



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
LOCAL GOVERNMENT & HOUSING

**SERVICE
STANDARDS | 2007/08**

The heartland of southern Africa - development is about people!





DOMAIN STANDARDS

1. SUB- DEPARTMENT: INTERGRATED SUSTAINABLE HUMAN SETTLEMENT

1.1. MAIN TOPIC: HOUSING ADMINISTRATION AND PROPERTY MANAGEMENT

1.1.1. SUB-TOPIC: HOUSING PROPERTY MANAGEMENT

1.1.1.1 ASSET REGISTER

STANDARDS

- Profiling (identification, verification) of a departmental property status is done within 3 days.
- Enhanced Extended Discount Benefit Scheme Subsidy application forms' and determination of selling price is done within one hour.
- Enhanced Extended Discount Benefit Scheme Subsidy application form is captured within 10 minutes.
- Housing Subsidy System report is analyzed within two days after capturing.
- Advertisement of properties due for transfer is done within a week
- Asset register is updated monthly.
- Registration of title deeds/deed of grant is done within 4 weeks.
- Physical verification of properties is done within a day.

1.1.1.2 SALE, LEASE AGREEMENT AND DISPOSAL

STANDARDS

- Sale/Lease Agreement for qualifying tenants is concluded within a month.
- Sale/Lease Agreement are reviewed monthly.
- Disposal of property is finalized within 4 weeks.
- Physical verification of properties is done within a day.

1.1.1.3 DEBTORS

STANDARDS

- The debtors' statement of rental account is rendered monthly.
- Debtors' register is updated monthly.
- Co-ordination of rates and taxes to municipalities for properties owned by the department is done within 3 days.
- Physical verification of properties is done within a day.
- Devolution of properties is done within 4 weeks.



1.1.1.4. RURAL HOUSING & ACCREDITATION

STANDARDS

- Sites visits are done twice a week.
- Processing of claims is done within a day.
- Project report is done weekly, Monthly and Quarterly.

1.1.2 SUB-TOPIC: SUBSIDY ADMINISTRATION AND CLAIMS MANAGEMENT

STANDARDS

- Project proposal are received and registered within one (1) day.
- The project steering Committee evaluates proposals for recommendation within a month before the new financial year
- Decisions on project Steering Committee resolution are conveyed to the contractor within 2 days after the meeting.
- Submission for contracts drafting are made to Legal services within 4 days of the committee meeting.
- Contracts are signed 7 days after the submission of inputs for drafting.
- A proper register of claims is updated daily for record management.
- Claims are registered and forwarded for inspection/ processing within a day.
- Contractors are informed about declined claims within 1 day of return from project management/housing finance/ claims sub-division.
- Claims are paid within 7 days after receiving invoices
- Subsidy application forms are received, registered both manually and electronically in the system within a day.
- Acknowledgement letters are furnished on the same date of receipt (in the form of appending signature of the submission list and printing a receipt from the system). Within a day.
- Procedural checking for subsidy application forms is done within two days; municipalities are informed about procedurally declined forms.
- Subsidy application forms are captured and verified in the HSS system within 2 days.
- Captured application forms are sent for the following searchers, deeds, Home affairs, National Housing, persal and UIF is done within 5 days.
- Editing of Subsidy Application forms is done within 5 days.
- Municipalities are informed about declined subsidy application forms within 5 days.
- Subsidy application forms are approved within 5 days and approved lists are printed.
- Approval list are issued to developers within a day.



1.3. MAIN TOPIC: SOCIAL HOUSING DEVELOPMENT

1.3.1. SUB TOPIC: COMMUNITY BASED HOUSING

STANDARDS

- Confirmation of funds transferred to Municipalities is done 2 days after receiving payment stubs.
- Expenditure and progress reports are compiled within the first 7 working days.
- Urban projects to be registered with NHRBC a week after the approval of Geo-Technological reports.
- PHP projects are monitored 3 times a week.
- Transfer of funds to support Organisation is done a week after Gazzeting and approval.

1.3.2. SUB TOPIC: INSTITUTIONAL HOUSING

STANDARDS

- Housing applications/proposals are registered within a day of receipt from Housing secretariat.
- Housing Development applications are evaluated and inspected for the recommendation to the Departmental Assessment Committee within 10 working days.
- Routine inspections to assess progress and quality in each project are performed twice a week.
- Social housing claims are inspected and verified within 3 days
- Social housing are approved or declined for payment within a day.
- Social housing projects are monitored twice a week.
- Reports on project performance and financial expenditure are submitted monthly to the Provincial and National Department.
- Advice to municipality is given within a week upon request

1.4. MAIN TOPIC: HOUSING SECTOR PERFORMANCE AND MUNICIPAL SUPPORT

1.4.1. SUB TOPIC: HOUSING ACCREDITATION

STANDARDS

- Review of capacity building business plan is done annually.
- Bi-monthly reports on capacity building are submitted to the National department.
- Municipal housing development skills and capacity building audit is conducted annually.
- Municipal housing capacity building programme is reviewed annually.
- Capacity building programme for stake holders is done annually.



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1.4.2. SUB TOPIC: INDUSTRY AND ECONOMIC DEVELOPMENT ANALYSIS

STANDARDS

- Conduct best practice studies annually.
- Review of Municipal housing needs is conducted annually.
- The multi-year plan is submitted annually.
- The Provincial multi-year plans are submitted annually to the National Department of housing.

1.5. MAIN TOPIC: HOUSING PROJECT MANAGEMENT

1.5.1. SUB TOPIC: SOCIAL AMENITIES, RURAL HOUSING AND SOCIAL AMENITIES

STANDARDS

- Beneficiary queries are attended to within 14 working days.
- Sites visits and inspection are done twice a week.
- Processing of claims is done within a day.
- Project report is done weekly, Monthly and Quarterly.

1.5.2 SUB TOPIC: CREDIT LINKED AND PROJECT LINKED

STANDARDS

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- Sites visits and inspection are done twice a week.
- Processing of claims is done within a day.
- Project report is done weekly, Monthly and Quarterly.

