



**provincial treasury**  
Department:  
Provincial Treasury  
North West Provincial Government  
**REPUBLIC OF SOUTH AFRICA**

# DEPARTMENTAL SERVICE STANDARDS



Let's Grow North West Together.

## Departmental Service Standards

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## Departmental Service Standards

### List of Acronyms

Acronyms	Description
AGSA	Auditor General South Africa
CFO	Chief Financial Officer
CGICT	Communication Governance Information Communication Technology framework
DORA	Division of Revenue Act
EEA	Employment Equity Act
EHW	Employee Health and Wellness
ETDP	Education Training & Development Practices
GEFP	Gender Equity Framework Plan
GAAP	General Accepted Accounting Principles
GRAP	General Recognised Accounting Principles
HRDS	Human Resource Development Strategy
HRD	Human Resource Development
IYM	In Year Monitoring
HRP	Human Resource Plan
HRPIR	Human Resource Plan Implementation Report
ISO 31000	International Standardisation of Organisation
JD	Job Description
LRA	Labour Relations Act



### Departmental Service Standards

NIA	National Intelligence Agency
NSP	National Strategic Plan
OHSA	Occupational Health & Safety Act
OTP	Office of the Premier
PFMA	Public Finance Management Act
PMDS	Performance Management & Development System
PSA	Public Service Act
PSR	Public Service Regulations
PSIRA	Private Security Industry Regulatory Act
PSRMF	Public Sector Risk Management Framework
TOR	Terms of Reference
SCM	Supply Chain Management
SLA	Service Level agreement
WSP	Workplace Skills Plan

## Departmental Service Standards

### A. PURPOSE AND GOAL

To ensure sound financial management of the North West Province resources, to achieve provincial goals and objectives.

### B. VISION

We will be the ultimate financial management authority and adviser on fiscal matters to the North West Provincial and Local Administration in pursuit of transparency, good financial management and accountability to all our stakeholders

### C. MISSION

To provide leadership in the management of public resources for efficient, effective, and economic service delivery through well-coordinated support to Provincial Department, Public Entities and Municipalities.

### D. VALUES

The success of any organization rests with inherent qualities of the personnel delegated with the responsibility of undertaking specific activities. The following values, which are derived from the constitution, underpin the activities of the Provincial Treasury.

- Fairness
- Equity
- Accessibility
- Transparency
- Accountability
- Participation
- Professionalism

Departmental Service Standards

PROGRAMME 1: ADMINISTRATION

1.1 SUBPROGRAMME: ENTERPRISE RISK AND INTEGRITY MANAGEMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Enterprise Risk and Integrity Management	Perform an assessment of Strategic Risk	1 Strategic Risk register	In compliance with: PSA, PSR, PFMA, Constitution, Risk Assessments Performed	Enterprise Risk	Quarterly and annually	We shall the Depa to prioritiz direct effe the most important and thus enhances Departme ability to e	
		4 Quarterly risk monitoring reports					
	Facilitate submission of disclosures of financial interest	100% submission of financial disclosures	In compliance with: PSA, PSR, PFMA, and Constitution	Integrity Management	Annually	We shall that finan disclosure are submit and verifie across designate groups as required b applicable prescripts.	

Departmental Service Standards

2. SUB-PROGRAMME: CORPORATE SERVICES

2.1 SUB-PROGRAMME: STRATEGIC MANAGEMENT

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Stat
		Quantity	Quality			
Strategic Management	Development of Strategic Plan Annual Performance Plans and Annual Report	Number of Departmental Annual Performance Plan developed and submitted	National and Provincial Priorities; Strategic and Annual Performance plan	Organisational Development	5 Year/Annually	We shall that plans contain the mandate of the department that of the government the day a compliant the applic planning framework
		4 quarterly performance reports produced	Provincial Monitoring and Evaluation Policy, Government Wide Monitoring and Evaluation Policy Framework		Quarterly	We shall monitor all evaluate achievements annual performar plan target quarterly
	Monitor and produce departmental quarterly performance reports					



