

# Service Standard Schedule

2023/24

**PROVINCIAL TREASURY**



Western Cape  
Government

**FOR YOU**

Provincial Treasury

# Western Cape Provincial Treasury – Service Standard Schedule

## Our strategic Focus

### Vision

A responsive and inclusive Treasury that enables positive change in the lives of citizens.

### Mission

As a citizen centric government, the Provincial Treasury (PT) provide services centred around the needs of its clients. To address the unique requirements of various clients, bespoke services are offered to ensure that we deliver services FOR YOU. Three main stakeholders that share similar needs were identified and include citizens, departments and municipalities; potential suppliers of the WCG; and students awarded bursaries.

In order to deliver services that add value, we developed three service charters, each with its own mission statement. The service charters are aligned to the strategic objectives of the department and strive towards its Vision.

**PT Mission** – To enable quality services through integrated management and partnerships that support and promote public sector capacity building and innovation to respond to the needs of clients.

#### **Procurement Client Centre Mission -**

- Promotion of cohesion and citizen centricity
- Building capacity in the public sector by being adaptive, innovative and supportive
- Integrated management and partnerships that enable the delivery of quality services in a sustainable manner

#### **Bursary Programme Mission -**

- Building capacity in the public service through youth development
- Effective management and sustainable funding for bursary programmes
- Promotion of redress through youth development initiatives

## Core functions and responsibilities

The core functions, powers and responsibilities of the PT are captured in section 18 of the PFMA and section 5 of the MFMA. To give effect to the Medium-Term Strategic Framework 2019 - 2024, Provincial Strategic Plan and the Western Cape Recovery Plan, the branches Fiscal and Economic Services and Governance and Asset Management will execute the following core functions and responsibilities:

- Ensure the efficient and effective management of provincial and municipal financial resources;
- Provide policy direction, facilitate and enforce the management of provincial financial systems and supply chain and moveable asset management systems within the provincial and municipal spheres; and
- Promote accountability and financial governance within departments, entities and municipalities.

## The department's areas of activity include:

**Research, analysis and planning:** The department conducts research and analysis that inform the development of the provincial and local governments' budget policy priorities and fiscal frameworks, as informed by the Provincial Economic Review and Outlook (PERO) and the Municipal Economic Review and Outlook (MERO) as well as the Socio-economic Profiles for Local Government (SEP-LG). Furthermore, the Western Cape Medium-Term Budget Policy Statement (MTBPS) provides the economic, fiscal and policy context within which the medium-term budget will be formulated.

**Budgeting, monitoring, and reporting:** The department monitors and facilitates the coordination of departmental MTEC 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 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 Expenditure (EPRE) publications, associated adjustments estimates and associated documentation.

**MFMA implementation:** The department facilitates and coordinates the implementation of the MFMA in municipalities through the Intergovernmental Relations (IGR) coordination between municipalities, provincial and national departments and other related stakeholders. Furthermore, the department provides financial assistance to municipalities to improve overall financial governance within municipalities.

**Monitoring of infrastructure delivery and spending:** The department institutionalises the Framework Infrastructure Delivery and Procurement Management (FIDPM) and Infrastructure Delivery Management System (IDMS) to enhance efficiency in the delivery of infrastructure and value realised through the provincial asset base. Furthermore, PT monitors the infrastructure spending of designated departments and supported the Western Cape and Infrastructure Delivery Management Committee (IDMC) to improve efficient and effective delivery. These efforts culminate in the Overview of Provincial and Municipal Infrastructure Investment (OPMII).

**Supply chain management assistance and support:** The department maintains and enhances the sustained governance model achieved over time for departments and municipalities. This requires extensive assistance and support by PT to both departments and municipalities during the external audit process, through the strengthening of meaningful partnerships with our clients as well as with our national counterparts. Furthermore, the Department focuses on an integrated model to improve governance in departments and municipalities for SCM through the strengthening of SCM functions by engaging with internal control functions and other financial management disciplines.

**Financial management systems:** The department ensures and improves the integrity of data in the data legacy systems and continues to introduce business intelligence (BI) tools to enable and improve performance reporting of financial information required from various financial management systems, whilst awaiting the IFMS implementation by National Treasury. PT manages and maintains user account security over all transversal financial systems and provided training services to promote the correct and optimal utilisation of systems to all provincial departments. The department has established a data centre aimed at building a PT data store to enable the components within the department to utilise analytical information to gather intelligence.

**Governance:** The department intensified delivery of services to achieve maximum impact, and continuously looked at the applicable financial legislation whilst ensuring the completeness of recordkeeping of all transactions, as required by the financial reporting framework. PT further engaged with the AGSA on sustainable audit outcomes and ensuring a balance between compliance and service delivery initiatives. It pioneered consistency workshops before submission of the annual financial statements, which is thus largely responsible for more than 95 per cent accuracy on first submission to the AGSA in both the PFMA and MFMA space.