4. 2. SUB-DEPARTMENT: LOCAL GOVERNANCE

2.1. MAIN TOPIC: DEVELOPMENT AND PLANNING

2.1.1. SUB TOPIC: SPATIAL AND HUMAN SETTLEMENT PLANNING

STANDARDS

- Spatial planning comments/ inputs to Land Use Management Division are done within 14 days after the receipt of application.
- Upon the receipt of the approved copies of a small-scale diagram and a General Plan from the Service Provider, it takes one day to record and file.
- Assessment and examination of topographical map produced by Service Providers is completed within one day.
- Processing of claims for the Service Providers for service rendered is done 2 days upon receipt of invoice from a Service Provider.



- It takes three (3) days, to demarcation a single site in a rural area after receipt and registering of proposed application in the register book.
- It takes one (1) day to identify pegs of an erf within the Township or already surveyed area.
- It takes one (1) day to replace/ relocate lost pegs of an erf within the Township or already surveyed area.
- It takes 2 days to dispatch an approved Layout/General Plan to the Municipality.
- Assessment of SDF (as part of the IDP assessment) is done within 30 days after the receipt of the Municipality's SDF.

2.1.1.1 Provincial Spatial Development Framework

STANDARD

- The Provincial Spatial Development Framework is reviewed and updated every three years to support municipal planning and provincial strategies.

2.1.1.2 Land Development Applications in terms of other pieces of legislation (excluding DFA)

STANDARD

- Planning comments/inputs to Land Use Management Division are done within 14 days after receipt of application/file.

2.1.1.3 Demarcation of Sites

STANDARDS

- Acknowledgement of receipt of application (from Land Use Management Division)/ is done within one day of receipt.
- Areas/applications are prioritized in terms of municipal IDP's, ISRDP, and Spatial Development Framework within 2 weeks of receipt from Land Use Management Division.
- The Municipalities are informed about the approval from tender board/ departmental tender committee's decision within 2 days upon receipt.
- Appointment of service providers is completed within 5 working days of receipt of tender Approval.
- Acknowledgement of receipt of application (including layout plan) from/ to the services providers is done in 2 days.
- Once a complete application has been received it is assessed within 7 working days.
- Processing of claims for the services provider is done in 2 working days after the assessment of the application.
- Dispatching of approved layout plan to the municipality is done within days after receipt of approved general plan.



2.1.2. SUB-TOPIC: LOCAL ECONOMIC DEVELOPMENT

STANDARDS

- All Municipal Local Development strategy is reviewed annually.
- **LED** provincial frame is reviewed annually.
- Provide monthly expenditure reports on **LED** funds.
- Monitoring and evaluation report for Limpopo **LED** programme is done quarterly.
- Implementation District Growth and Development summit is held quarterly.
- Provide quarterly update information on **LED** truant through the resource centre.
- Four Limpopo **LED** project steering committee meeting are held annually.
- Progress report on **LED** submitted to the Economic political cluster quarterly.

2.1.3. IDP COORDINATION

- Receipts of IDP documents from municipalities are acknowledged within 2 days.
 - Assessment of adopted IDP is done within 30 days of receipt from Municipality.
 - IDP process plans are circulated to the sector department within 5 days of receipt.
 - Feedback/Comments on the IDP process plans are sent/done within 14 days of receipt.
 - Invitations about municipal IDP representative forum meetings are sent to members 2 weeks before the meetings.
 - Any IDP information is circulated to Municipalities and sector departments within 2 days of such information.
 - Reports to National (DPLG) IDP steering committee are sent 3 days before meeting.
- Assessment of municipal SDFs (as part of the IDP Assessment) is done within 30 days of receipt of the SDF.

2.1.4. SUB TOPIC: LAND USE, DEEDS AND STATUTORY BODIES

2.1.4.1 LAND USE MANAGEMENT

STANDARDS

- A complete land application that meets requirements as per legislation is distributed to stake holders (adjacent property owners inclusive) who should comment within 60 days.
- A memorandum is compiled and submitted together with the application as well as related documentation to the MEC for consideration within 2 days after receipt of comment.



- On receipt of the memorandum from the MEC, the respective applicant is informed of the decision of the Controlling authority (MEC) within 2 days.
- On receipt of comments of the comments from the respective stakeholders, a memorandum is generated and piloted to the MEC for further consideration within 2 days.
- On receipt of the respond from the MEC, the applicant is informed of the decision from the MEC within 2 working days.

2.1.4.2. DEEDS

STANDARDS

- Examination and recommendation for applications for grant rights and deeds of Transfer are accomplished within a month.
- Applications for deeds of Transfers, Deeds of Grants and lost copies are approved within 2 weeks.
- Deeds of Grants are typed within five working days.
- Rectifications of errors on deeds of documents are accomplished within five days.
- Preparation and lodgment of deeds grant, Deeds Transfers and lost copies are lodged at the Deeds Office (Pretoria) once per week.
- Deeds grant, lost copies and deeds of transfers are dispatched to the Municipalities within four working days of receipt from municipalities.
- A Town Houses Purchases Advise is accomplished within 4 working days.
- Confirmation of registered owner of property in the case of consolidation of sites takes three weeks.

2.1.4.3. STATUTORY BODIES

STANDARDS

- A complete land application for removal of restriction is advertised in terms of the Provision of the Act for two weeks in succession in local Newspapers and Provincial Gazette
- Interested parties/stake holders are afforded twenty-eight days from the date of publication to submit in writing their representations/objections to the Department.
- On receipt of the application, with or without representations/objections, it is presented to the Township Board within two days.
- On receipt of the memorandum from the MEC, the respective applicant is informed of the decision of the controlling Authority (MEC) within 2 days.

2.2. MAIN TOPIC: MUNICIPAL INFRASTRUCTURE DEVELOPMENT

2.2.1. SUB-TOPIC: INFRASTRUCTURE DEVELOPMENT PLANNING



STANDARDS

- Progress on provincial energy matter is reported on a monthly basis.
- The rollout of Free Basic Service to poor households (water and Electricity) is reported on a monthly basis.
- Infrastructure project applications from Municipalities are appraised and processed within twenty one days of receipt.
- Project Business Plans are appraised and processed within two months.
- Infrastructure projects are monitored and progress meetings are held with implementation Agents on a monthly basis.
- Progress reports on project are produced Monthly, quarterly and annually to both Provincial and National Department.
- Claims from consultants are monitored and processed as against the physical progress achieved on a monthly basis.