**Departmental Service Standards**

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Strategic Management	Development of MTEF HR Plan	1 Human Resource Plan developed	PSA, PSR HR Plan Strategy/framework	Organisation Development	MTEF Cycle Quarterly Annually	We shall ensure that MTEF Human Resource Plan is developed, implemented and progress report produced
		1 HR Plan Implementation Report (HRPIR)			Quarterly	
		4 Quarterly HRPIR				
		4 consolidated Delegations of register report	PSR		Quarterly	We shall ensure implementation and reporting of delegations of authority as required
	Implementation and reporting of Delegations authority	1 Annual consolidated Delegations report			Annually	

Departmental Service Standards

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Strategic Management	Development of the Service Delivery Improvement Plan	1 Service Delivery Improvement Plan developed	White Paper on Transformation of the Public Service Delivery (Batho Pele), PSA, PSR		Organisational Development	Annually	We shall ensure that the department has a service delivery improvement plan in place produced
		Monitoring and implementation of SDIP	4 Quarterly reports 1 annual report	Progress report on implementation of SDIP		Quarterly and annually	We shall ensure the implementation of the SDIP , and prepare quarterly progress reports also the annual progress report on 31 March

Departmental Service Standards

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Strategic Management	Development/review and implementation of the organizational structure	1 approved organizational structure	In compliance to: PSA, PSR and DPSA directives	Organisational Development	When needs arises	We shall ensure 100% alignment of the organizational structure to achieve the objectives of the department
		All the posts	In line with Guide on Job Descriptions and PSR Signed job descriptions		On-going	

Departmental Service Standards

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Strategic Management	Development and implementation of Employment Equity (EE)	1 Employment plan developed	In compliance to: Employment Equity Act, PSR, DPSA directives and Transformation Frameworks	Special Programmes	Quarterly	We shall ensure 100% alignment and implementation of equity targets in line with plan	
			Monitoring reports on the implementation of equity targets				
		1 approved plan	Approved GEFPP Gender Mainstreaming workshops		Annually	We shall ensure the development of Gender Equity Framework	
	Develop Job Access Framework Plan	1 approved plan	In compliance to Job Access Framework		Annually	We shall ensure the development Job Access Framework plan	



Departmental Service Standards

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Strategic Management	Manage the facilitation and conducting of research and policy coordination services	Research agenda	Reviewed policies	Research and Policy Coordination	Annually when need arises	We shall facilitate and coordinate development and review of departmental policies annually
		Number of policies	In line with prescripts		Annually	
	Development of Knowledge Management Guideline	1 approved guideline				We shall ensure the development and implementation of knowledge management guideline

Departmental Service Standards

2.2 SUB-PROGRAMME: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Human Resource Management and Development	Implement Employee Health and Wellness Programmes	100% implementation	In line with EHPWP policies, frameworks, and prescripts	Employee Health and Wellness	Quarterly	We shall implement Employee Health and Wellness Programmes	
		Implement Labour Relations	In line with Labour Relation Act Public Service Act Public Service Regulations	Employee and People Management	30 days	We shall implement labour relations and ensure that misconduct and disciplinary cases are resolved on time	
	Implementation of misconduct and disciplinary processes	Number of misconduct and disciplinary cases		90 days			
	Co-ordination of training and skills development programmes for all employees	<ul style="list-style-type: none"> <li>70 employees trained on average per annum</li> <li>Number of courses attended</li> </ul>	<ul style="list-style-type: none"> <li>Training needs and training programmes aligned.</li> <li>Meeting APP targets</li> </ul>	Human Resource Development	Monthly	We shall ensure the effective coordination of training and skills development	

Departmental Service Standards

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement			
		Quantity	Quality						
Human Resource Management and Development	Administration and maintenance of bursaries	<ul style="list-style-type: none"> <li>100% applications received and processed</li> </ul>	All approved bursary applications are administered and maintained in line with the approved bursary policy.	Human Resource Development	Administration and maintenance of bursaries will take place in line with the bursary contract.	We shall administer and maintain all bursaries to ensure that the learner adhered to the prescripts of the bursary contract.			
						The total number of applications received, reviewed, and processed per annum.	100% of applications received are reviewed and processed in line with the internship policy	All intern applications will be processed once every two years	We shall receive, review, and process all internship applications in line with internship policy
						Coordinate and quality assure performance agreements (PA)	All employees must submit PA by April of each year	Annually	We shall manage, coordinate and quality assure the signing of all Performance Agreements by May annually.
	Coordinate probation process for all new appointees	Number of employees appointed on probation	Completion and submission of probation		Quarterly	We shall coordinate and ensure submission of			



