

**SERVICE STANDARDS: FREE STATE PROVINCIAL TREASURY**

<b>Key services</b>	<b>Quantity</b>	<b>Quality</b>	<b>Target group</b>	<b>Target Areas</b>	<b>Time Period</b>	<b>Full Statement</b>
Respond to 90 % of complaints from citizens	90 % complaints addressed	According to the Service Delivery & Customer Plan of the Department	Departments & citizens	Free State Province	Within 7 days	Respond to 90 % of complaints within 7 days from Departments & citizens of the Free State Province
Monitor the budget process	21 delegated municipalities	MFMA circular	Delegated municipalities	Delegated Free State Municipalities	Annually	Monitor the budget process to 21 delegated municipalities on an annual basis according to the MFMA circular
Monitor compliance	Monthly & Quarterly	MFMA circular	Delegated municipalities	Delegated Free State Municipalities	Quarterly	Monitor the monthly & quarterly reports of delegated municipalities according to the MFMA circular
Expenditure monthly reports	Monthly	MFMA circular	Delegated municipalities	Delegated Free State Municipalities	Monthly	Monitor monthly expenditure of delegated municipalities according to MFMA circular
Compile Annual Financial Statement in the department	One statement for the department of Treasury	According to PFMA, DORA and the guide line from the National Treasury	4 Chief Directorates	Free State Province	Annually	Compile annually one financial statement for four chief directorates of the Free State Province according to the PFMA
Request funds in respect of Personnel and Creditors expenditure in the department	Number of suppliers & employees	According to prescripts and regulations	Suppliers in the Free State Province and the Employees of the Treasury	Free State Provincial Treasury	Monthly before the 20 <sup>th</sup>	Request funds according to prescripts and regulations for suppliers and employees of Provincial Treasury on a monthly basis before the 20th

Consolidation of reports on expenditure trends of provincial departments and public entities	12 Departments and 2 Public Entities	According to prescribed framework from National Treasury and section 40(4) of PFMA	All provincial Departments and Public Entities	Free State Province	Monthly	Consolidate reports on expenditure trends of Provincial departments and 2 public entities according to prescribed framework from National Treasury on a monthly basis
Report on the progress of the infrastructure spending of the province	4 reports	According to approved Infrastructure plans and budget allocation	12 Departments	Free State province	Quarterly	Report on the progress of the infrastructure spending of Free State Province according to approved infrastructure on a quarterly basis
Filling of posts	Posts approved by the MEC	Posts filled according to Public Service prescripts	All Directorates within Free State Provincial Treasury	Free State Provincial Treasury	Approval for the filling of a post granted within 3 months after a request for the filling of a post was received	Fill posts within the Provincial Treasury according to the Public Service Regulations within 3 months after request
Provisioning of employment equity profile and employment equity targets report for Department	4 reports	Accurate report In line with national employment equity targets	Chief Directorates	Free State Provincial Treasury	Quarterly employment equity profile and employment equity targets report submitted within 10 workdays after each quarter	Provide accurate employment equity profile of the Department on a quarterly basis and employment equity targets reports 10 days after each quarter
Awarding of part-time and full-time	Number of part-time and full time bursaries	Awarding of bursaries according to Departmental	Employees Top 100 Grade	Free State Provincial Treasury	Part-time bursaries awarded within two weeks after	Awarding part-time bursaries as well as full-time bursaries to employees and top 100 matriculants within 2 weeks after the

bursaries to qualifying bursary applicants	approved	Bursary policy	12 students		Departmental bursary committee recommended bursaries and the approval thereof by the MEC  Full-time bursaries awarded to identified top 100 students within two weeks after MEC approved full-time bursaries.	MEC for Finance approves the awarding of bursaries
Training & development of officials	FS provincial Treasury officials nominated	According to prescribed regulations	All FS Provincial Treasury Officials	Free State Provincial Treasury	Bi-annually	Send nominated officials within the Free State Provincial Treasury on Training and development courses bi-annually according to prescribed regulations
Monitoring a Workplace Skills Plan	One Workplace Skills Plan	According to prescribed regulations	All FS Provincial Treasury Officials	Free State Provincial Treasury	Annually – July	Monitor a Workplace Skills Plan for Free State Provincial Treasury according to prescribed regulations annually in July.
Monitor Asset & Liability Items of all Provincial Departments & Trading Accounts.	11 Provincial Departments & 3 Trading Accounts	According to prescripts and regulations.	All Provincial Departments & Trading Accounts	Asset & Liability Items of all Provincial departments & Trading Accounts	Monthly basis.	Monitor Asset & Liability Items of all Provincial departments & Trading Accounts according to prescripts and regulations on a monthly basis to assist them to obtain a minimum of 78 % adherence to their Key Performance Indicators for 2005/06

