



**Western Cape
Government**

Provincial Treasury

SERVICE STANDARDS SCHEDULE 2018/19

BUSINESS UNIT ARCHITECTURE

1. Administration

Office of the Minister
Strategic and Operational Management Support
Financial Management

2. Sustainable Resource Management

Public Policy Services

Fiscal Policy
Provincial Government Budget Office
Local Government Budget Office

Local Government Public Finance

Local Government Revenue and Expenditure (Group 1&2)

Provincial Government Public Finance

Provincial Government Finance (Expenditure Management)
Infrastructure
Business Information and Data Management

3. Asset Management

Supply Chain Management: Provincial Government
Supply Chain Management: Local Government
Supporting and Interlinked Financial Systems

4. Financial Governance

Local Government Accounting and Compliance
Provincial Government Accounting
Financial Governance

1. Administration

Business Unit	Services to internal clients	Service Standard
Office of the Minister	To provide ministerial support services to enable the MEC to execute his/her duties.	<ul style="list-style-type: none"> • Eight (8) formal engagements with the Department on meeting statutory and executive requirements. • Four (4) formal engagements with Western Cape Gambling and Racing Board on meeting statutory and executive requirements • Seven (7) meetings/ engagements with the Consul Generals, members of the Diplomatic Corps and incoming foreign delegations
Management Services	To improve strategic support services and human resource management through building on and improving the current performance planning, monitoring, reporting and evaluation processes and the implementation of the Workforce Plan (2016 – 2021), to ensure that there are no material audit findings on the usefulness and reliability of the reported performance information and human resource management every year.	<ul style="list-style-type: none"> • Six (6) prescribed Performance plans and reports submitted • Four (4) reports on the implementation of the Workforce Plan
Financial Management	To provide financial administrative services in respect of financial and management accounting, supply chain management services and internal control to achieve a clean financial audit outcome every year.	<ul style="list-style-type: none"> • Twelve (12) IYM reports • Four (4) Budget submissions • Four (4) Corporate reports

2. Sustainable Resource Management

Business Unit	Services	Client(s)	Service Standard
Fiscal Policy	To conduct research on various methodologies for domestic resource mobilisation, and advice on the most appropriate approach to revenue and the fiscal framework for the provincial fiscal strategy. Continuous monitoring of revenue and cash trends, advise on the sustainability and management of provincial and municipal funding sources.	Thirteen (13) Provincial Departments and 30 Municipalities (Local Government)	<ul style="list-style-type: none"> • Four (4) research reports on the Provincial and Local Government Fiscal System • Four (4) Provincial Revenue reports • Eight (8) Cash Management reports • Four (4) reports on the performance of the WCGRB
Provincial Government Budget Office	To promote effective resource allocation within the provincial budget and its effective implementation through research, analysis and advice to key fiscal and budgetary stakeholders that informs budget policy and enables recommendations on budget allocations which reflect the priorities of government and are based on programme effectiveness.	Thirteen (13) Provincial Departments	<ul style="list-style-type: none"> • Twenty-eight (28) provincial budget policy assessment reports • Timeous publication of the Provincial Economic Review and Outlook in September 2018 • Timeous publication of the Medium Term Budget Policy Statement in November 2018
Local Government Budget Office	To promote effective resource allocation within municipal budgets and its effective implementation through research, analysis and advice that informs the preparation of municipal budgets to promote allocations which reflect the priorities of government and based on programme effectiveness.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) municipal budget policy assessment reports • 100% Quarterly Performance Reports received, assessed • Timeous publication of the Municipal Economic Review and Outlook in September 2018

