

**Western Cape Provincial Department – Service Standard Schedule**

<b>Key Services</b>	<b>Quantity</b>	<b>Quality</b>	<b>Target Group</b>	<b>Target Area</b>	<b>Time Period</b>	<b>Full Statement</b>
<b>Render Financial and Corporate governance services to the department</b>	0 Material Audit Findings	Clean audit outcomes	PT Units HOD MEC	Western Cape	Annually	<p>To provide strategic direction and quality financial and other support services to the Minister and the Head of Department (HOD).</p> <ul style="list-style-type: none"> <li>- Strategic and Operational management support services</li> <li>- Render support services to the MEC &amp; HOD in discharging their duties and functions</li> <li>- Assist units in the department maintain zero material audit findings</li> </ul>
<b>Manage Audit, Parliamentary and similar enquiries</b>	100% of enquiries are managed	Enquiries are managed within the applicable time period.	Western Cape citizens and government departments	Western Cape	Parliamentary enquiries are dealt with as a priority and is responded to within the timeframe provided by the Western Cape Provincial Parliament.	<p>The procedure entails soliciting responses via the relevant branch / units within Provincial Treasury, which is consolidated, approved by the HOD and Minister and timeously submitted to the Western Cape Provincial Parliament.</p> <p>100% of enquiries are managed within the applicable time.</p>
<b>Manage complaints/investigations</b>	100% of complaints are managed and responded to	<p>Complaints are responded to in line with the Batho Pele Handbook.</p> <p>Further quality will include an apology in order to put things right.</p>	Western Cape citizens and government departments	Western Cape	<p>Response time of complaints/ investigations are dealt as follows:</p> <ul style="list-style-type: none"> <li>• Departments – 30 calendar days</li> <li>• Municipalities – 60 calendar days</li> </ul>	<p>Receipt of complaints are acknowledged within 48 hours and referred to the relevant branch / unit within Provincial Treasury for further investigation and response.</p> <p>Follow up is done on the status of the investigation and reminders are sent to the relevant branch / unit dealing with the matter.</p> <p>The timeframe for complaints will depend on the information submitted by municipalities and other departments, to formulate a response.</p>

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<b>Manage Bursary Programme</b>	32 Bursaries awarded	Awarding of bursaries to recipients studying in the relevant fields as per the Work Skills Plan and the Talent Management Strategy.	Employees, Clients and Public	Western Cape	Annually	<p>Awarding of bursaries is a competitive process and need to ensure that the process is fair, open and transparent.</p> <p>Suitable criteria are drafted by the designated bodies to ensure that the selection and allocation are done in a fair and just manner.</p> <p>The department have therefore developed policy and prescripts that forms the guiding principles for administering respective bursary programmes.</p> <p>Throughout the bursary period, the CRU offers on-going support to bursars.</p>
<b>Oversight</b>	30 Municipalities 14 Departments Public Entities	Effective and Efficient oversight to ensure optimal use of resources.	Western Cape Provincial Departments, Municipalities, and entities	Western Cape	Annually	<p>Our mandate is to control and oversee the finances of the Western Cape government. Giving efficient supporting and sustainable public financial management to promote economic development, good governance, social progress and a rising standard of the Western Cape's people.</p> <p>The Provincial Treasury plays a major role in achieving the desired socio-economic and governance outcomes of the Western Cape by providing strategic financial leadership to the Western Cape Government provincial department, its public entities and municipalities.</p> <p>The department further promotes the delivery of new infrastructure projects and the maintenance of existing physical infrastructure.</p>
<b>Render research services for the province:</b>	32 research reports	Research being done on timeous	Western Cape Provincial	Western Cape	Research reports produced annually	Conducts research and analysis on provincial and local government fiscal

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<ul style="list-style-type: none"> <li>MERO</li> <li>PERO</li> <li>Socio-Economic Profiles</li> </ul>		basis to inform decision making.	Departments, Municipalities, and entities			<p>policy matters that impact on the fiscal framework of the province in order to inform planning, budgeting and decision making in the province:</p> <p><b>MERO</b> Is a key source of economic intelligence empowering political and administrative leadership in their decision-making processes and further disaggregates key socioeconomic trends to a sub-district municipal level.</p> <p><b>PERO</b> Is a key source of economic intelligence empowering political and administrative leadership in their decision-making processes.</p> <p><b>Socio-Economic Profiles</b> Regional profiles provide the Western Cape municipalities with data and information which may assist in planning, budgeting and the prioritization of municipal services. It is acknowledged that municipalities across the Western Cape have different capacities and therefore will use the information in this publication to suit their own needs.</p>
<p><b>Facilitate budgeting services for the province through:</b></p> <ul style="list-style-type: none"> <li>Budget Preparation</li> </ul>	<p>1 Annual budget tabled</p> <p>2 Adjustment budgets for Municipalities</p> <p>2 MTEC Processes</p>	The Provincial Treasury is responsible for preparing the annual budget of the Western Cape Government.	Western Cape Provincial Departments, Municipalities, and Public Entities	Western Cape	<p><b>Departments:</b></p> <p>Annual Main budget tabled march of every year</p> <p>Adjusted budget</p> <p>MTEC Processes</p>	<p><b>Budget Preparation</b></p> <p>Budgeting, monitoring and reporting: The Department monitors and facilitates the coordination of departmental MTEC</p>