**Departmental Service Standards**

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
	Ensure quality and timely half yearly reviews and annual assessments for all employees	All employees	Circular reminder with steps and time frames In line with approved PMDS policy		October 31 March	We shall ensure the finalization of annual assessments, including moderation and rewards, for all employees within the stipulated time frames.	
	Implementation of Service benefits	100% compliance	<ul style="list-style-type: none"> <li>• Leave applications captured</li> <li>• Employee service record updated</li> <li>• Pensions matters processed</li> <li>• Adjustments or pay progression implemented</li> </ul>	Human Resource Administration and Employment Practices	Daily	We shall implement Service benefits in line with prescripts	



**Departmental Service Standards**

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Human Resource Management and Development	Implementation and management of establishment	Number of posts created on the establishment	Maintenance of post establishment on Peral	Human Resource Administration and Employment Practices	Monthly	We shall ensure accurate implementation and maintenance of establishment
		Coordinate recruitment and selection process	Number of posts of advertised		▪ Vacant funded posts filled within 60 days after advertisement	

Departmental Service Standards

2.3 SUB-PROGRAMME: INFORMATION MANAGEMENT SERVICES

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Information Management Services	Development or review of Communication Strategy	100% implementation	In line with reporting template	Communication	2 <sup>nd</sup> Quarter	We shall ensure that communication strategy is produced and implemented	
		Number of departmental programmes	In line with Provincial and departmental branding corporate identity manual		Communication	Quarterly	We shall ensure that all departmental programmes are branded as per calendar of events
	Branding and marketing of all departmental programmes						
	Maintenance of departmental social media	100% updated Social Media accounts	In line with Communication Strategy	Communication	Quarterly	We shall ensure that the departmental website is updated regularly	
Coordinate departmental publications/publicity	News coverage	Internal and external newsletter			Quarterly	We shall ensure publication of all departmental programmes	

Departmental Service Standards

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Information Management Services	Coordinate departmental media relations	News coverage	In line with Communication Strategy		Quarterly	We shall ensure regular communication of departmental programme achievements through media	
		4 Reports	In line with SASREAA and Gathering Act Control of access to public premises and vehicle act		Quarterly	We shall ensure safety and security in all departmental buildings	
	Provision of departmental physical security services	100% compliance	In line with NIA vetting of all staff members and service providers to the department	Security Services		Per function	We shall ensure that all staff and service providers are vetted
	Render records management services	100% implementation of records management system	Improved records File plan implemented in line with Archive Act PAIA	Records Management	On-going	We shall ensure proper implementation of records management system	



## Departmental Service Standards

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Information Management Services	Provision of cleaning services	Workplace compliant to occupational hygiene	In line with OHS policy		On-going	We shall ensure that the department complies with the occupational hygiene	
		Provision of ICT service desk	Logged calls attended to Calls resolved within 2 days	All calls attended within	Daily	We shall ensure that all calls receipt are resolved within 2 working days.	
	Monitor SLA implementation	4 Quarterly reports 4 Review meetings	In line with Communication Governance Information Communication Technology framework	Departmental ICT	Quarterly	We shall ensure the implementation of SLA between OTP and the Department	



Departmental Service Standards

2.4 SUB-PROGRAMME: LEGAL SERVICES

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality	Quality			
Legal Service	Drafting reviews and interpretation of contracts Draft legal opinions	Number of reviews and contract interpretations	In line with relevant prescripts	Legal opinions drafted request and in line with the prescripts	Legal Service	Per request	We shall ensure drafting and interpretation of contracts
		Number of legal opinions				Per request	We shall draft legal opinion and ensure compliance to prescripts

