



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Department of Public Works

TRANSVERSAL SERVICE STANDARDS 2012/2013



Re a Sana

TRANSVERSAL SERVICE STANDARDS 2012/2013

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EMPLOYEE WELLNESS PROGRAMME

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Wellness management	Number of cases handled	In line with the departmental policy and Employee Assistance Programme standards, 2005. Public Service regulation, 2001	Departmental Employees and their dependants	Limpopo Provincial Administration	6 months	Cases handled are managed within 6 months in line with the departmental policy and EAPA standards in Limpopo Provincial Administration for employees and their dependants.
	Number of employees participating in Sport and recreational activities	In line with the DPSA Employee Health and Wellness strategic framework	Employees and dependants	Limpopo Provincial Administration	monthly	Limpopo Provincial Administration 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.
	Number of work life balance interventions	In line with the DPSA Employee Health and Wellness strategic framework,	Employees and dependants	Limpopo Provincial Administration	Quarterly	Employees and dependants work life balance interventions handled quarterly in line with the DPSA

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		Departmental Wellness Policies				Employee Health and Wellness strategic framework and Departmental wellness policies
HIV & AIDS AND TB MANAGEMENT	Number of 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, Dependants and Sector	Limpopo Provincial Administration	Monthly	Prevention program initiatives provided monthly to Limpopo Provincial Administration employees, dependants and sectors in line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies
	Number of 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 and Sector	Limpopo Provincial Administration	Monthly	Male and Female condoms distributed monthly to Limpopo Provincial Administration employees and sectors in line with the DPSA Employee Health and Wellness strategic framework, National

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						Strategic Plan 2007 – 2011 and Departmental Policies
SAFETY, HEALTH; ENVIRONMENT, RISK AND QUALITY MANAGEMENT	Number of risk assessment done	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001	Departmental Workstations	Limpopo Provincial Administration	Every 3 years	Risk assessment done in Limpopo Provincial Administration 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.
	Number of workstations audited	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001. Department Policies	Departmental Workstations	Limpopo Provincial Administration	Monthly	Limpopo Provincial Administration Workstations audited monthly in line with Occupational Health and Safety Act 85 of 1993, Department Policies and International Standard organization, 9001, 14001 and 18001.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
	Number of Occupational Injuries and Diseases cases administered	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 Provincial Administration	Monthly	Occupational Injuries and Diseases cases for employees and dependents within Limpopo Provincial Administration are 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.
	Number of 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 Provincial Administration	Every three years	Occupational Health and Safety administrative controls for employees done every three years in Limpopo Provincial Administration in line with Occupational Health and Safety Act 85 of 1993, Occupational Health and Safety regulations and Departmental policies.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
	Number of 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 Provincial Administration	Quarterly	Limpopo Provincial Administration employees reached on quarterly basis 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
	Number of EHW research initiatives done	In line with the DPSA Employee Health and Wellness strategic framework, National Strategic Plan 2007 – 2011 and Departmental Policies	Employees	Limpopo Provincial Administration	Every three years	Limpopo Provincial Administration EHW 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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
HRM AND JOB EVALUATION Termination of service	All	In line with prescripts	Employees	Limpopo provincial departments	5 working days	Termination of service for employees in Limpopo provincial departments is done in line with prescripts within 5 working days upon receipt of notice.
Service benefits	All	In line with prescripts	Employees	Limpopo provincial departments	5 working days	Processing of employee benefits is done within 5 working days upon receipt of request or claim in Limpopo provincial departments.
Leave management	All	In line with prescripts	Employees	Limpopo provincial departments	5 working days	Processing of leaves for employees is done within 5 working days Limpopo provincial departments.
Recruitment and selection	All	In line with prescripts	Internal and external candidates	RSA	60 days	Appointment of suitable candidates is finalized 60 days after the closing date.
Transfers and translations	All	In line with prescripts	Employees	National, provincial departments	Within 30 working days	Processing of transfers and translations is done in line with

