



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
**PUBLIC WORKS, ROADS
AND INFRASTRUCTURE**

TRANSVERSAL SERVICE STANDARDS

2018/2019



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GENERIC SERVICE STANDARDS AND VALUES

KEY SERVICE	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 Department of Public Works, Roads and Infrastructure	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, Roads and Infrastructure	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 Department of Public Works, Roads and Infrastructure	Daily	Employees' official cellular phones are accessible at all times
TELEPHONES	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	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
SERVICE DELIVERY COMPLAINTS AND REDRESS	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	30 working days	Reported Service delivery complaints finalized within 30 working days
INFORMATION	All	According to the White Paper on Transformation of	Employees and other stakeholders	Limpopo Department of Public Works,	30 working days	Departmental Information is readily available in all provincial languages at all

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Service Delivery		Roads and Infrastructure		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 Department of Public Works, Roads and Infrastructure	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 Department of Public Works, Roads and Infrastructure	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.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
EMPLOYEE WELLNESS PROGRAMME						
Wellness Cases handled	All	In line with the Departmental Policy and Employee Assistance Programme standards, 2005. Public Service regulation, 2001	Departmental Employees and their dependents	Limpopo Department of Public Works, Roads and Infrastructure, Roads	6 months	The Department shall manage all reported cases for LDPWRI employees and their dependents within 6 months in line with the Departmental Policy and Employee Assistance Programme standards 2005 and Public Service Regulation of 2001.
Sports Activities	All	In line with the DPSA Employee Health and Wellness strategic framework	Employees and dependants	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department employees and their dependents shall participate in Sport and recreational activities on a monthly basis in line with the DPSA Employee Health and Wellness strategic framework.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Work Life Balance	All	In line with the DPSA Employee Health and Wellness strategic framework, Departmental Wellness Policies	Employees and dependants	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall handle all employees and dependents work life balance interventions on quarterly basis in line with the DPSA Employee Health and Wellness strategic framework and Departmental wellness policies
HIV & AIDS AND TB Management	Employees reached through prevention program	In line with the Revised DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV,STI and TB National Strategic Plan 2017-2022 and Departmental Policy	Employees, Dependents	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall provide prevention program initiatives and referral services on monthly basis to Limpopo LDPWRI employees , dependents and sectors in line with the revised DPSA Employee Health and Wellness strategic framework for the Public Service 2012, HIV,STI and TB National Strategic Plan 2017-2022 and Departmental Policy

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Demonstrations and Distribution of Condoms	All	In line with the Revised DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV, STI and TB National Strategic Plan 2017-2022 and Departmental Policy	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall distribute and demonstrate Male and Female condoms on monthly basis to Limpopo Department of Public Works, Roads and Infrastructure employees and sectors in line with revised DPSA Employee Health and Wellness strategic framework for the Public Service 2012, HIV, STI and TB National Strategic Plan 2017-2022 and Departmental Policy.
Safety, Health; Environment, Risk And Quality Management	All	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001	Departmental Workstations	Limpopo Department of Public Works, Roads and Infrastructure	Every 3 years	The Department shall ensure that risk assessment are done in Limpopo Department of Public Works, Roads and Infrastructure Departmental workstations in compliance with Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001 every three years