3. SUB-PROGRAMME: FINANCIAL MANAGEMENT SERVICES (CFO)

3.1 SUB-PROGRAMME: FINANCIAL ACCOUNTING SERVICES AND MANAGEMENT ACCOUNTING SERVICES

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality	Quality			
Management Accounting Services	Management of budget and reporting Monitor departmental revenue expenditure	12 In Year Monitoring reports	In compliance PFMA and Treasury regulations	In compliance PFMA and Treasury regulations	Management Accounting Services	Monthly	We shall ensure efficient and effective budgeting and reporting
		4 revenue reports produced				Quarterly	We shall monitor of revenue to ensure compliance

Departmental Service Standards

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Financial Accounting Services	Prepare annual financial statements	1 annual financial statement	In compliance PFMA, Treasury regulations, Instruction No. 34	Financial Accounting and Banking Management	Annually	We shall submit annual financial statement without material misstatement
		Banking account Monitored	In compliance PFMA, Treasury regulations		Daily	We shall ensure that banking account is monitored, a exceptions are cleared daily
Financial Accounting Services	Monitor Departmental banking	100% compliant to BAS, Walker and Persal systems	In compliance PFMA, Treasury regulations	Financial Systems	Daily	We shall ensure proper use of prescribed financial systems
		Establishment of integrated internal control systems	In compliance PFMA, Treasury regulations, Accounting Manual and Modified Cash Standards		Quarterly	We shall ensure progress from programmes based on the control measures and systems
Financial Accounting Services		100% compliance		Internal Control		

**Departmental Service Standards**

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
	Facilitate assurance services	4 assessment reports			Quarterly	We shall assess performance against the set targets	
	Implementation of all salary related transactions	100% calculations and adjustments of salaries	In compliance PFMA, Treasury regulations	Salary Management	Monthly	We shall ensure calculations and adjustments of salaries to avoid under or over payments	
	Monitor reconciliation of payments	Reconciliation reports produced	In compliance PFMA, Treasury regulations		Monthly	We shall ensure reconciliation of payments	



Departmental Service Standards

3.2 SUB-PROGRAMME: DEPARTMENTAL SUPPLY CHAIN MANAGEMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Departmental Supply Chain Management	Management of all departmental assets	100% complaint asset register	In compliance to: PFMA, SCM Prescripts, Provincial Assets Management Policy	Asset Management	Quarterly	We shall ensure complete, accurate and updated asset register	
		All assets or items that become unserviceable, redundant, and obsolete	<ul style="list-style-type: none"> <li>• Compliance with PFMA, Treasury Regulations, and internal departmental policies.</li> <li>• Identification of all redundant and obsolete assets/items.</li> </ul>		As required	We shall dispose unserviceable, redundant, and obsolete items and /or assets in compliance to regulations and in most appropriate manner as required.	
	Develop a procurement plan for all planned (strategic plan) goods, works and or services	Procurement Plan developed and submitted	PFMA, Treasury Regulations, SCM Prescripts	Demand and Acquisition Management	Annually	We shall ensure that procurement plan is developed and submitted to Provincial Treasury.	

**Departmental Service Standards**

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement	
		Quantity	Quality				
Departmental Supply Chain Management	Ensuring compliance of regulations in terms of TOR or specifications for goods and services	All programme	In compliance with PFMA, PPPFA and Treasury Regulations.	Demand and Acquisition Management	Finalized within 5 working days subsequent bid specification committee.	We shall ensure compliance to regulations and finalize TOR and specification amendments within 5 working days.	
		Number of acquisitions	In compliance with PFMA, Treasury Regulations and internal departmental policies.		10 working days	We shall administer acquisition through a 5-quotation process within 10 working days	
	All requests above R500 000	In compliance with PFMA, PPPFA, BBBEE, Treasury Regulations and internal departmental policies					
						90 days	We shall administer a fair, transparent, equitable, economical, cost effective and value for money bid process within 90 days

### Departmental Service Standards

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Departmental Supply Chain Management	Conduct pre-audit on all requisitions	Number of pre-audits conducted	In compliance to SCM and Treasury regulations	Logistics Management	Daily	We shall ensure that pre-audit is conducted in all requisitions
		Number of monitoring reports	In compliance to SCM and Treasury regulations		Monthly	We shall ensure that payments and creditors reports are monitored
	Monitor payments and creditors payment reports	Number of departmental fleet managed	In compliance to National and Provincial Transport Policy		Daily, monthly and quarterly	We shall effectively and efficiently manage all departmental fleet vehicles in terms of procurement, replacement, maintenance, and usage daily.
	Management of all departmental fleet vehicles and subsidized vehicles					