Promote the accurate compilation of Annual Financial Statements to be submitted in time to the Auditor General & Nat. Treasury.	11 Provincial Departments, Free State Legislature, 4 Public Entities, 3 Trading Accounts, 6 Funds & 2 other entities	According to National/ Provincial norms & standards & PFMA.	All Provincial Departments Free State Legislature, Public / other Entities, Trading Accounts & Funds.	Free State Provincial Government	31 May (submission) and 31 July (audit) and 31 August (table)	Promote the accurate compilation of Annual Financial Statements to be submitted in time to the Auditor General & National Treasury for the FSPG according to National/Provincial norms and standards and the PFMA with due dates 31 May and 31 July (audited) and 31 August (tabled).
Compile consolidated Annual Financial Information	11 Provincial Departments, Free State Legislature, 4 Public Entities, 3 Trading Accounts, 6 Funds & 2 other entities	According to National / Provincial norms & standards & PFMA.	All Provincial Departments Free State Legislature, Public Entities, Trading Accounts & Funds.	Free State Provincial Government	30 June (submit) 31 October (table)	Compile consolidated Annual Financial Information according to National / Provincial norms and standards and the PFMA before 30 June and table before 31 October
Provide training in respect of SCOA items (Asset & Liability items) and Financial Statements	11 Provincial Departments, Free State Legislature, 4 Public Entities, 3 Trading Accounts, 6 Funds & 2 other entities	According to National / Provincial norms & standards	CFO's and Financial staff	SCOA items (Asset & Liability items) and Financial Statements	According to training programme	Provide training to all departments in FSPG according to National norms and standards in respect of SCOA items (Asset & Liability items) and Financial Statements as per programme

Ensure compliance to accounting policy, guidelines and practices.	11 Provincial Departments & 3 Trading Accounts	Implemented in line with National Framework	Free State Provincial Government Departments and Trading Accounts.	Free State Provincial Government	Monthly	Ensure compliance to accounting policy, guidelines and practices by issuing monthly monitoring reports to all provincial departments and Trading Accounts in the Free State and ensure that accounting policies are implemented by issuing PAG Circulars/ Practice Notes.
Review of the organizational structure	All Directorates of the Department	In line with the strategic plan	All directorates	Free State Provincial Treasury	Annually	Review of the organizational structure of the Provincial Treasury in line with the strategic plan on a annual basis
Conduct job evaluations	As per request	In line with the prescripts	All newly created & redefined posts	Free State Provincial Treasury	Within a month after receiving request	Conduct job evaluations as per request for all newly created & redefined posts, in line with prescript within a month after receiving the request
Assist with capacity building of officials responsible for Physical Asset Management	Planner training /workshops / presentations	Well structured & informed, according to acceptable norms and standards	All provincial Departments & Public entities	Free State Province	Monthly / when needed	Facilitation of capacity building for officials who are responsible for Physical Asset Management / Asset Management Reform in all Free State Province, Government Departments & Public Entities
Promote credible Physical Asset Management Practices	Compilation of practice notes	Not inconsistent with national norms / standards & prescripts	All provincial Departments & Public Entities	Free State Province	When needed / ongoing	Compilation of practice notes to address / enhance & emphasises administration in identified areas / criteria of Asset Management

Promote effective and efficient utilisation of moveable and immovable Physical Assets in the Free State	8 Monitoring Reports	Reports with in practice findings and proper recommendations	All provincial Departments & Public Entities	Free State Province	Monthly	Monitoring of moveable and immovable assets in the province monthly, in order to provide a reliable measure of efficiency and effectiveness in general management, control and utilisation thereof
Oversee that proper stocktaking is undertaken as prescribed by Department and Public Entities	20 Oversight reports	Oversight reports within practice value adding recommendations	All provincial Departments & Public Entities	Free State Province	Monthly	Monitoring of stocktaking Boards and programmes monthly, in order to provide reliable measure of stock control, inclusive of Disposal and Auction activities being applied in the FSPG.
Assist with capacity building of officials responsible for infrastructure delivery in the province	Planned training / workshops / presentations	Well structured & informed presentations	All provincial departments involved in infrastructure	Free State Province	Monthly / when needed	Facilitation of capacity building for officials who are responsible for infrastructure delivery in the Free State Province on a monthly basis.
Facilitate the roll-out of IDIP and monitor its implementation in the Province	12 monthly reports	Report within findings and recommend accordingly	All provincial departments	Free State Province	Monthly	Facilitate the implementation and management of the IDIP toolkit in all departments on a monthly basis.