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Workstations Audits	All	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001. Department Policies	Departmental Workstations	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall audit the all Limpopo Department of Public Works, Roads and Infrastructure Workstations in Compliance with Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001 on monthly basis.
Occupational Injuries and Diseases Administered	All	Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Employees and Dependants	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall administer Occupational Injuries and Diseases cases for employees and dependents in compliance with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies In the Limpopo Department of Public Works, Roads and Infrastructure on monthly basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Occupational Health and Safety administrative controls done	All	Occupational Health and Safety Act 85 of 1993 Occupational Health and Safety Regulations and Departmental Policies	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Every three years	The Department shall ensure that Occupational Health and Safety administrative controls for employees is done in the Limpopo Department of Public Works, Roads and Infrastructure in compliance with Occupational Health and Safety Act 85 of 1993 Occupational Health and Safety Regulations and Departmental Policies every three years.
Employees Reached through Health and Wellness Educational Initiatives	All	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies on quarterly basis.	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall reach all employees on Health and Wellness educational initiatives in compliance with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies on quarterly basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Employee Health and Wellness Research Initiatives done	All	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies every three years	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Every three years	The Department shall do a research on Employee Health & Wellness research initiatives done in compliance with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies every three years.
SPECIAL PROGRAMMES						
YOUTH DEVELOPMENT						
2% increase of Gender, Disability and Children, youth and Older Persons	All	White Paper on integrated strategy	Gender, Disability, Children, youth and Older Persons	Across the Province	31 st March each year	The Department shall mainstream Gender, Disability, Children, Youth and Older Persons Mainstreaming Programmes in compliance with White Paper on integrated strategy by the 31 st March each year

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Mainstreaming of economic youth participation	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department ensure the mainstreaming of economic youth participation on monthly basis in compliance with National Youth Policy, National Youth Development Act and African Youth Charter.
Creating enabling environment for the youth sector on education and skills development	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall create an enabling environment for the youth sector on education and skills development on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter.
Conduct awareness on youth health and wellbeing	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall conduct awareness on youth health and wellbeing on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Mainstreaming of youth on social cohesion projects		In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall ensure the mainstreaming of youth on social cohesion projects on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter
Mainstreaming of National Youth Service (vocational)	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall ensure the mainstreaming of National Youth Service (vocational) on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter.
Creating an enabling environment for youth participation in community (Civic) projects	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall create an enabling environment for youth participation in community (Civic) projects on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
OFFICE ON STATUS OF WOMEN						
Empowerment of women on level 1-12	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.	LDPWRI employees	Across the Province	Monthly	The Department shall ensure that the empowerment of women on level 1-12 is implemented in LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Empowerment of women on SMS level at 50%	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.	LDPWRI employees	Across the Province	Monthly	The Department shall ensure that the empowerment of women on SMS level at 50% is implemented in the LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Girl Child Project	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	Girls	Across the Province	Annually	The Department shall ensure that the all-Girl Child Project is implemented across the province on an annually basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Empowerment of women on Health	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that the empowerment of women on Health matters are implemented in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Capacity building of Women on Education	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that capacity building of women on education is implemented in LDPWRI women on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Awareness campaigns on women and media	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on women and media conducted in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Awareness campaigns on violence against women	All	In compliance with Convention on the Elimination of Discrimination Against Women (CIDO)	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on violence against women conducted in LDPWRI women across the province on monthly basis in compliance with Convention on the Elimination of Discrimination Against Women.
Participation of women projects	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure the participation of women projects implemented in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Awareness campaigns on rights of women	All	In compliance with Women's Charter.	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on rights of women conducted in LDPWRI women across the province on monthly basis in compliance with Women's Charter
Women and poverty project	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that Women and poverty project implemented in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
HODs 8 principle Action plan						
Promoting and protecting of human dignity and human rights of women including the rights of women with disabilities	All	In compliance with HODs 8 principle Action plan.	LDPWRI employees	Across the Province	Monthly	The Department shall ensure the promotion and protection of human dignity and human rights of women including the rights of women with disabilities in all sectors of the society across the province on monthly basis in compliance with HODs 8 principle Action plan.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Full implementation of national policies and guidelines on women empowerment	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall full implementation of national policies and guidelines on women empowerment across the province on monthly basis in compliance with HODs 8 principle Action plan.
50% empowerment of women at SMS level	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall ensure 50% empowerment of women at SMS level is implemented in LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
Putting in place departmental and sector gender management systems, adequate institutional management systems and dedicated gender units	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall put in place the departmental and sector gender management systems, adequate institutional management systems and dedicated gender units across the province on monthly basis in compliance with HODs 8 principle Action plan.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Incorporating gender perspectives	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall incorporate gender perspectives into all work of the department in on across the province on monthly basis in compliance with HODs 8 principle Action plan.
Building Capacity for women advancement and gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall it Builds capacity for women advancement and gender equality in the LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
Provision of adequate physical and financial resources for advancing gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall the provision of adequate physical and financial resources for advancing gender equality in LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Ownership for reporting on advancing gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall ensure full responsibility, ownership for reporting on advancing gender equality within LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
HRM						
Termination of Service	All	In line with Public Service Act 1994, Basic Conditions of Employment Act of 1997 and Public Service Regulations of 2016 within 5 working days upon receipt of notice.	Employees	LDPWRI employees	5 working days	The Department shall terminate services for LDPWRI employees across the province within 5 working days in compliance with Basic condition of Employment of 1997, Public Service Regulations of 2016 and Public Service Act within 5 working days upon receipt of notice.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Service Benefits	All	In line with Public Service Regulations 2016, PSC resolutions (resolutions 3 of 1999) and DPSA Ministerial Determination	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 working days	The Department shall process all LDPWRI employees' benefits upon receipt of request or claim in across the province with 5 working days in compliance with Public Service Regulations, PSC resolutions (resolutions 3 of 1999) and DPSA Ministerial Determination.
Leave Management	All	In compliance with Public Service Act and Public Service Regulations of 2016.	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 working days	Processing of leaves for employees in LDPWRI across the province is done within 5 working days in compliance with Public Service Act and Public Service Regulation of 2016
Recruitment and Selection	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	Applicants	Across the Province	Within 60 days	The Department shall finalize the appointments of suitable candidates across the province with 60 days in compliance with Public Service Regulation of 2016 and Public Service Act