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<ul style="list-style-type: none"> <li>Monitoring of the implementation of the budget</li> </ul>					<p><b>Municipal:</b></p> <p><b>(SIME / TIME)</b></p>	<p>processes and the Joint District and Metro Approach (JDMA) to promote integration of policy, planning and budgeting among all spheres of Government. Furthermore, the Department exercises oversight during the municipal budget process through the Strategic and Technical Integrated Engagements (SIME and TIME). These efforts culminate in the Overview of the Provincial Revenue and Expenditure (OPRE) and the Estimates of Provincial Revenue and Estimates (EPRE) publications, associated adjustments estimates and associated documentation.</p> <p><b>Monitoring of the implementation of the budget</b></p> <p>The Provincial Treasury monitor the budget performance of municipalities through annual Budget Information, In-year monitoring and Quarterly Municipal Budget performance publications. Its purpose is to assist, assess and reports on municipal and entity budgets, revenue and expenditure management, financial management and introduce associated remedial steps; effective participation in local government IGR</p>

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						<p>engagement processes; and drive the implementation of the Municipal Finance Management Act, 2003 (Act 56 of 2003).</p> <p>Provincial Treasury promotes efficient budget implementation and develops the functional ability of municipalities through implementation of standards, knowledge sharing, hands-on support, and training intervention to improve conformance, credibility and sustainability of municipal budgets.</p> <p>The budget has a strong citizen centric approach aimed at improved service delivery, addressing the needs of citizens and creating economic and job opportunities in the Province.</p> <p>Servicing the basic needs of our most vulnerable communities, requires the prioritisation of frontline services such as healthcare, education and social development. Creating opportunities for our youth also enjoy creating jobs remain one of the main drivers of supporting the Western Cape economy, and therefore the entire South Africa.</p>

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<p><b>Undertake Capacity Building initiatives to comply with PFMA and MFMA legislation in support of good financial governance:</b></p> <ul style="list-style-type: none"> <li>• Finance Internship Programme Workshop</li> <li>• Systems business support and training</li> <li>• Training Interventions and workshops</li> </ul>	Bursaries	Strengthened capacity within the provincial treasury and with relevant stakeholders.	Municipal officials	Western Cape	Annually	<p><b>Finance Internship Programme Workshop –</b></p> <p>These workshops aimed at finance interns, plays an important role in ensuring that provincial departments and municipalities, have the capacity and necessary skills to full their mandates. Best practise knowledge is shared and professional guidance provided to imparting knowledge and online e-GRAP training is included.</p> <p><b>Systems business support and training –</b></p> <p>The improvement of financial system management in the province is encouraged by training of system users in accordance with their system profiles, maintenance of effective user account management and further development of integrated training interventions to promote the correct and optimal use of financial systems. These systems include LOGIS (Logistical Information System), BAS (Basic Accounting System) and PERSAL (Personal and Salary Administration System). Training of system users are provided to departments on a quarterly basis to assist them in nominating system users in accordance with the bi-annual integrated training programme. On receipt of nominations, system users with training gaps are accommodated as a priority.</p> <p><b>Training Interventions and workshops –</b> Accredited training with Institutes of Higher Learning, Councillor Training in</p>
	Suppliers		Internal Departmental officials			
	Melissa		External Departmental officials			
	Franklin		Graduate Interns			
	SIFS					