Departmental Service Standards

4. PROGRAMME: 2 SUSTAINABLE RESOURCE MANAGEMENT

4.1 SUB-PROGRAMME: MACRO-ECONOMIC ANALYSIS AND FISCAL POLICY OVERSIGHT

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Macro-Economic Analysis	Preparation of Provincial Macro-Economic Plans	Provincial macro-economic plan prepared	Macro-economic plan	Macro-Economic Analysis	Annually	We shall ensure preparation of Provincial Macro Economic Plans
Fiscal Policy Analysis and Financial Asset Management	Produce Financial/revenue assessments reports on provincial spending	4 Revenue assessments reports produced	Revenue collection PFMA, Treasury Regulations, and DORA	Fiscal Policy Analysis and Financial Asset Management	Quarter	We shall produce 4 revenue assessment on quarterly basis to ensure collection of the set target is met
		12 Reports consolidated	In line with cash flow forecasting/projections from departments, PFMA and Treasury Regulations		Monthly	We shall evaluate, analyse and consolidate annual cash flow forecasts/projections

Departmental Service Standards

4.2 SUB-PROGRAMME: BUDGET AND PUBLIC FINANCE MANAGEMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Budget and Public Finance Management	Compile, analyse and consolidate provincial budget input	12 votes	PFMA and Treasury Regulations, DORA	Budget Management	Monthly	We shall ensure that provincial budget inputs are analysed and consolidated	
	Preparation Estimates of Provincial Revenue and Expenditure (EPRE)		PFMA, Treasury Regulations, and DORA		Annually	We shall monitor the estimates of Provincial Revenue Expenditure	
	Compile quarterly financial reports of departments (section 32 reports)	4 Quarterly financial reports of departments compiled	PFMA and Treasury Regulations, MFMA	Public Finance	Quarterly	We shall analyse and report the actual financial performance outputs against approved budgets on all provincial	

**Departmental Service Standards**

Service Area	Key Service	Service Standards				
		Quantity	Quality	Responsible Unit	Time Period	Full Statement
Budget and Public Finance Management	Compile expenditure reports of departments through monthly In-Year Monitoring (IYM) Model	Expenditure reports departments through monthly In-Year Monitoring Model compiled	In compliance to: PFMA and Treasury Regulations Division of Revenue Act (DORA)	Public Finance	Annually	We shall analyse and report on expenditure of all provincial departments against the approved provincial budget

**4.3 SUB-PROGRAMME: INFRASTRUCTURE MANAGEMENT**

Service Area	Key Service	Service Standards				
		Quantity	Quality	Responsible Unit	Time Period	Full Statement
Infrastructure Management	Provision of performance assessments reports on Infrastructure conditional grants	4 Infrastructure conditional grants performance assessments reports	In compliance to PFMA and Treasury Regulations, MFMA	Infrastructure Management	Quarterly	We shall analyse and track infrastructure conditional grants against the performance-based system guidelines.



Departmental Service Standards

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Infrastructure Management	Integrated and spatially aligned infrastructure plans	Number of infrastructure plans	In compliance to PFMA and Treasury Regulations, MFMA	Infrastructure Management	Annually	We shall ensure integrated and spatially aligned infrastructure plans	
	Produce consolidated infrastructure spending reports through infrastructure reporting model	4 Infrastructure conditional infrastructure spending reports	In compliance to PFMA and Treasury Regulations, MFMA		Quarterly	We shall monitor performance (financial and non-financial) of infrastructure projects	

Departmental Service Standards

4.4 SUB-PROGRAMME: MUNICIPAL FINANCIAL MANAGEMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Municipal Finance Management	Provision of support to improve financial management	4 capacity building interventions conducted	In compliance with: MFMA	KK DR District	Quarterly	We shall conduct capacity building interventions to improve financial management	
	Monitor the implementation of revenue management	4 assessments on implementation of revenue management conducted	In compliance with: MFMA Reviewed revenue management policies	Districts and All (Asset Liability)	Quarterly	We shall monitor the implementation of revenue management in all 22 Municipalities	
Municipal Finance Management	Monitor compliance by municipalities on the implementation of mSCOA and GRAAP standards	4 Assessments conducted	Internal control assessments Internal control action plan	All Districts (Accounting)	Quarterly	We shall monitor compliance by all 22 municipalities on the implementation of mSCOA and GRAAP standards on quarterly basis	