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
				and parastatals.		prescripts within 30 working days upon receipt of the request in Limpopo provincial departments.
Job evaluation	All identified job	As per relevant legislations and guide lines	Employee within departments	Limpopo provincial governments	annually	Job evaluation for identified posts is done per legislation and guidelines within 14days upon request in Limpopo provincial departments.
	All	As per relevant legislations and guide lines	Employee within departments	Limpopo provincial governments	annually	Job evaluation results communicated to directorate in Limpopo departments within 5 days after approval by executing authority.
PERFORMANCE MANAGEMENT SYSTEM Performance planning	All	In line with prescripts	Employees	Limpopo provincial administration	30 April each year	All employees conclude Performance Instruments (PIs) in line with prescripts by April 30 each year within Limpopo provincial government.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
	All	In line with prescripts	Employees	Limpopo	Within 3 months	All new employees in Limpopo provincial departments conclude PIs within three (3) months after appointment.
Review and monitoring	All	In line with prescripts	Employees	Limpopo	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 provincial government.
Performance evaluation/ assessment	All	In line with prescripts	Employees	Limpopo provincial government	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 provincial government.
	All	In line with prescripts	Employees	Limpopo	End of June each year.	Moderation of Annual Performance Evaluation reports

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						finalize by the end of June each year in Limpopo provincial government
	All	In line with prescripts	Employees	Limpopo provincial government	End of July each year	Annual assessment outcome for all employees in Limpopo provincial departments are finalized by end of July each year
	All	In line with prescripts	Employees	Limpopo provincial government	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 provincial government	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 BURSARY	All	In line with relevant government prescripts.	Internal and external client	Limpopo province	Annually	Bursaries are awarded inline with prescripts to all selected internal and external applicants annually within the

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
MANAGEMENT						province.
TRAINING AND DEVELOPMENT	All	In line with relevant government prescripts	Identified employees	Limpopo provincial government	Annually	Training and development is provided annually to identify employees' inline with prescripts within Limpopo province.
ABET(Adult basic education and Training)	All	In line with relevant government prescripts	Identified employees	Limpopo provincial government	Annually	ABET is provided annually to identified employees in line with the prescripts within Limpopo provincial government.
LEARNERSHIP AND INTERNSHIP MANAGEMENT	All	In line with skill development act	Internal and external clients.	Limpopo province.	Annually	Learner ship and internship is provided annually to identified employees in line with the prescripts within Limpopo provincial government.
RECORDS MANAGEMENT	All Records affected	In line with provincial archives disposal authority	Ministerial, HR, General Records and schedule of other records	Limpopo provincial administration.	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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						disposal authority in Limpopo provincial administration. 2009/2010 financial year in Head office and institutions within Limpopo province.
Management and implementation of records management policy.	All records management policies.	In line with Provincial Archives Act and records management policy guidelines.	Ministerial, HR, General Records	Limpopo provincial administration.	Monthly	Management and implementation of records management policy is done monthly in line with Provincial Archives Act and records management policy guidelines in Limpopo provincial administration.
Implementation of Promotion of access to information	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 provincial administration.	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 provincial administration.
Adherence to industry	All	❖ As per legislations	IT users	Limpopo Provincial	2 working days	Software support services provided in

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
standards to ensure maximize utilization of the software packages		❖ ITIL ❖ Gartner reports		departments.		any users within Limpopo Provincial departments in line with ITIL, Gartner recommendations within 2 working days.
Maintenance of IT working tools to enable users to execute their daily activities.	All	❖ As per legislations ❖ ITIL ❖ Gartner reports	IT users	Limpopo Provincial departments.	7 working days	Hardware maintenance services provided in any users within Limpopo Provincial departments in line with ITIL, Gartner recommendations within 7 working days.
Ensure data protection and prevention of unauthorized access to the government network.	All	❖ As per legislations. ❖ ITIL ❖ Gartner reports	IT users	Limpopo Provincial departments.	Daily	Provide daily maintenance and security of in any users within Limpopo Provincial departments in line with ITIL, Gartner recommendations departmental data to all users.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
COMMUNICATIONS SERVICES PUBLIC RELATIONS	All	As per legislations	Employees	Limpopo	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	Six weeks	Events planned six weeks prior calendar dates for a positive portray of the departmental corporate image
PUBLICATIONS	All	As per legislations	Employees	Limpopo	Quarterly	Internal and External Publications are published monthly and quarterly respectively
	All	As per legislations	Employees	Limpopo	Weekly	Update internal communication tools on weekly basis
MEDIA AND LIBRARY	All	As per legislations	Employees	Limpopo	Weekly	Promotion of media relations on weekly basis
	All	As per legislations	Employees	Limpopo	Daily	Daily briefing to the office of the Executive