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						<p>respect of Municipal Financial Management Oversight.</p> <p>Training on Governance Related systems e.g., CGRO, MGRO, Post Audit system, etc. to departments and municipal officials.</p> <p>Annual GRAP and MCS training delivered to departments and municipal officials.</p>
<p><b>Government Supply Chain Management:</b></p> <p>1. Management of a resilient Governance Platform in the Province that supports provincial procurement:</p> <ul style="list-style-type: none"> <li>Issue Provincial Treasury Instructions</li> <li>Issue uniform standards and policy for SCM (i.e., Blueprint Accounting Officer's System;</li> <li>Issue Circulars, procurement templates, checklists and best practice guidelines</li> </ul>	<p>Maintain PTIs, AOS and Circulars; and Issue revisions as and when required</p> <p>No specific quantity criteria</p>	<p>Skilled resources that meet the job function</p>	<p>Provincial departments and entities</p>	<p>Western Cape</p>	<p>Consistently provided as per defined APP and operational plans in terms of section 18 of the PFMA mandate</p>	<p>In terms of section 18 of the PFMA a Provincial Treasury must:</p> <p>(1)(c) promote and enforce transparency and effective management in respect of revenue, expenditure, assets and liabilities of provincial departments and provincial public entities;</p> <p>(2)(a) must issue provincial treasury instructions not inconsistent with the PFMA</p> <p>(2)(e) may assist provincial departments and provincial public entities in building their capacity for efficient, effective and transparent financial management;</p> <p>(2)(i) may do anything further that is necessary to fulfil its responsibilities effectively.</p>
<p>2. Manage the Procurement Client Centre that Manages the Programme of Support for departments and supplier:</p> <ul style="list-style-type: none"> <li>Service Desk (Query handling,</li> </ul>	<p>Maintain the function that is responsive to Client needs.</p> <p>No specific quantity criteria</p>	<p>Skilled resources that meet the job function</p>	<p>Provincial departments, entities and suppliers</p>	<p>Western Cape</p>	<p>Consistently provided as per defined APP and operational plans in terms of section 18 of the PFMA mandate</p>	<p>In terms of section 18 of the PFMA a Provincial Treasury must:</p> <p>(1)(c) promote and enforce transparency and effective management in respect of revenue, expenditure, assets and liabilities of provincial departments and provincial public entities;</p>

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<p>advice and guidance to government officials and suppliers)</p> <ul style="list-style-type: none"> <li>• Learning: Provide training; videos, podcasts, webinars and open days to suppliers and government officials</li> <li>• Complaints Handling: Mediation and redress and effect improvements in WCG procurement processes</li> <li>• Service and Information Management: Web-page enablement; brochures; pamphlets; training manuals; perception surveys and production and publication of Procurement Disclosure Report (PDR)</li> </ul>						<p>(2)(e) may assist provincial departments and provincial public entities in building their capacity for efficient, effective and transparent financial management;</p> <p>(2)(i) may do anything further that is necessary to fulfil its responsibilities effectively.</p>



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3. Management of Technology Services: <ul style="list-style-type: none"> <li>Western Cape Supplier Evidence Bank (WCSEB);</li> <li>e-Procurement System registration and support to suppliers and government officials</li> <li>Procurement Planning Toolkit for Departments</li> <li>Data management Services that input into PDR; SCM Insight Reports and Procurement Planning Reports</li> </ul>	Maintain the function that is responsive to Client needs.  No specific quantity criteria	Skilled resources that meet the job function  ICT support	Provincial departments, entities and suppliers	Western Cape	Consistently provided as per defined APP and operational plans in terms of section 18 of the PFMA mandate	In terms of section 18 of the PFMA a Provincial Treasury must:  (1)(c) promote and enforce transparency and effective management in respect of revenue, expenditure, assets and liabilities of provincial departments and provincial public entities;  (2)(e) may assist provincial departments and provincial public entities in building their capacity for efficient, effective and transparent financial management;  (2)(i) may do anything further that is necessary to fulfil its responsibilities effectively.
4. Strategic Sourcing/ commodity focussed interventions with a key focus on achieving value for money transversally in the Province. These include: <ul style="list-style-type: none"> <li>transversal contracts being facilitated and arranged as and when required</li> <li>Portfolio analysis /research that identifies initiatives to create efficiency gains and value for money in procurement</li> </ul>	Maintain the function that is responsive to Client needs.  No specific quantity criteria	Skilled resources that meet the job function	Provincial departments, entities and suppliers	Western Cape	As and when required as per defined APP and operational plans in terms of section 18 of the PFMA mandate	In terms of section 18 of the PFMA a Provincial Treasury must:  (1)(c) promote and enforce transparency and effective management in respect of revenue, expenditure, assets and liabilities of provincial departments and provincial public entities;  (2)(e) may assist provincial departments and provincial public entities in building their capacity for efficient, effective and transparent financial management;  (2)(i) may do anything further that is necessary to fulfil its responsibilities effectively.

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<ul style="list-style-type: none"><li>• Commodity specific procurement strategies ; and</li><li>• Any other intervention, tool or best practice that may required</li></ul>						