2.2.2. SUB-TOPIC: MUNICIPAL INFRASTRUCTURE DELIVERY AND ASSETS MANAGEMENT AND FREE BASIC SERVICES

STANDARDS

- Progress reports on the development and implementation of Municipal Infrastructure Asset Management Plans are produced on a monthly basis.
- The transfer of Municipal Infrastructure Assets are monitored and reported upon on a monthly basis.
- Progress reports on the development and implementation of Indigent Policies are produced on a monthly basis.
- The rollout of Free Basic Services to poor households (FBW, FBE and FBSan) is monitored and reported on a monthly basis.

2.2.3. MUNICIPAL INFRASTRUCTURE ASSETS SUB-TOPIC: MUNICIPAL INFRASTRUCTURE ADMINISTRATION SUPPORT

STANDARDS

- Provincial Municipal Infrastructure Technical Task Team meetings are held monthly.
- The venues for the scheduled meetings such as Project Management Unit (PMU), Municipal Infrastructure Technical Task Team (MITTT), Limpopo Provincial Energy Forum (LPEF) and Municipal Infrastructure Development (MID) branch meetings are arranged and confirmed 3 weeks before the meeting.
- Invitations to the scheduled meetings (such as PMU, MITTT, LPEF and MID) are issued out 2 weeks before the meeting.
- Confirmation of attendance of the meetings is done 1 week before the meeting.
- Meeting documentation packs are ready 2 days before the meeting.
- Meeting venue is ready 30 minutes before the meeting.



- Minutes of the meeting are distributed within 2 weeks after the meeting.
- Project registration confirmation letters from the Department of Provincial and Local Government are sent to the Project Management Units at municipalities within 2 days of receipt.
- MIG Project Business Plans and PMU Business Plans received, recorded and forwarded to the delivery unit (within 2 days) which makes recommendation to DPLG or refer back to the municipality within 5 days to make an overall time of 7 days within the branch.

2.3. MAIN TOPIC: LOCAL GOVERNMENT SUPPORT

2.3.1. SUB-TOPIC: MUNICIPAL INSTITUTIONAL CAPACITY BUILDING

STANDARDS

- Training and capacity needs for municipalities are reviewed annually.
- Alignment of capacity building programmes within municipalities by the statutory bodies is done annually.
- Municipal participation in a sectoral education training Authorities is monitored quarterly.
- Municipalities are briefed on capacity building programmes annually.

2.3.2. SUB-TOPIC: PERFORMANCE EVALUATION AND MONITORING

STANDARDS

- Provincial municipal service awards are held end of October each year
- Consolidated half yearly report to be tabled to legislature by MEC's by end of April each year
- Consolidated Annual report to be tabled to legislature by MEC's by end of September each year
- All municipal quarterly report are consolidated within the first month after the end of quarter
- Status of Section 57 are submitted to the HOD within 15 days after month end

2.3.3. MUNICIPAL FINANCE

STANDARDS

- Monitoring the submission of audit responses by Municipalities to the office of the Auditor General within 30 days of each month.
- Monitor that the Municipalities have adopted and submitted their annual budget to the National and Provincial treasury on or before the 30th June of each year.
- Monitoring timeous submission of financial statement to the Auditor General on or before 31st of August.
- Expenditure in respect of conditional Grants (PEIG) monitored daily.
- Municipal Expenditure report is done on quarterly basis.



2.4. MAIN TOPIC: IGR, PUBLIC PARTICIPATION AND GOVERNANCE

2.4.1. SUB-TOPIC: DEMOCRATIC GOVERNANCE

2.4.1.1. INTERGOVERNMENTAL RELATIONS (IGR)

STANDARDS

- Provincial Intergovernmental Relations framework is reviewed annually.
- IGR meeting are held at least twice a year.
- Reports on meetings are generated within 24hrs of attendance.
- Reports on seminars and workshops are attended and completed within three working days after attendance.
- The Technical MEC/Mayor's forum is held at least four weeks before the MEC/Mayor's forum.
- Workshops are facilitated within a month upon request.
- Upon receipt of twinning proposal the SBU arranges meeting with the twinning municipalities within 21 working days.
- Premier's Office is consulted for facilitation within four working days after the meeting municipalities.
- Twinning Agreements are concluded within three months after approval.
- Twinning Agreements are monitored on quarterly basis.

2.4.1.2. PUBLIC PARTICIPATION

STANDARDS

- Reports on meetings are generated within 24 hours of attendance.
- Reports on seminars and workshops are attended and completed within three working days after attendance.
- Request for facilitation of services are responded to within two days after receipt of such request
- Workshops are facilitated within a month upon request.
- Councilor's training is conducted once per year.
- Ward committees' training facilitated once per year.

2.4.1.3. ELECTIONS AND GOVERNANCE

Standards

- Reports on meetings are generated within 24hrs of attendance
- Reports on seminars and workshops are attended and completed within three working days after attendance.
- By-elections are facilitated within a month upon request.
- Re-determination of municipal boundaries is facilitated within a month upon request.



2.4.2. DISASTER RISK MANAGEMENT AND EMERGENCY SERVICES

2.4.2.1 SUB TOPIC: DISASTER RISK MANAGEMENT AND EMERGENCY

STANDARDS

- Disaster incidents are assessed within a day, after being reported and confirmed by the affected municipalities.
- Assistance to disaster victims is rendered within seventy – two hours of being confirmed, that is, temporary accommodation, food packages and blankets.
- Vulnerability assessment and hazard profiling is done annually.
- Inspections on existing fire stations and fire houses are done annually.
- The maintenance and inspection of two-way radios is done quarterly.
- Faulty two-way radios are repaired within two days upon detection of fault.
- Joint Operation Centre meetings are called within twenty – four hours if an imminent threat is reported and after a major incident has occurred.
- Provincial Disaster Management Advisory Forum meetings held quarterly.