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						Authority on media trends for improved planning
SPECIAL PROGRAMMES 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	31 st 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
<u>BATHO PELE</u> Service Improvement Planning and Excellence Programmes	All	In line with the White Paper on Batho Pele	Provincial departments	Limpopo	End of March each year	Departmental Service Delivery Improvement Plan developed by the 31st March each year and implementation reported on quarterly basis
	All	White Paper on Batho Pele (Service Delivery)	Provincial departments	Limpopo	End of December each year	All provincial departments participate in the Premier's Service

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						Excellence Awards programme by end of December each year
Standards Development	All	White Paper on Batho Pele (Service delivery)	Provincial departments	Limpopo	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	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	Within 30 days	Bids for employees and stakeholders in Limpopo province are finalized within 30 days upon request.
Stores/Warehou	All	According to	departments	Limpopo	Daily	Stock levels for

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
se management		PFMA/Treasury Regulations				Limpopo provincial departments are determined on daily basis
	All	According to PFMA/Treasury Regulations	departments	Limpopo	Within 2 days	Stock marking (bar-coded) for Limpopo provincial departments is done within 2 days upon delivery.
Transport management	All	Renewed vehicle petrol cards	Departments	Limpopo province	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.
	All	Renewed vehicle license disk	Departments	Limpopo province	Month before expiry date	All government vehicle license disks in are renewed by the Provincial departments a month before the expiry date
	All	Vehicle inspections	Departments	Limpopo province	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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						conditions of the car
	All	Vehicle inspections	Departments	Limpopo province	Every month	Inspections on subsidized vehicles are conducted every month by the transport officials when fuel claims are submitted.
	All	Processed of payment transactions	Departments	Limpopo province	Within 7 working days	All received fuel claims for subsidized vehicles are processed for payment within 7 working days.
	All	Promptly reported	Employees	Departments	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
	All	Serviced, maintained and repaired vehicles	Departments	Limpopo province	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	Employees	Limpopo	Within 30 days	A plan for disposal of redundant and

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Regulations				obsolete stock is drawn within 30 days of notification
		According to PFMA/Treasury Regulations	Employees	Limpopo	End of March each year	Detailed disposal reports are forwarded to the Provincial Treasury by the 31 March each year.
		According to PFMA/Treasury Regulations	Employees	Limpopo	90 days	Disposal of redundant stock is done 90 days after approval of the Accounting Officer.
Salary administration	All	According to PFMA and Treasury regulation	Employees	Limpopo Provincial government	monthly	Salaries to employees in Limpopo provincial government is done according to PFMA and Treasury regulation monthly
	All	According to PFMA and Treasury regulation	Employees	Limpopo Provincial government	Within 14 days	Salary related allowances for employees in Limpopo provincial government is done according to PFMA and Treasury regulation within 14 working days upon receipt.
	All	According to PFMA and	Employees and third parties	Limpopo provincial	monthly	PERSAL cheques for employees and third

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Treasury regulation		government		parties paid through cheques in Limpopo provincial government are collected and distributed monthly
	All	According to PFMA and Treasury regulation	Employees	Limpopo provincial government	5 days before pay date	Persal reports and pay slips for employees must be distributed to the beneficiaries 5 days before pay date.
	All	According to PFMA and Treasury regulation	Employees	Limpopo	Within 14 days upon receipt.	IRP5 certificates are distributed to employees in Limpopo provincial government According to PFMA and Treasury regulation within 14 days after receipt.
Expenditure Management	All	According to PFMA and Treasury regulation	Creditors	RSA	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.
	All	According to PFMA and Treasury	Creditors	RSA	Within days	Payment stubs are printed and distributed within 7 days after

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		regulation				disbursement of payments.
Budget administration	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	Annually	Tabling of Limpopo provincial departmental budgets by political heads is done annually according to PFMA, Treasury regulation and guidelines.
	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	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.
	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						regulation and guidelines
	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	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.
	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	Quarterly	Submission of Financial reports to EXCO by Provincial departments is done quarterly according to PFMA, Treasury regulation and guidelines.
	All	According to PFMA and Treasury regulation and guidelines.	Provincial departments	Limpopo	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