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Transfers and Translations	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	Within 30 working days	The Department shall process transfers and translations upon receipt of the request in compliance with Public Service Regulation of 2016 and Public Service Act within 30 working days.
Job Evaluation	All identified posts	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	Within 14days upon request	The Department shall conduct Job evaluation for identified posts upon request in LDPWRI within 14 working days in compliance with Public Service Regulation of 2016 and Public Service Act
Job Evaluation Results	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	within 5 days	The Department shall communicate Job evaluation results to directorate within days in compliance with Public Service Regulation of 2016 and Public Service Act.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Resolution of Grievances	All Lodged grievances	Labour Relations Act, and Grievance Rules: Resolution 14 of 2002	Aggrieved employees	Limpopo Department of Public Works, Roads and Infrastructure	30 working days	All lodged grievances in the Limpopo Department of Public Works, Roads and Infrastructure 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, Roads and Infrastructure	As per scheduled dates.	All disputes declared in Limpopo Department of Public Works, Roads and Infrastructure 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, Roads and Infrastructure	60 days	All reported misconduct cases in Limpopo Department of Public Works, Roads and Infrastructure are handled as per the disciplinary code and procedures: PSCBC resolution 1 of 2003 and are finalized within the 60 days.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
PERFORMANCE MANAGEMENT SYSTEM						
Performance planning	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	30 April each year	The Department shall conclude all employees Performance Instruments (PIs) in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by April 30 each year.
Performance Instruments	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007))	LDPWRI Employees	Across the Province	Within 3 months	The Department shall conclude PIs for all new employees after appointment in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) within three (3) months

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Review and Monitoring	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	Within 30 days after the end of the quarter	The Department shall ensure that Progress Reviews Discussion (PRDs) are compiled and signed by employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) within 30 days subsequent to the end of the quarter under review within Limpopo Department of Public Works, Roads and Infrastructure.
Performance Evaluation/ Assessment	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	30 days after end of the cycle (March)	The Department shall finalize Annual Performance Evaluation reports for the previous financial year in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by 30 after the end of the cycle within.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Annual Performance Evaluation reports	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	End of June each year.	The Department shall finalize Moderation of Annual Performance Evaluation reports in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by the end of June each year.
Annual assessment outcome	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) Provincial PMDS Policy of 2015	LDPWRI Employees	Across the Province	End of July each year	The Department shall finalize annual assessment outcome for all employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by end of July each year