TRANSVERSAL SERVICE STANDARDS 2007/2008

- 1. HUMAN RESOURCE MANAGEMENT**
- 2. HUMAN RESOURCE DEVELOPMENT**
- 3. LABOUR RELATIONS**
- 4. CORPORATE RECORDS MANAGEMENT**
- 5. RISK MANAGEMENT**
- 6. COMMUNICATION SERVICES**
- 7. SUPPLY-CHAIN MANAGEMENT**
- 8. FINANCIAL MANAGEMENT**
- 9. SERVICE DELIVERY IMPROVEMENT**
- 10. GENERIC SERVICE STANDARDS**

1. MAIN TOPIC: HUMAN RESOURCE MANAGEMENT

1.1 SUB-TOPIC: TERMINATION OF SERVICE & EMPLOYEE BENEFITS

STANDARDS

- A Persal report for age retirements is extracted in January each year.
- All employees who qualify for retirement due to age are retired at the end of the month of reaching the retirement age.
- Termination due to ill-health to be finalized within three months after receipt of medical certificates.
- Employees who retire because of old age are notified three months prior the last day of service.
- Resignations / discharges and abscondments are processed in five working days after receiving information.



- Notification on abscondment to be done within two days by the supervisor.
- Finance section is advised on payment of Leave gratuity within a day of the date of termination.
- Form **Z102E** is completed and sent to Pension Administration in five working days.
- Stopping of salary is affected within 24 hours upon receiving directive.
- Death benefits are processed within one working day after receipt of death certificate.
- Stop orders for homeowner allowances are processed within five working days upon approval.
- State guarantee is issued 5 working days after receipt of the application form.
- Financial institutions are informed 5 days after termination of service for state guarantee purposes.
- New employer to be informed of state guarantee within 5 working days after termination of service with current employer.
- Admissions, Additions / Cancellations of medical aid membership are done in two working days upon request.
- All other stop orders for employees are processed within two working days.
- Pay sheets are analyzed monthly to verify that only employed workers are remunerated.
- Admission to Pension Fund is processed in five working days after appointment.

1.1 SUB-TOPIC: LEAVE MANAGEMENT

STANDARDS

- Correctness of leave credits is verified within a day before capturing on persal system.
- Leave forms are captured on persal system within two days of receipt
- Employees are informed monthly of their available leave credit days through pay slips.
- Circulars for accrued leave days issued within six (6) months before the expiry of the cycle.
- Auditing of leave days accrued prior to retirement or death is done within two (2) days.
- Leave files are audited daily upon request to pay gratuity.
- Deduction on leave without pay to be captured within three working days on persal System.
- Denied leaves are taken to Finance section for payment in June month.
- Original leave forms are filed in SV file within 1 day of receipt.

1.3 SUB-TOPIC: RECRUITMENT AND SELECTION

STANDARDS

- **Posted applications are acknowledged within 30 days.**



- **Hands delivered applications are acknowledged immediately.**
- Only candidates on the short list will be contacted within 3 months
- Advertisement for posts is open for a maximum of 30 days for candidates to respond
- Appointment of successful candidate is finalised within 60 days after closing date
- Successful candidate is notified within 5 working days after approval of the recommendation.
- Unsuccessful candidates are notified within 14 days after confirmation of the appointment of a successful candidate

1.4 TRANSFERS

STANDARDS

- Transfers are done upon request by the various units within 5 working days.
- Decision by the HOD or his/her delegate is done within 3 working days.
- All decisions are communicated to the relevant units within 3 working days.
- Resettlement costs are processed in five working days upon receipt of the relevant approved documents

2. EMPLOYEE WELLNESS PROGRAMME

STANDARDS

- EWP Committee meets once quarterly discuss Employee Wellness related issues
- EWP Departmental coordinators report progress to the committee quarterly.
- Internal evaluation of the EWP is done annually.
- External evaluation of EWP is done after two years.
- Confidential EWP records are classified and kept safely on daily basis.
- In case of emergency, clients are attended to within 2 days
- In case of trauma, clients are attended to within 3 days.
- Other referrals are attended to within 5 working days.
- Feedback to the formal referral source given monthly.
- Marketing and promotion of Employee Wellness Programme is done monthly.

2.1 OCCUPATIONAL HEALTH AND SAFETY (OHS) & COMPENSATION FOR OCCUPATIONAL INJURIES AND DISEASES (COID)

STANDARDS

- Health and safety representatives are trained within three months after appointment.
- Awareness campaigns on COID and OHS are held by March each year.
- Evacuation plan is displayed and communicated at all times.
- Mock drill is conducted in all workplaces by March each year.
- Identified employees are trained on First aid and fire fighting within three months of appointment.



- Protective equipments and clothing are provided by March each year.
- Assessment of risks is done quarterly.
- Health and Safety representatives report occupational injuries and diseases to the coordinator at all times.
- Departments compile statistical data on occupational injuries and diseases quarterly
- Fatal cases are reported to Department of Labour within a day of receipt of information.
- Critical and fatal cases are reported telephonically to the Office of the Compensation Commissioner within a day of receipt of information
- Notify National treasury within two workings days after receipt of the Award from Office of the Compensation Commissioner.
- Payment of medical expenses is done within a month of receiving authorization from Office of the Compensation Commissioner.

3. SUB-TOPIC: HUMAN RESOURCE DEVELOPMENT

3.1 BURSARY MANAGEMENT

STANDARDS

- Advertisement of new bursary applications is done before each year.
- A schedule for short listing is done within two weeks after the closing date.
- A selection Committee meets before the second week of October each year to select the successful candidates.
- Applicants are informed of results before the first week of November every year.
- Individuals complete contracts during the second of week January each year.
- Promissory letters issued during the third week of January each year.
- Payment voucher is prepared within two days upon receipt of proof of registration.
- Stubs (copy of deposit slip) are submitted to the service provider within 2 days after being issued out
- Bursary policy is reviewed annually

·3.2 TRAINING AND DEVELOPMENT (GENERIC)

STANDARDS

- Invitation for nominations and pre-course evaluation forms are issued two working weeks before a course starts.
- Nominations and pre-course evaluation forms from supervisors are submitted in two working days after receiving invitations.
- Supervisors give performance feedback three months after attendance of a course, and then HRD visits the candidates within two working weeks.
- Payments for bursaries are made annually before end of April each year.