**Departmental Service Standards**

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
	Monitor the implementation of Municipal budget	4 consolidated quarterly performance report on budget management prepared	Budget preparation support plan Monthly in Year monitoring reports Consolidated reports on the state of Municipal performance Assessment report on municipalities in financial crisis		All Districts (Budget)	Quarterly	We shall monitor the implementation of Municipal budget on quarterly basis
	Monitor compliance by municipalities on Supply Chain Management (SCM) regulations	4 Consolidated quarterly performance report on SCM prepared	Implementation of UJF & W strategy		All Districts (Supply Chain Management)	Quarterly	We shall monitor compliance by all Municipalities on SCM regulations



Departmental Service Standards

5. SUB-PROGRAMME: 3 PROVINCIAL SUPPLY CHAIN MANAGEMENT  
 5.1 SCM POLICIES, MONITORING, EVALUATION AND CAPACITY BUILDING, SCM CLIENT SUPPORT AND STRATEGIC PROCUREMENT AND PHYSICAL ASSETS

Service Area	Key Service	Service Standards				
		Quantity	Quality	Responsible Unit	Time Period	Full Statement
Provincial Supply Chain Management	Provision of SCM capacity building interventions	4 capacity building interventions	In compliance to SCM prescripts, PFMA and Treasury Regulations	SCM Policies, and Capacity building	Quarterly	We shall ensure SCM capacity building interventions
					Annually	We shall assess and monitor procurement spending by provincial departments
	Assess Procurement plans for the provincial departments	Number of procurement plans assessed	SCM prescripts, PFMA and Treasury Regulations	Governance, Compliance, Monitoring and Evaluation	Annually	We shall produce a report on the status of 30 days payment by provincial departments
					Monthly	We shall produce a report on the status of 30 days payment by provincial departments
Analyses and reporting on status of 30 days payments by provincial departments	Number of reports	PFMA Treasury Regulations	SCM Stakeholder Management	Annually	We shall empower rural communities and suppliers on the government procurement	
Conduct outreach programmes (Suppliers and communities)	Number of outreach programmes conducted	SCM prescripts, PFMA and Treasury				

### Departmental Service Standards

Service Area	Key Service	Service Standards				Full Statement
		Quantity	Quality	Responsible Unit	Time Period	
Provincial Supply Chain Management	Monitor compliance on all transversal contracts	Number of transversal contracts	SCM prescripts, PFMA and Treasury Regulations		Quarterly	We shall monitor to ensure compliance to contract management prescripts
	Provision of asset management capacity building interventions to departments and Public Entities	Asset management capacity building interventions provided	PFMA Treasury Regulations		Quarterly	We shall ensure that asset management capacity building is provided to departments and public entities
	Conduct assessments on non-compliance by Departments and Public Entities on SCM regulation	4 assessments conducted	PFMA Treasury Regulations		Quarterly	We shall conduct assessments on non-compliance by departments and public entities
				Physical Assets		



Departmental Service Standards

6. PROGRAMME 4: FINANCIAL GOVERNANCE

6.1 SUB-PROGRAMME: PROVINCIAL ACCOUNTING SERVICES

FINANCIAL SYSTEMS, NORMS AND STANDARDS AND TRANSVERSAL ACCOUNTING & SUPPORT

Service Area	Key Service	Service Standards		Responsible Unit	Time Period	Full Statement
		Quantity	Quality			
Provincial Accounting Services	Preparation of Provincial Revenue Fund (PRF) AFS and consolidated AFS for provincial Departments	1 consolidated AFS 1 PRF annual financial statements	Consolidated AFS	Transversal Accounting & Support	Quarterly	We shall ensure preparation of PRF and consolidated AFS for Provincial Departments
	Review of Departmental submission for Unauthorised, irregular, fruitless and wasteful expenditure for condonement	1 Finance Bill for 12 departments	Identification and accounting treatment of Unauthorised, irregular, fruitless and wasteful expenditure Motivations for condonement		Quarterly	We shall ensure submission of Unauthorised, irregular, fruitless and wasteful expenditure for condonement
	Management of Non-Governmental Tribal and Trust	12 Monthly reports 4 Quarterly	Reports on T & T Accounts Distribution of		Monthly	We shall manage the Non-Governmental Tribal and Trust