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Rewards	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) Provincial PMDS Policy of 2015	LDPWRI Employees	Across the Province	End of July each year.	The Department shall finalize rewards for all employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by end of July each year.
Submission of Performance Agreement for SMS	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) Provincial PMDS Policy of 2015	LDPWRI Employees	Across the Province	End of May each year.	The Department shall submit all signed copies of Performance Agreements (PAs) for SMS members to Office of the Premier (OTP) in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by 30 of May each year.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
HUMAN RESOURCE DEVELOPMENT						
Bursary Management	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	Internal and external applicants	Across the Province	Annually	The Department shall ensure that bursaries are awarded to all selected internal and external applicants across the province on annual basis depending on confirmed availability of funds, in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007).
Training and Development	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) and the Skills development Act	Identified employees	Across the Province	Annually	The Department shall provide training and development for all identified employees in LDPWRI across the province on annual basis, in alignment to the Skills audit and training plans developed(WSP), in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)and the Skills Development Act.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
ABET(Adult Basic Education and Training)	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	Identified employees	Across the Province	Annually	The Department shall provide ABET to all identified and eligible employees in LDPWR) across the province on annual basis in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007).
RECORDS MANAGEMENT						
Implementation of systematic disposal program	All	In line with Provincial Archives Disposal Authority	Ministerial, HR, General Records and schedule of other records	Limpopo Department of Public Works, Roads and Infrastructure	90 days after application of disposal authority.	The Department shall ensure the implementation of systematic disposal program of all records affected after application of disposal authority in compliance with Provincial Archives Act and disposal authority within 90 days.
Management and Implementation of Records Management Policy.	All	In line with Provincial Archives Act and Records Management Policy Guidelines.	Ministerial, HR, General Records	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall manage and implement Records Management Policy in compliance with Provincial Archives Act and Records Management Policy on monthly basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Implementation of Promotion of Access to Information	All	In line with Promotion of Access to Information Act, No.2 of 2000 (PAIA)	Ministerial, HR and General Records	Limpopo Department of Public Works, Roads and Infrastructure	Within 30 days of request.	The Department shall implement all request for Promotion of Access to Information in compliance with Promotion of Access to Information Act, No.2 of 2000 (PAIA) within 30 working days.
Adherence to Industry Standards to ensure maximize utilization of the Software Packages	All	As per legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	2 working days	The Department shall provide software services for all users in compliance with legislations ITIL Gartner reports within 2 working days.
Maintenance of IT working Tools to enable users to execute their daily activities.	All	In compliance with legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	7 working days	The Department shall maintain hardware services for all users in compliance with legislations ITIL Gartner reports within 7 working days.
Data protection and Prevention of Unauthorized Access to the Government Network.	All	In compliance with Legislations. ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	Daily	The Department shall provide maintenance and security for all users in compliance with ITIL, Gartner recommendations departmental data to all users on daily.