- Invitation for nomination requested by the Office of the Premier is done five working days before the course is offered.

3.3 ABET

STANDARDS

- Names are submitted to an Assessing Authority (Department of Education) in two working weeks before assessment and placement.
- Attendance duration is a minimum of six hours per week.
- HRD monitoring is done four times a year (during opening and closing as per School calendar) and during the process when required. The items to be monitored are facilities and equipment and sustainability of the programme.
- Intervention is through monthly meeting with the Department of Education.
- HRD receives results at the end of each year and process further interventions within a week.

3.4 LEARNERSHIP AND INTERNSHIP

STANDARDS

- Interns and Learners at a minimum of 5% of the Departmental establishment are placed by April each year.
- An advertisement for the Interns/Learners is done in February each year.
- Interviews are held second week of March each year.
- Interns are placed in respective units in April each year.
- Interns are assessed quarterly through Performance Management System.
- Testimonials are prepared for each intern within a day upon request.
- Interns will be awarded certificates of service on completion of the program within a month upon completion.

3.5 PERFORMANCE MANAGEMENT SYSTEM

STANDARDS

- All employees submit performance instruments by the end of April each year
- Employees submit performance reports (reviews) within the 1st month after the end of the quarter.
- All employees' annual evaluation reports are completed and submitted by the end of April each year
- Performance Management System committees to finalize the moderation of reports by the end of May each year.
- Moderated evaluation results are submitted within five working days after the sitting to the HOD for approval.
- Employees are informed of the evaluation results within 30 days after approval.
- Rewards are finalized not later than the end of July each year.
- Submission of the assessment reports of SMS to the Office of the Premier by the end of April each year.



4. ORGANISATIONAL DESIGN AND JOB EVALUATION

STANDARDS

- Alignment of Organisational Structure with Departmental strategy is completed within one month.
- Evaluation of all vacant posts and field post from level 12 and below are dealt with within 30 days.
- Job Descriptions/profiles are dealt with within five days of receipt.

5. SUB-TOPIC: LABOUR RELATIONS

5.1 MISCONDUCT CASES SERVICES

STANDARDS

- Misconduct transgressions are recorded in the register within one (1) working day of receipt.
- The investigating officer is appointed within five (5) working days after the case is reported.
- Charges are formulated within 30 days of the appointment of the investigating Officer.
- The chairperson/presiding officer is appointed within 5 (five) working days after receiving the report from the investigating officer.
- The investigating officer/employer's representative gives the employee (alleged offender) a notice of disciplinary hearing within five (5) working days before the hearing.
- The disciplinary hearing is held within 10 (ten) working days after the notice is delivered to the employee/alleged offender.
- The chairperson/ Presiding Officer communicates the final outcome of the hearing to the employee within 5(five) working days of the conclusion of the hearing.

5.2 LABOUR DISPUTES – GRIEVANCE PROCEDURES

STANDARDS

- Complaint dealt with within 5 working days
- Grievances are registered within one (1) working day of receiving representations from an aggrieved employee.
- Investigating officers are appointed within five (5) days of receiving the grievance/complaint from the aggrieved employee.
- Investigating officer conducts and concludes the investigation within 14 days of appointment.
- Investigating officer submits a report with recommendation on how the grievance should be disposed of within five (5) days of concluding the investigations.
- Aggrieved employees are informed of the decision and reasons for the decision within 5 working days of receiving a report from the investigating officer.



- Notices of conciliation/arbitration hearings received from the Commission for Conciliation, Arbitration and Mediation (CCMA), Public Service Coordinating Bargaining Council (PSCBC) and the general Public Service Sectoral Bargaining Council (GPSSBC) are registered within one (1) day of receipt.
- The employer's representative in conciliation/ arbitration hearings is appointed within (3) days after the receipt of the notice of conciliation / arbitration hearings.
- The employer's representative investigates the cause / origin of the dispute and report to management within five (5) days of appointment to secure mandate of handling the dispute.
- The employer's representative communicates the outcomes of conciliation / arbitration hearing within five (5) days of the conclusion of the hearing.
- All departments submit statistical reports to the Office of the Premier monthly.
- A consolidated report on statistics is submitted to management within five (5) days after every month end.

5.2 LEGAL SERVICES

STANDARDS

- Legal opinions are forwarded to the client within 7 work days of receipt of the request and complete instructions.
- Contracts are drafted or edited within 7 working days of receipt of full investigation.
- Litigation matters are attended to within a day of receipt of document and the relevant client is contacted within 5 working days to obtain information and instruction and instructions.
- Progress on litigation matters is monitored on a monthly basis.
- Drafting of a provincial Original and Subordinate legislations is finalised Within 60 working days of full instructions.
- Commentary on National legislation is done within the period determined by the National department.
- Clarification of problem statements with Municipalities is done within 21 days of referral
- Once council resolution is received, draft is submitted for certification by state law advisor within 14 days.
- By-laws are published within 60 days from the date of referral.
- Legal research on relevant policies and legislation is completed within 30 days after request.
- Clients are informed within 7 days after completion of research on policies and legislation.
- Inputs on national legislation are submitted a week before stipulated a time frames.
- Consultation with relevant office is held within seven days after referral by Client.
- Drafting of the legislation is done within 30 days after research.



- Workshops with stakeholders are held within seven days after the Stakeholders' workshop.
- The draft bill is referred to state law advisors within 7 days after the stake holder's workshop.
- Publication of notice for comment is made within 14 days after the response from state law advisors.
- Bill is submitted to Exco lekgotla within 14 days after receipt of comments.
- Submission to the legislature for the bill to be introduced by the MEC is done within 7 days after EXCO approval.
- Editing of contracts

6. MAIN-TOPIC: RISK AND SECURITY MANAGEMENT

6.1 SECURITY

STANDARDS

- All security breaches related investigations are attended to within 48 hrs after being reported.
- Final investigation breaches report is compiled within 10 days of the incident.
- Every security service provider is monitored daily to evaluate compliance to the contract.
- Contracted security service provider's meetings are held monthly.