**Public entities: Oversight and governance of entities**

In general, public enterprises function under the framework of the PFMA and their own legislation. As a result, standards addressing governance and performance issues have been implemented to varied degrees. PT has produced an interim guideline for accounting officers managing public entities to maintain consistency across the board. The review and final guideline's goal is to achieve efficiency and assure consistency across departments and their connected entities.

## Service Standard Schedule

Details of the key service offered to clients are summarized below.

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<b>Render Financial and Corporate governance services to the department</b>	No (zero) material audit findings	Clean audit outcomes	PT Units HOD MEC	Western Cape	Annually	To provide strategic direction and quality financial and other support services to the Minister and the Head of Department (HOD). <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 to 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.	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.  100% of enquiries are managed within the applicable time.
<b>Manage complaints/ investigations</b>	100% of complaints are managed and responded to	Complaints are responded to in line with the Batho Pele Handbook.  Further quality will include an apology in order to put things right.	Western Cape citizens and government departments	Western Cape	Response time of complaints/ investigations are dealt with as follows: <ul style="list-style-type: none"> <li>• Departments: 30 calendar days</li> <li>• Municipalities: 60 calendar days</li> </ul>	Receipt of complaints are acknowledged within 48 hours and referred to the relevant branch/unit within Provincial Treasury for further investigation and response.  Follow up is done on the status of the investigation and reminders are sent to the relevant branch / unit dealing with the matter.

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						The timeframe for complaints will depend on the information submitted by municipalities and other departments, to formulate a response.
<b>Manage Bursary Programme</b>	Thirty-two 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 Public	Western Cape	Annually	<p>A competitive process that is fair, open and transparent is followed when bursaries are awarded.</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 has 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>	Thirty Municipalities Fourteen Departments Public Entities	Effective and efficient oversight to ensure optimal use of resources.	Western Cape Provincial Departments Municipalities 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</p>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						<p>municipalities.</p> <p>The department further promotes the delivery of new infrastructure projects and the maintenance of existing physical infrastructure.</p>
<p><b>Render research services for the province:</b></p> <ul style="list-style-type: none"> <li>• MERO</li> <li>• PERO</li> <li>• Socio Economic Profiles</li> </ul>	Thirty-two research reports	Research being done on timeous basis to inform decision making.	<p>Western Cape Provincial Departments</p> <p>Municipalities</p> <p>Entities</p>	Western Cape	Research reports produced annually	<p>Conducts research and analysis on provincial and local government fiscal 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>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<p><b>Facilitate budgeting services for the province through:</b></p> <ul style="list-style-type: none"> <li>Budget Preparation</li> <li>Monitoring of the implementation of the budget</li> </ul>	<p>One Annual budget tabled</p> <p>One Adjustment budget for Municipalities</p> <p>MTEC Processes</p>	<p>The Provincial Treasury is responsible for preparing the annual budget of the Western Cape Government.</p>	<p>Western Cape Provincial Departments</p> <p>Municipalities</p> <p>Public Entities</p>	<p>Western Cape</p>	<p>Departments: Annual Main budget tabled in March of every year</p> <p>Adjusted budget</p> <p>MTEC Processes</p> <p>Municipal:</p> <ul style="list-style-type: none"> <li>SIME   TIME</li> </ul>	<p><b>Budget Preparation</b></p> <p>Budgeting, monitoring and reporting.</p> <p>The Department monitors and facilitates the coordination of departmental MTEC processes and the Joint District and Metro Approach (JDMA) to promote integration of policy, planning and budgeting among all spheres of Government.</p> <p>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</p>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						<p>introduce associated remedial steps; effective participation in local government IGR 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>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<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>	<p>Bursaries</p> <p>Suppliers</p> <p>SIFS</p>	<p>Strengthened capacity within the Provincial Treasury and with relevant stakeholders.</p>	<p>Municipal officials</p> <p>Internal Departmental officials</p> <p>External Departmental officials</p> <p>Graduate Interns</p>	<p>Western Cape</p>	<p>Annual</p>	<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 practice 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>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						<p><b>Training Interventions and workshops –</b></p> <p>Accredited training with Institutes of Higher Learning, Councillor Training in 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><b>1. Management of a resilient Governance Platform in the Province that supports provincial procurement:</b></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</p> <p>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>

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<p><b>2. Manage the Procurement Client Centre that manages the Programme of Support for departments and suppliers:</b></p> <ul style="list-style-type: none"> <li>• Service Desk (Query handling, advice and guidance to government officials and suppliers)</li> <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</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> <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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and publication of Procurement  <ul style="list-style-type: none"> <li>• Disclosure Report (PDR)</li> </ul>						
<b>3. Management of Technology Services:</b>  <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</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  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.

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<p><b>4. Strategic sourcing/ commodity focused interventions with a key focus on achieving value for money transversally in the Province. These include:</b></p> <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> <li>Commodity specific procurement strategies; and</li> <li>Any other intervention, tool or best practice that may required</li> </ul>	<p>Maintain the function that is responsive to Client needs. No specific quantity criteria</p>	<p>Skilled resources that meet the job function</p>	<p>Provincial departments Entities Suppliers</p>	<p>Western Cape</p>	<p>As and when required 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)(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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