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COMMUNICATIONS SERVICES						
Public Relations	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The Department shall review and finalize the departmental Communication Strategy in compliance with Communication and Media Policy and communicators hand book by end March each year.
Event Management And Communications Research	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Six weeks	The Department shall plan events to positively portray departmental corporate image in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book six weeks prior to calendar dates.
Publications	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall publish Internal and External Publications in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on monthly and quarterly basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Internal Communication Tools	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	The Department shall update internal communication tools in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on weekly basis.
Media and Library	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	The Department shall promote media relations in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on weekly basis.
Briefing to the Executive Authority	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Daily	The Department shall brief the office of the Executive Authority on media trends for improved planning in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on daily basis.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
BATHO PELE						
Service Delivery Improvement Plan	All	In line with the White Paper on Transformation of Service Delivery (Batho Pele)	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The Department shall develop the Service Delivery Improvement Plan in compliance with the White Paper on Batho Pele by the 31st March each year and monitoring reported on quarterly basis
Excellence Awards.	All	In line with the White Paper on Transformation of Service Delivery (Batho Pele)	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	End of December each year	The Department shall participate in the Premier's Service Excellence Awards programme in compliance with White Paper on Batho Pele (Service Delivery) on annual basis.
Standards Development	All	In line with the White Paper on Transformation of Service Delivery (Batho Pele)	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	Fourth quarter each year	The Department shall develop Service Standards in compliance with White Paper on Batho Pele (Service Delivery) during the fourth quarter of each year.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
SUPPLY CHAIN MANAGEMENT						
Demand Management	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	4 working days	The Department shall verify needs and optimum method to fulfill the need for employees and stakeholders upon request in compliance with PFMA/Treasury Regulations within four (4) working days.
Acquisition	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Within 30 days	The Department shall finalize bids for employees and stakeholders in Limpopo Province upon request in compliance with PFMA/Treasury Regulations within 30 days.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Stores/ Warehouse management	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Daily	The Department shall determine the stock levels in compliance with PFMA/Treasury Regulations on daily basis.
Stock Bar coding	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Within 2 days	The Department shall upon delivery of goods stock marking (bar-coded) for Limpopo Department of Public Works, Roads and Infrastructure in compliance with PFMA/Treasury Regulations within 2 days.
Disposal of Redundant Stock	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Ninety (90) days	The Department shall dispose all redundant stock after approval by the Accounting Officer in compliance with PFMA/Treasury Regulations within ninety (90) days.
Disposal Reports	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The Department shall produce a detailed disposal report and forwarded to the Provincial Treasury in compliance PFMA/Treasury Regulations by the 31 March each year.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Redundant Stock	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	90 days	The Department shall dispose all redundant stock after approval by the Accounting Officer in compliance with PFMA/Treasury Regulations within ninety (90) days.
Disposal Management	All	In compliance with PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 30 days	The Department shall draw a plan for disposal of redundant and obsolete stock is in compliance with PFMA/Treasury Regulations within thirty (30) days of notification.
TRANSPORT MANAGEMENT						
Petrol Cards	All	In compliance with Transport Policy on Government and Vehicles/Road Traffic Act RT 46 Contract.	LDPWRI	Across the Province	Before end of March each year	The Department shall renew of all government vehicle petrol cards by the 1st March each year in compliance with RT 46 Contract.
Vehicle License	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Month before expiry date	The Department shall renew all government vehicle license disks in compliance with Departmental Transport Policy on GG vehicles 3 months before the expiry date.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Inspections of Government Vehicles	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Once a month	The Department shall conduct inspections on all government vehicles to determine the conditions of the car in compliance with Departmental Transport Policy on GG. Vehicles on monthly basis and annually during October-December month.
Inspections of Subsidized Vehicle	All	Transport Policy on Government and Subsidized Vehicles/Road Traffic Act	LDPWRI	Across the Province	Every month	The Department shall conduct inspections on subsidized vehicles when fuel claims are submitted in compliance with the Departmental Transport Policy on monthly basis on Subsidized vehicles.
Claims for Subsidized Vehicles	All	Transport Policy on Government and Subsidized Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within 7 working days	The Department shall process payment on all fuel claims received for subsidized vehicles in compliance with RT68 Contract within 7 working days.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Accidents / damages/ loss	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within 24 hours	The Department shall report all damages/ accidents/ loss with government vehicles to South African Police Services by the employee involved in compliance with Circular No.04 OF 2000 within 24 hours.
Maintenance of Government Vehicles	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within two weeks	The Department shall attend to 100% of the job cards opened for maintenance and repairs of active departmental vehicles in compliance with RT 46 Contract. Within two weeks.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
FINANCE						
Salary Administration	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	monthly	Salaries to employees in Limpopo Department of Public Works, Roads and Infrastructure is done according to PFMA and Treasury Regulation monthly
Allowances	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 14 days	Salary related allowances for employees in Limpopo Department of Public Works, Roads and Infrastructure are done according to PFMA and Treasury Regulation within 14 working days upon receipt.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
PERSAL Cheques	All	According to PFMA and Treasury Regulation	Employees and third parties	Limpopo Department of Public Works, Roads and Infrastructure	monthly	PERSAL cheques for employees and third parties paid through cheques in Limpopo Department of Public Works, Roads and Infrastructure are collected and distributed monthly
	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 days before pay date	Persal reports and pay slips for employees must be distributed to the beneficiaries 5 days before pay date.
PERSAL reports and pay slips	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 14 days upon receipt.	IRP5 certificates are distributed to employees in Limpopo Department of Public Works, Roads and Infrastructure According to PFMA and Treasury Regulation within 14 days after receipt.
IRP5 certificates	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	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.
Expenditure Management	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within days	Payment stubs are printed and distributed within 7 days after disbursement of payments.
Payment stubs	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within days	