6.2 RISK MANAGEMENT

STANDARDS

- Risk assessment is conducted annually.
- All identified risks are monitored quarterly.
- All audits comments/queries are responded to within 7 working days.
- Risk Management awareness programme is done annually.

6.3 ANTI-FRAUD AND CORRUPTION

STANDARDS

- A preliminary investigation on reported matter is conducted within two days.
- Final investigation on reported case is compiled within 14 days.
- Fraud and Corruption awareness campaign is conducted annually.

7. MAIN-TOPIC: GOVERNMENT INFORMATION TECHNOLOGY OFFICERS

7.1 System Development and Maintenance



STANDARDS

- Review system usage every six month.
- Respond to system needs within seven days
- Review system training needs is done every six months.
- Municipal ICT officer forums are conducted quarterly.
- Review of Service Level Agreement is done annually.
- Respond to the request from Municipalities is done within 2 weeks.
- Upon receiving of the content publish it in the website within one day.

7.2 User Support and Network Maintenance

STANDARDS

- A single of contact as all faults and request are all recorded daily.
- A fault reported through the helpdesk system is responded to within 30 minutes.
- First line support is provided over the telephone daily.
- Telephonic unresolved problems are escalated to the second line support within 1 hour.
- Second line support responds and resolves calls within 8 hours.
- Unresolved second line support calls are escalated to third line support within 1 hour.
- Follow up are done the next business day after logging a call by first line support.
- Callouts on standby are responded and attended to at Departmental buildings is done within 1 hour.
- Callouts on standby are responded and attended to at Senior Management residential homes are done within 2 hours.
- New computers are configured within 1 day with user –specific software.
- Equipment request are processed within 7 weeks.
- Network accounts are created within 1 day upon receipt "Network Access Request form"

8. SUB-TOPIC: COMMUNICATION SERVICES

8.1 PUBLIC RELATIONS AND EVENTS

STANDARDS

- The Departmental Communication Strategy consolidated by March each year.
- A Departmental Annual Calendar of events is finalized on or before 31st March each year.
- Events guidelines are reviewed twice a year
- Clients are consulted weekly prior to the staging of the events.
- Liaison with the Premier's Protocol unit for preparation of functions when VIP is invited monthly.
- Oversee the public relations events programme are updated monthly.



- Liaison with the Premier's Protocol unit for preparation of functions when VIP is invited monthly.
- Planning of events are finalised within a week.
- Venue inspection is conducted 2 days prior the events.
- Compilation of media analysis is done weekly
- Media scan/press cutting is monitored daily and reports submitted weekly
- Research is conducted a week prior to events.
- Research report submitted 3 days before the event.
- Conduct research on key-topics to assist in the speech writing for the Executing Authority on weekly basis.
- Executive Authorities programme planning meetings are held weekly for the alignment of the units.

8.2 INTERNAL COMMUNICATION AND KNOWLEDGEMENT

STANDARDS

- Departmental external magazine is published quarterly.
- Internal news letter is published monthly.
- An annual report is published by May each year.
- Communication notices are distributed within 24 hours upon receipt of directive.
- Communications Audit conducted once a year.
- Notice boards are updated once a week.
- Departmental website updated weekly

8.3 MUNICIPAL COMMUNICATION SUPPORT

STANDARD

- Daily communication related contact with Municipalities
- Report on Municipal issues for Management intervention is done weekly.
- Municipal communicator's forum convened bi-monthly.
- Annual review of communication strategies of municipalities

9. SUB-TOPIC: CORPORATE RECORDS MANAGEMENT

9.1 HR Records

STANDARDS

- HR Records audits records are conducted by may annually.
- Records are filed within a day of receipt.
- Folio numbering is done upon filling of documents daily.
- Files are retrieved within a period of five minutes upon receipt of request.
- Registry service is accessible from 07:30 to 16:30 including lunchtime.
- Systematic disposal program implemented by March each year.
(Duplication)



- (Duplication)

9.2 General records

STANDARDS

- Post is delivered to and collected from post office three times a day.
- Incoming faxes recorded and distributed same day upon receipt.
- Database of request is updated upon receipt
- Request reports send to human rights commission annually.
- Systematic disposal program implemented by March each year.

10. SUB-TOPIC: SUPPLY CHAIN MANAGEMENT

10.1 DEMAND MANAGEMENT

STANDARDS

- Verification for need requested is done within one day
- Optimum method to fulfill the need determined within three days.

10.2 AQUISITION MANAGEMENT

STANDARDS

- Establish the kind of goods or service to be acquired within one day.
- Determination on the source is done within a day.
- Verbal quotations are done within a day.
- Three written quotations are obtained within seven days.
- Compilation of bid documentation for competitive bids is done within one (1) day.
- Bids are advertised for a period of 30 days.
- Bids close at. 11h00 on a predetermined date and dispatched to end-user within five days.
- Evaluation of bids done within 60 days.
- Clearing successful bidders and awarding of contracts done within 21 days.
- Signing of contracts and service level agreement done within seven days of the award of the contract.
- Vendor performance on database is monitored daily

10.3 LOGISTICS MANAGEMENT STORES

STANDARDS

- Stock levels are determined on daily basis.
- Delivery monitored on daily basis.



10.4 STORES/WAREHOUSE MANAGEMENT

STANDARDS

- Goods quality, quantity and correctness are checked upon delivery.
- All incoming stock is taken on stock within a day.
- Payment voucher must be processed within a day.
- Record of stock received forwarded to record keeping management within two days.
- Purchase requisitions are processed daily.
- Orders are approved and printed daily.
- Invoices are processed and submitted daily to departmental expenditure.

10.5 ISSUING/DISTRIBUTION OF ITEMS

STANDARDS

- Received requests are processed within three days.
- Stock taking of all stores, equipment and live-stock is done by 31st March each year.
- A stock-take plan with time scales is compiled on a yearly basis and forwarded to the Accounting officer.
- Inventory verification is conducted quarterly.
- Report on the outcome of annual stock-take is submitted to the Accounting officer within seven days.
- Recovery of losses or damages due to negligence on the part of the official is made within 30 days of the approval by the Accounting Officer.
- A copy of the consolidated stock- take report is forwarded to the Provincial Treasury not later than 30 days after the end of the financial year.