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						the 1 st week of December.
	All	According to PFMA	Employees	Limpopo	Monthly	Closing of books in departments is done monthly
Revenue and system	All	According to PFMA	Employees	Limpopo	Within 24 hours	Banking of revenue collected is done within 24 hours in line with the departmental policies and regulations
	All	According to PFMA	Employees	Limpopo	Bi-monthly	Inspections are conducted bi-monthly at all collection points
	All	According to PFMA	Employees	Limpopo	Weekly	Weekly transfer of revenue collected by departments to provincial revenue
	All	According to PFMA	Employees	Limpopo	September each year	Revision and adjustment of revenue estimates/targets is done during the month of September each year.
	All	According to PFMA	Employees	Limpopo	Weekly	Spot check at collection points is done on weekly basis
	All	According to	Employees	Limpopo	Annually	Rotation of cashiers is

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		PFMA				done after twelve months of appointment
	All	According to PFMA	Employees	Limpopo	Within 3 days	FINEST and PERSAL user id's are issued within 3 days
	All	According to PFMA	Employees	Limpopo	Within a day	BAS user IDs is issued within a day
Resolution of Grievances	All Lodged grievances	Grievance Rules: Resolution 14 of 2002	Aggrieved employees	Limpopo provincial government	30 working days	All lodged grievances in the Limpopo provincial government 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 provincial government	As per scheduled dates.	All disputes declared in Limpopo Provincial Government 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 provincial government	60 days	All reported misconduct cases in Limpopo provincial government are handled as per the disciplinary code and procedures: PSCBC resolution 1 of 2003 and are finalized within the 60 days.

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SECURITY MANAGEMENT	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Information and physical security audits are conducted monthly.
	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Security record checks of service providers and employees are conducted monthly prior to appointment
	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Limpopo	Monthly	Security service level agreements are monitored monthly to evaluate compliance
	All	As per Minimum Information Security Standards (MISS)	Employees /Service Providers	Limpopo	Quarterly	Consultations with Service Providers are held quarterly.
	All	As per Minimum Information Security Standards (MISS)	Employees/Service Providers	Limpopo	30 days	All security related investigations are finalized within 30 days of the incident
RISK MANAGEMENT	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	The Risk assessment

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
						is conducted annually
	All	In line with PFMA	Employees/Service Providers	Limpopo	Quarterly	Risk Management Committee meetings are held on a quarterly basis
ANTI-FRAUD AND CORRUPTION	All	In line with PFMA	Employees/Service Providers	Limpopo	Monthly	Reported cases of suspected fraud and corruption are finalized a month.
	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	Compliance plan is developed annually
	All	In line with PFMA	Employees/Service Providers	Limpopo	Monthly	Audit responses are consolidated monthly.
COMPLIANCE	All	In line with PFMA	Employees/Service Providers	Limpopo	Annually	Compliance plan is developed annually
	All	In line with PFMA	Employees/Service Providers	Limpopo	Monthly	Audit responses are consolidated monthly.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
	All	In line with legal prescripts	Internal and external stakeholders	Limpopo	Within 15 working days upon detection	Ensure compliance of legal prescripts by stakeholders within 15 days upon Detection of non compliance in Limpopo.

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	Daily	Employees wear official name tags and introduce themselves when serving citizens whilst on duty
	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Daily	Clear sign posts/ directions to and at Public Institutions and offices are available at all times
TELECOMMUNICATION	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Daily	Employees' official cellular phones are accessible at all times

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	Within 3 rings	Telephones at switchboard and offices are answered within three rings including lunchtime and messages are passed to relevant sections within a day
SERVICE DELIVERY COMPLAINTS AND REDRESS	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	30 working days	Reported Service delivery complaints finalized within 30 working days
INFORMATION	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	30 working days	Departmental Information is readily available in all provincial languages at all service points and confidential information is supplied on request within 30 working days
MAIL	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	14 working days	Correspondence is acknowledged and responded to within 14 working days

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
MEETINGS	All	According to the White Paper on transformation of service delivery	Employees and other stakeholders	Limpopo	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.

APPROVED/NOT APPROVED



 MR. BUTCHER MATUTLE
 ACCOUNTING OFFICER
 SECTION 100 (1)(b)

20/7/2

 DATE