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Budget administration	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	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 Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	1 st week of May each year	Closing of books (appropriation accounts) by Provincial departments is finalized during the 1 st week of May each year according to PFMA and Treasury Regulation and Guidelines.
Annual Financial Statements	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	31 st May each year	Preparations and submission of Annual Financial Statements by Provincial departments by 31 st May each year to Treasury and Auditor General according to PFMA and Treasury Regulation and Guidelines.
Early Warning Report	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	15 th of each month	Early Warning Report by Provincial departments to Treasury is submitted by the 15 th of each month according to PFMA, Treasury Regulation and Guidelines.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Financial reports to EXCO	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	Submission of Financial reports to EXCO by Provincial departments is done quarterly according to PFMA, Treasury Regulation and Guidelines.
GFS and MTEF budget	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	1 st 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 st week of December.
Closing of books	All	According to PFMA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Closing of books in departments is done monthly
Revenue and System	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	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 and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Bi-monthly	Inspections are conducted bi-monthly at all collection points according to PFMA and DORA

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Transfer of Revenue	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	Weekly transfer of revenue collected by departments to Provincial Revenue according to PFMA and DORA
Revision and adjustment of revenue estimates/targets	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	September each year	Revision and adjustment of revenue estimates/targets is done during the month of September each year according to PFMA and DORA.
Spot check at collection points	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	Spot check at collection points is done on weekly basis according to PFMA and DORA.
Rotation of cashiers	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Rotation of cashiers is done after twelve months of appointment according to PFMA and DORA
FINEST and PERSAL user id's	All	According to PFMA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	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, Roads and Infrastructure	Within a day	BAS user IDs is issued within a day

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
RISK MANAGEMENT						
Risk assessment	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Annually	The Risk assessment is conducted annually
Risk Management Committee	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	Risk Management Committee meetings are held on a quarterly basis
ANTI-FRAUD AND CORRUPTION Cases	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	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, Roads and Infrastructure	Annually	Compliance plan is developed annually
Audit responses	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Audit responses are consolidated monthly.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
COMPLIANCE Plan	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Compliance plan is developed annually
Audit Responses	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Audit responses are consolidated monthly.
Legal Prescripts	All	In line with legal prescripts	Internal and external stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Within 15 working days upon detection	Ensure compliance of legal prescripts by stakeholders within 15 days upon Detection of non compliance in Limpopo.

~~APPROVED/NOT APPROVED~~


 ACTING HEAD OF DEPARTMENT
 MR. FP MUSHWANA

04/05/2018
 DATE