10.6 TRANSPORT MANAGEMENT

STANDARDS

- Trip authorization is done on a daily basis.
- Log sheets returns are processed for payment on monthly basis.
- Government vehicles petrol cards are renewed before the end of each financial year.
- Subsidized vehicles applications are submitted to the service provider within three days upon approval by the HOD.
- Loss of government vehicle is reported within 24 hours to the SA Police Service.
- Inspections on subsidized vehicles are conducted every month when fuel claims are submitted.



10.7 ASSETS DISPOSAL

STANDARDS

- A report of redundant and unserviceable assets is compiled quarterly.
- Detailed disposal reports are forwarded to the Provincial Treasury and Office of the Auditor General by 14 days before the actual date of disposal.
- Disposal of redundant and unserviceable assets is done within 30 days after the disposal date.
- Disposal of redundant and unserviceable assets is done within seven days after disposal date.
- The disposal schedule with recommendation as drawn by the disposal committee to the HOD for evaluation and approval is done within 3 days compilation

10.8 ASSET MANAGEMENT

10.8.1. ASSETS REGISTRATION

STANDARDS

- Assets are bar-coded within three days.
- Assets are recorded into the electronic asset register within one day after bar-coding.
- Updating of electronic assets register is done immediately when a transaction arise.
- Manual Asset register is updated on a weekly basis.

10.8.2. ASSET VERIFICATION

STANDARDS

- Asset verification is done twice per year.
- Ad hoc verification is done immediately when changes arise from the asset holders.
- Verification report is submitted to HOD within 7 days after completing verification process.
- Verification report is submitted to Provincial Treasury and Auditor General within 7 days after the HOD has approved.

11. SUB TOPIC: FINANCIAL MANAGEMENT

11.1 BUDGET SERVICES



STANDARDS

- Conducting budget-planning sessions for costing spending items on the 1st and 2nd week of March each financial year.
- Planning sessions for preparations of budget submissions for the coming year starts the first week of May each year
- Consolidation of departmental inputs into MTEF and GFS document is finalised on the 31st May each year.
- Capturing of budget in BAS and FINEST systems is finalised on or before 31st March each year.
- Closing of books-Appropriation accounts shall be finalised during the 1st week of May each financial year.
- Fund Requisition for the department submitted 4 day before end of each month
- Preparation and submission of Annual Financial Statements on or before 31st May to Treasury and Auditor-General (accounting delete)
- Early Warning Reports to Treasury are submitted on or before 15th of each month.
- Financial reports to EXCO are submitted quarterly.
- Monthly spending report is issued 5 day after each month.
- Finalisation of GFS and MTEF budget factoring in Adjustment Budget and submission to Treasury is done on the 1st week of December within 5 days.
- Consolidating statistics in respect of infrastructure, personnel, training, and assets and submitting to Treasury is done on the 3rd week of January each year.

11.2 DEPARTMENTAL EXPENDITURE AND HOUSING FINANCE

STANDARDS

- Audit queries are responded to within 14 working days.
- Allowances are compiled, checked and captured daily.
- Salary updates are processed on monthly basis
- Pension payments are processed monthly
- Tax reconciliation are submitted to SARS before the 7th of each month
- End of Tax year reconciliation is done annually depending on final tax calculation and printing of IRP5.
- Third party cheques and schedules are posted monthly to service providers
- Salary recalls are processed before 12h00 of the day before pay day
- IRP 5 certificates distributed annually within 14 days after collection from user support.
- IRP 5 maintenance is done monthly.
- Payroll return is submitted to Provincial Treasury monthly before the 7th of the month.



- PERSAL reports and cheques are collected to PERSAL user support weekly.
- Properly completed claims are processed for payment within 14 working days
- Capital transfers are processed 8 days upon receipt of a claim.
- Payroll and pay slip are distributed monthly to SBU'S within 3 days upon receipt.
- Annual allocation from National Housing is confirmed on or before the 31st March each year.
- Housing estimates are compiled in consultation with Housing Development on or before the 31st March each year.
- Housing estimates are submitted to Management within 7 working days after compilation.
- Upon receipt of Management's decision, estimates are captured into the system within 2 working days.

11.3 ACCOUNTING AND SYSTEM

STANDARDS

- PERSAL cheques are mapped weekly
- Bank Reconciliation performed weekly.
- Interface Exception cleared daily.
- Entity is created within a daily after a request has been received.
- Revenue receipts are issued daily.
- Cash available if is more than **R500, 00** or more banked daily.
- Financial reports are given to each SBU and DIVISION monthly
- Payments vouchers received are captured within 1 day.
- Capturing, verification and Authorization of journals, depths, receipt and entities are done in 1 day.
- Payment Stubs printed within 2 days after receiving payment vouchers.
- Exceptions are resolved within 1 day after interface appearing.
- Payments due to Creditors are settled within 30 days from date of receipt of statement
- Paid Vouchers with Payment Stubs attached are filed according to the names of the creditors in their alphabetical order at Registry within 2 days.
- Expenditure Reports are requested monthly to check and reconcile the spending trend of capital assets
- Revision and adjustment of revenue estimates/targets done during the month of September each year
- Revenue tariffs are revised on an annual basis.
- Weekly transfer of revenue collected by departments to Provincial Revenue
- Capturing of receipts within two days of the receipt.
- Opening of debtors files within a day after creation into the system
- Recording of debt information in the debt Register is done within a day after recognition of debt



- Issue of statements to debtors are done within 7 days after the end of every month
- Monthly revenue reports are submitted to Provincial Revenue on or before the 15th of each month.
- Writing off of debts where recovery is impossible or uneconomical is done by March each year.
- Capturing and updating of code structure for all financial systems are done annually.
- Loggings of calls are done within a day after identifying the problem.
- BAS user Id's are issued within a day.
- FINEST and PERSAL user id's are issued within 3 days

12. SERVICE EXCELLENCE

12.1. SERVICE IMPROVEMENT PLANNING AND EXCELLENCE PROGRAMMES

STANDARDS

- Departmental Service Delivery Improvement Plan is available by end of March each year.
- Implementation report of Service Delivery Improvement Plan is made available at the end of each quarter.
- Departmental izilmbizos with the staff is held at least twice per year. (one meeting every six months)
- Citizen's report and Statement of Public Service Commitment are made available to the citizens and stakeholders by the 31st August each year.
- Departmental Service Excellence Awards programme Implement by the end of October each year.
- Profile report on the departmental Awards is compiled by 31st March each year.
- Participation in the Premier's Service Excellence Awards programme facilitated by the end of November each year.
- Monitoring of implementation of Change Engagement program by municipalities done once every quarter.

