Public Works are done according to PFMA and Treasury Regulation within 14 working days upon receipt.
PERSAL Cheques	All	According to PFMA and Treasury Regulation	Employees and third parties	Limpopo Department of Public Works	monthly	PERSAL cheques for employees and third parties paid through cheques in Limpopo Department of Public Works are collected and distributed monthly
PERSAL reports and pay slips	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works	5 days before pay date	Persal reports and pay slips for employees must be distributed to the beneficiaries 5 days before pay date.

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IRP5 certificates	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works	Within 14 days upon receipt.	IRP5 certificates are distributed to employees in Limpopo Department of Public Works According to PFMA and Treasury Regulation within 14 days after receipt.
Expenditure Management	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works	Within 30 days	Payments due to creditors in RSA are settled within 30 days according to PFMA and Treasury Regulation from the date of receipt of an invoice.
Payment stubs	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works	Within days	Payment stubs are printed and distributed within 7 days after disbursement of payments.
Budget administration	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works	Annually	Tabling of Limpopo provincial departmental budgets by political heads is done annually according to PFMA, Treasury Regulation and Guidelines.
Closing of books	All	According to PFMA and Treasury	Provincial departments	Limpopo Department of Public Works	1 <sup>st</sup> week of May each year	Closing of books (appropriation accounts) by Provincial



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Regulation and Guidelines.				departments is finalized during the 1 <sup>st</sup> week of May each year according to PFMA and Treasury Regulation and Guidelines.
<b>Annual Financial Statements</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works	31 <sup>st</sup> May each year	Preparations and submission of Annual Financial Statements by Provincial departments by 31 <sup>st</sup> May each year to Treasury and Auditor General according to PFMA and Treasury Regulation and Guidelines
<b>Early Warning Report</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works	15 <sup>th</sup> of each month	Early Warning Report by Provincial departments to Treasury is submitted by the 15 <sup>th</sup> of each month according to PFMA, Treasury Regulation and Guidelines.
<b>Financial reports to EXCO</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works	Quarterly	Submission of Financial reports to EXCO by Provincial departments is done quarterly according to PFMA, Treasury Regulation and Guidelines.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
GFS and MTEF budget	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works	1 <sup>st</sup> week of December.	Finalization of GFS and MTEF budget factoring in Adjustment Budget and submission by Provincial department to Treasury according to PFMA, Treasury Regulation and Guidelines is done on the 1 <sup>st</sup> week of December.
Closing of books	All	According to PFMA	Employees	Limpopo Department of Public Works	Monthly	Closing of books in departments is done monthly
Revenue and System	All	According to PFMA	Employees	Limpopo Department of Public Works	Within 24 hours	Banking of revenue collected is done within 24 hours in line with the departmental policies and regulations
Employees Inspections	All	According to PFMA	Employees	Limpopo Department of Public Works	Bi-monthly	Inspections are conducted bi-monthly at all collection points
Transfer of Revenue	All	According to PFMA	Employees	Limpopo Department of Public Works	Weekly	Weekly transfer of revenue collected by departments to Provincial Revenue
Revision and adjustment of revenue estimates/targets	All	According to PFMA	Employees	Limpopo Department of Public Works	September each year	Revision and adjustment of revenue estimates/targets is done during the month of September each



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Spot check at collection points	All	According to PFMA	Employees	Limpopo Department of Public Works	Weekly	year. Spot check at collection points is done on weekly basis.
Rotation of cashiers	All	According to PFMA	Employees	Limpopo Department of Public Works	Annually	Rotation of cashiers is done after twelve months of appointment
FINEST and PERSAL user id's	All	According to PFMA	Employees	Limpopo Department of Public Works	Within 3 days	FINEST and PERSAL user id's are issued within 3 days
BAS user IDs	All	According to PFMA	Employees	Limpopo Department of Public Works	Within a day	BAS user IDs is issued within a day
Resolution of Grievances	All Lodged grievances	Grievance Rules: Resolution 14 of 2002	Aggrieved employees	Limpopo Department of Public Works	30 working days	All lodged grievances in the Limpopo Department of Public Works are finalized within 30 working days as per the grievance rules.
Represent the employer in all dispute resolution forums	All disputes declared	As per Labour Relations Act, bargaining councils CCMA Rules	Provincial employer	Limpopo Department of Public Works	As per scheduled dates.	All disputes declared in Limpopo Department of Public Works are attended to as per the schedule
Handling of misconduct cases	All reported misconduct cases	As per the Disciplinary Code and Procedure: PSCBC Resolution 1 of 2003	All employees who committed an act of misconduct	Limpopo Department of Public Works	60 days	All reported misconduct cases in Limpopo Department of Public Works are handled as per the disciplinary code

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						and procedures: PSCBC resolution 1 of 2003 and are finalized within the 60 days.
<b>SECURITY MANAGEMENT</b> Physical Security Audits	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo Department of Public Works	Monthly	Information and physical security audits are conducted monthly.
<b>Security Record Checks</b>	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo Department of Public Works	Monthly	Security record checks of service providers and employees are conducted monthly prior to appointment
<b>Security Service Level Agreements</b>	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo Department of Public Works	Monthly	Security service level agreements are monitored monthly to evaluate compliance
<b>Consultations</b>	All	As per Minimum Information Security Standards (MISS)	Employees /Service Providers	Limpopo Department of Public Works	Quarterly	Consultations with Service Providers are held quarterly.
<b>Investigations</b>	All	As per Minimum Information Security Standards (MISS)	Employees/Service Providers	Limpopo Department of Public Works	30 days	All security related investigations are finalized within 30 days of the incident



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<b>RISK MANAGEMENT</b>						
Risk assessment	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Annually	The Risk assessment is conducted annually
Risk Management Committee	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Quarterly	Risk Management Committee meetings are held on a quarterly basis
<b>ANTI-FRAUD AND CORRUPTION</b>						
Cases	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Monthly	Reported cases of suspected fraud and corruption are finalized a month.
Compliance plan	All	In line with PFMA	Employees/ Service Providers	Limpopo Department of Public Works	Annually	Compliance plan is developed annually
Audit responses	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Monthly	Audit responses are consolidated monthly.
<b>COMPLIANCE</b>						
Compliance Plan	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Annually	Compliance plan is developed annually
Audit Responses	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works	Monthly	Audit responses are consolidated monthly.

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Legal Prescripts	All	In line with legal prescripts	Internal and external stakeholders	Limpopo Department of Public Works	Within 15 working days upon detection	Ensure compliance of legal prescripts by stakeholders within 15 days upon Detection of non compliance in Limpopo.

**RECOMMENDED/ NOT-RECOMMENDED**

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 ACTING HEAD OF DEPARTMENT  
 MR. RW MOTHAPO

12 MAY 2014  
 .....  
 DATE

APPROVED

.....  
 ACCOUNTING OFFICER  
 SECTION 100 (1) (B)

13/5/14  
 .....  
 DATE