Business Unit	Services	Client(s)	Service Standard
Provincial Government Finance	To improve the conformance, credibility and sustainability of the provincial budget by assessing expenditure composition and trends within departments and table an approved Estimate of Provincial Revenue and Expenditure. To monitor the implementation of the budget by assessing conformance, accountability, data integrity, and efficiency.	Thirteen (13) Provincial Departments and Provincial Legislature	<ul style="list-style-type: none"> • Twenty-eight (28) provincial budget assessment reports • Two (2) expenditure review • Four (4) quarterly reports on the implementation of the budget
Local Government Finance	To improve municipal budgets through monitoring and support municipalities and municipal entities and to report on it monthly and quarterly.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Three hundred and seventy-two (372) monthly IYM assessments reports on the implementation of the municipal budget • Thirty (30) Municipal budget assessment reports • Four (4) reports on MFMA implementation
Infrastructure	To instil SIPDM and IDMS-principles in departments to improve delivery on planning, construction, and maintenance of projects.	Thirteen (13) Departments and two (2) Public Entities	<ul style="list-style-type: none"> • Thirty-four (34) asset management plans assessed • Eighty-four (84) Infrastructure expenditure reports assessed • Ten (10) infrastructure project delivery assessments • Four (4) quarterly reports on the implementation of infrastructure budgets to Cabinet • One (1) developed and tested municipal infrastructure delivery management system(s) in a municipality
Business Information and Data Management	To render an effective data and information management service by providing financial and performance information on a central repository to enable proper decision-making and credible publications.	Internal – All Provincial Treasury components	<ul style="list-style-type: none"> • Four (4) datasets managed • Three (3) budget process plans managed

3. Asset Management

Business Unit	Services	Client(s)	Service Standard
Supply Chain Management: Provincial Government	To provide policy direction and facilitating the management of supply chain and asset management systems and practices through better procurement planning, capacity building, and business process enhancement, for efficiency gains and enhancing relationships with suppliers.	Thirteen (13) Departments Suppliers	<ul style="list-style-type: none"> • Sixteen (16) interventions performed to assist departments with the continuous improvements of their supply chain and asset management systems • One hundred and eight (108) SCM/AM and SCM Systems assessment reports • One (1) intervention/s for strategic sourcing implementation • Five (5) supplier engagement sessions held to develop and educate suppliers
Supply Chain Management: Local Government	To provide policy guidance and facilitating the management of supply chain and asset management practices through better procurement planning, capacity building, business process enhancement, for efficiency gains and enhancing relationships with suppliers.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Ten (10) municipal SCM and MAM Virtuous Cycle assessment reports • Five (5) municipal districts assisted with the implementation of the model policy for infrastructure procurement • Five (5) municipal districts assisted with structured training interventions and capacity building • Five (5) municipal districts assisted with asset management business processes • Five (5) municipal districts assisted with localisation of procurement
Supporting and Interlinked Financial Systems	To provide for the implementation, management and oversight of provincially operated financial systems through training of users in accordance with their system profiles, effective user account management, optimal utilisation of systems for migration to the IFMS.	Thirteen (13) Departments	<ul style="list-style-type: none"> • One hundred and twenty-two (122) institutions provided with user account management service i.r.o provincially operated financial systems • Thirteen (13) votes assisted with the data maintenance planning and preparation of data i.r.o. all provincially operated financial systems for migration to the IFMS • Thirteen (13) votes assisted in providing and analysing data

4. Financial Governance

Business Unit	Services	Client(s)	Service Standard
Local Government Accounting	To improve the application of accounting standards and financial reporting within municipalities by providing support and training to municipalities.	Thirty (30) Municipalities	<ul style="list-style-type: none"> • Thirty (30) Municipalities supported with the accounting reporting framework • Thirty (30) reports submitted for MGRO engagements • Thirty (30) municipalities supported with mSCOA implementation
Provincial Government Accounting and compliance	To improve the application of accounting practices in line with the reporting frameworks, prepare provincial consolidated financial statements and drive financial governance reforms within departments and entities.	Fourteen (14) Votes	<ul style="list-style-type: none"> • Fourteen (14) votes assessed against the applicable accounting and norms and standards requirements • Five (5) accounting training interventions • Publication and tabling of the ACFS, one month after receipt of audit report on the ACFS • Four (4) CGRO Cabinet submissions coordinated • Two (2) quarterly governance engagements with departments
Corporate Governance	To develop, monitor and advise on norms and standards of corporate governance by supporting the development, implementation and enforcement of a generic set of corporate governance standards.	Thirteen (13) Departments	<ul style="list-style-type: none"> • Ten (10) municipal support initiatives on integrated capacity building and training • Twenty-eight (28) municipal MGRO assessment reports • Twelve (12) municipal support initiatives on Governance, Risk and Control • Four (4) municipalities supported with a financial delegation framework • Two (2) initiatives to support the Departments on the Financial Review Framework