**Departmental Service Standards**

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Provincial Accounting Services	Accounts	reports	interest			Accounts	
		Provision of support to improve financial management	Support plan on matters of emphasis		Quarterly	We shall ensure provision of support to improve financial management in departments and public entities	
	Provision of support and build capacity to enhance PFMA compliance	2 capacity building interventions	In compliance with: PFMA	Norms and Standards	Bi-annually	We shall support and build capacity to enhance PFMA compliance by departments and public entities	
		4 monitoring reports	In compliance to: PFMA		Quarterly	We shall monitor, evaluate, and report on compliance to PFMA by departments and public entities	
	Prepare post audit action plans for the departments focusing on qualification	Post audit action plans (PAAP) progress meetings	In compliance to: PFMA	Norms and Standards	Quarterly	We shall prepare and verify PAAP portfolio of evidence.	

## Departmental Service Standards

Service Area	Key Service	Service Standards				
		Quantity	Quality	Responsible Unit	Time Period	Full Statement
Provincial Accounting Services	areas and matters of emphasis					
	Provide financial systems Training to Provincial departments staff	12 provincial departments staff trained on financial systems	PFMA and Treasury Regulations		Monthly and annually	We shall ensure that all officials working on financial systems are knowledgeable to utilise the systems optimally
	Conduct SCoA and Economic Reporting Format (ERF) programmes for managers and other officials	Number of SCoA and Economic Reporting Format (ERF) programmes conducted	PFMA and Treasury Regulations		Monthly and annually	We shall ensure compliance with legislative and reporting requirements
	Investigate PERSAL Exceptions (Cases) based on PERSAL salary runs to monitor financial risks on salary transactions	Number of PERSAL Exceptions investigated based on PERSAL salary runs to monitor financial risks on salary transactions	PFMA and Treasury Regulations		Monthly and quarterly	We shall identify possible fraudulent/incorrect or duplication of payments
Financial Systems						

Departmental Service Standards

6.2 PROVINCIAL RISK MANAGEMENT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Provincial Risk Management	Conduct assessment on public sector risk management framework	Number assessment conducted	Public Sector and Provincial Risk Management framework	Provincial Risk Management	Quarterly	We shall conduct assessment on public sector risk management framework	
		Number assessment reports	Public Sector and Provincial Risk Management framework		Quarterly		We shall analyse and compile risk assessment report on provincial risk profile



Departmental Service Standards

6.3 PROVINCIAL INTERNAL AUDIT

Service Area	Key Service	Service Standards			Responsible Unit	Time Period	Full Statement
		Quantity	Quality				
Provincial Internal Audit	Prepare annual internal quality assurance	1 report	PFMA ISO31000 King Report PSRMF		4 <sup>th</sup> quarter	We shall prepare 1 annual internal quality assurance improvement programme implementation report to improve quality client services	
		4 Annual audit plans	PFMA ISO31000 King Report PSRMF		4 <sup>th</sup> quarter	We shall prepare 4 cluster based annual audit plans approved by committee	
Provincial Internal Audit	Provision of functional support to provincial audit and cluster audit committee	Number of provincial audit and cluster audit committee meetings	PFMA		Quarterly	We shall provide support to provincial audit and cluster audit committee meetings to improve governance provincial departments	

Departmental Service Standards

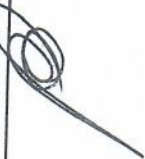
RECOMMENDED BY:



M.R.N.I. KUNENE  
HEAD OF DEPARTMENT

19/12/2022  
DATE

APPROVED BY:



MS M.Z. ROSHO  
MEC FOR FINANCE

06/01/2023  
DATE