12.2 CALL CENTRE

STANDARDS

- Telephone is answered within 3 rings by Call Centre Agents
- Queries are resolved within a day if they are not assigned
- Assigned lodged queries are attended to within a day.
- Pending/Work in progress cases are resolved within 30 days of receipt
- Reports for call centre are done weekly (Mondays).

12.3 Help Desk Services



STANDARDS

- Monitoring of Service Standards in all departmental service delivery points is done quarterly
- Utilization of suggestion boxes is monitored weekly and feedback provided to citizens on monthly basis
- Lodged complaints and queries are acknowledged within a day and referred to relevant Units for further processing within 2 days.
- Responses on the findings on reported cases are made known to complainants within 7 days with the maximum period of 30 days after the lodging of a complaint.
- Service standards are reviewed in consultation with departmental stakeholders by the end February each year.
- Public Service Week is held around March every year
- Feedback is provided quarterly in respect of issues raised during Exco Meets the People and izimbizos with external stakeholders.
- Implementation of departmental service standards is monitored monthly.
- Planned and surprise visits are done once per quarter to monitor service standards compliance by service delivery institutions.
- Complaints procedure is reviewed and made known to citizens by the end of May each year.
- Departmental Service Excellence Policy is reviewed and adopted/approved by end of May every
- Critical cases that need immediate attention are reported telephonically to CIO within a day of receipt.

12. SPECIAL PROGRAMMES

12.1. GENDER MAINSTREAMING AND DIVERSITY

STANDARDS

- Gender mainstreaming programme is incorporated in the management plan by 31st of March each year.
- Gender audits conducted once a year.
- Conduct capacity building sessions quarterly to municipalities and internally.
- Diversity summit is held annually.
- Departmental woman's day is celebrated annually in line with National Woman's day commemorations.

12.2. Disability programme

STANDARDS

- Disability audits conducted at least once a year.
- Gender mainstreaming programme is incorporated in the management plan by 31st of March each year.



- Departmental Disability day is celebrated annually in line with Provincial international commemoration.
- Consult disabled peoples organizations on programs once a year.

12.3. Elderly Programme

STANDARDS

- Develop database of all old age homes in the Province is done annually.
- Report on progress of elderly mainstreaming is done monthly, quarterly and annually.
- Develop action plans of awareness program six weeks before the event.
- Submit monthly, quarterly and annual reports within 7 working days upon the term of reporting.
- Departmental elderly day is celebrated annually in line with Provincial and international day for elderly.

12.4. Children Programme

STANDARDS

- Submit monthly and quarterly reports within 7 working days of reporting.
- Issues of child rights are incorporated in the management plan and municipalities IDPs is done annually.
- Departmental children's day is celebrations are held annually.

12.5. Youth Programme

STANDARDS

- Youth mainstreaming programme is incorporated in the management plan by 31st of March each year.
- Youth audits are conducted annually.
- Submit monthly, quarterly and annual reports within 14 working upon the term of reporting.
- Departmental elderly day is celebrated annually in line with Provincial and international day for elderly.

GENERIC SERVICE STANDARDS

1. COURTESY

STANDARDS

- Employees always introduce themselves when serving citizens all the times
- Employees wear official nametags whilst on duty
- Clear sign posts or directions to and Public Service institutions are available at all times.



2. TELECOMMUNICATION

STANDARDS

- Employees' official cellular phones are accessible at all times.
- Land line telephones are answered within 3 rings
- Telephones at switchboard are answered within 3 rings, including during lunchtime
- Where a telephone is not answered within 5 rings a caller is diverted to another person or back to the switchboard for taking a message.
- All messages are written down in the duplicate message book and passed on to the relevant unit within a day

3. SERVICE DELIVERY COMPLAINTS AND REDRESS

STANDARDS

- Where services were not rendered according to customers' expectations , an apology is tendered within 2 working days
- Once a client has lodged a complaint, progress relating to the full investigation is communicated within 14 working days.
- Any verbal complaint is responded to within 2 working days
- Investigation of service delivery complaints is finalised within 30 days.
- The right of a client to seek a second opinion is respected and the client is referred to the relevant service within a day.

4. INFORMATION

STANDARDS

- Employees give reliable information at all times.
- Information to the customers is available at all public places in all provincial languages.
- Information on government activities is made available on request within 14 working days.

5. MAIL

STANDARDS

- Correspondence is acknowledged within 2 days of receipt.
- Electronic mail is responded to within 2 days of receipt.
- Correspondence other than service delivery complaints is responded to within 14 working days.

6. MEETINGS

STANDARDS

- Invitations to meetings are issued 7days before the meeting



- Where scheduled meetings with clients cannot be attended to by an employee, a written apology is submitted 2 days before the meeting unless alternative arrangements are made.
- Employees strictly adhere to the starting time on pre-arranged and scheduled meetings

7. RESEARCH AND POLICY STANDARDS

- Research proposals are formulated within 2 weeks upon receipt of inputs from various SBU's.
- Research requests from various SBU's are logged within a day.
- Approval of the research proposal by the Senior Manager is granted within a week of receipt.
- Data collection process for complex research projects is completed within 2 months.
- Data collection process for non-complex research projects is completed within 2 months.
- Data analysis and interpretation is done within a week.
- Recommendations based on the finding are done within a week.
- A draft report should be ready in two weeks time from the findings.
- Final report is made a week after the Senior Manager's acknowledgement of the draft.
- Identification of policies to be analysed is within a week.
- Analysis of policies takes two weeks of each policy.

**DEPARTMENT OF
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If a disaster occurs within your community please call toll free: **0800 222 111**