Develop capacity to deal with Public Private Partnership projects in the province	12 monthly reports PPP projects	Report findings and recommend accordingly	All provincial departments	Free State Province	Monthly	Build capacity to implement PPP's in the FSPG according to the PFMA on a monthly basis
Manage the preparation, execution and monitoring of the Provincial Infrastructure Plan	1 (one) plan	Produce IP document in line with FSPGDS	All provincial departments	Free State Province	Monthly	Consolidate Provincial Infrastructure Plan in line with DORA, FSDP and provincial strategies as well as its implementation and monitoring on a monthly basis.
Keep accurate financial accounting records for the Revenue Fund	12 monthly reconciliations	No variance allowed	All provincial departments	Free State Province	Monthly	Keep accurate financial accounting records for the Revenue Fund and monthly reconcile with all the provincial departments in the FSPG
Compile annual financial statement for the Provincial Revenue Fund	One statement for the Provincial Revenue Fund	According to PFMA, DORA and the guideline from the National Treasury	Residents of the Free State Province	Free State Province	Annually	Compile annually one financial statements for the Provincial Revenue Fund according to the PFMA
Allocate funds to provincial departments	Allocation committee sits 12 times per year	No overdrafts	All provincial departments	Free State Province	Monthly	Allocate funds monthly to all the departments to avoid overdrafts
Effectively match transfer of funds with cash flow projections	12 monthly reports	Variances below 10 % favourable or unfavourable	All provincial departments	Free State Province	Monthly	Transfer of funds are matched with the cash flow projection per department and a monthly report is compiled where variances must be 10 % favourable or unfavourable

Generate maximum interest from surplus funds	Surplus funds invested 52 times per year	According to Investment Policy	Provincial Departments	Free State Province	Weekly	Generate maximum interest from surplus funds by investing on a weekly basis according to the Investment policy
Monitor the inflow of equitable share and conditional grants	12 monthly reconciliations	Payment schedule must match amounts received 100 %	All provincial departments	Free State Province	Daily / monthly	Monitor the inflow of equitable share and conditional grants daily to ensure a 100 % match with the payment schedule and reported by means of monthly reconciliations
Capacity building programmes	All Supply chain management officials in the Province	Consistent with Treasury regulations	All procurement practitioners in the Provincial departments and Public Entities	Provincial departments and Public Entities	Annually	Roll-out training programme to all Provincial departments and Public entities
Enhancement of existing Supply Chain Management	Four practice guidelines	Policy directives	All Supply Chain Management officials in Provincial departments & Public Entities	Provincial departments & Public Entities	Annually	Develop and provide annually of Supply Chain Management guidelines all provincial departments in order to enhance existing prescripts
Oversee the proper implementation of Supply Chain Management in Public Entities	1 (one) consolidated report	Implementation of strategy	Supply Chain Management units and CFO'S in Public Entities	Free State Province	Quarterly	Implement of Supply Chain Management for public entities on a quarterly basis for the Free State Province.

Monitor compliance to prescripts	Five (5) reports	Value adding recommendations	Departmental Supply Chain Management units	Provincial departments	Monthly	Monitoring of compliance to existing prescripts on a monthly basis for Departmental Supply Chain Management Units.
Development of the provincial suppliers database	One complete model	Fully functional database	All Supply Chain Management officials in the provincial departments & Public Entities	Provincial departments & Public Entities	End of financial year	Full implementation of suppliers database in the Province at the end of each financial year
Explore ways of making impact on the economy of the province	One proposal	Complete proposal	Supply Chain Management units in Provincial departments & Public Entities	Free State Province	End of financial year	Testing of a proposal in a form of a pilot study with the use of a least one department at the end of each financial year
Compile annual financial statement in the Department	One statement	According to PFMA, DORA and guidelines from National Treasury	Residents of the Free State Province	Free State Province	Annually	Compile financial statement annually according to PFMA, DORA & guidelines from National Treasury for the Free State Province
Prepare a credible budget document	One per financial year	According to prescripts & regulations	Suppliers in the Free State	Free State Province	January (annually)	Prepare a credible budget document annually according to prescripts & formats from National Treasury for Suppliers in the Free State
Compile a departmental adjustment budget	One per financial year	According to prescripts & formats from National Treasury	Officials of Treasury	Free State Province	November (annually)	Compile departmental adjustment budget in November annually according to prescripts & formats from National Treasury for Officials of Treasury