

**KZN PROVINCIAL SUPPLY CHAIN MANAGEMENT UNIT CHART**

**1. Vision**

1.1. Our vision is to enhance International Supply Chain Management Principles of Best Practice in the Province, whilst being committed and dedicated to work together with other Provincial State Institutions, Provincial Departments and Municipalities to achieve these objectives.

1.2 We strive towards being the centre of excellence in professionalism in the country on Supply Chain Management matters.

**2. Mission**

2.1 Our mission is to render outstanding Supply Chain Management professional guidance to provincial departments and municipalities and other state institutions in the province. This unit is further committed to contributing to the establishment of a sustainable financial management environment in the province.

**3. Location and Composition**

3.1 The Supply Chain Management Unit is located within Provincial Treasury on the 6th Floor and can be reached between 07: 30am and 16:15pm between Monday and Friday.

3.2 The Unit is currently managed by the following persons who can be contact as per the below mentioned details:-

i. Advocate Siza W Mthethwa – General Manager

Supply Chain Management

Room no. 612

Tel no. 033 - 897 4557

ii. Mrs Joyce Msutu Manager: Governance and Admin Cluster

Room no. 607

Tel no. 033 – 897 4292

iii. Mrs Thandi Sabelo Manager: Social Cluster

Room no. 616

Tel. no. 033 – 8974293

iv. Mrs Lorraine Naidoo Manager: Economic Cluster

Room no. 618

Tel. no. 033 – 897 4477

V. Mr Christopher Rajah Manager: Information Management

Room no. 611

Tel. no. 033 – 897 4463

**4. Service Standards**

4.1 The Unit prides itself on being easily accessible to all departments, municipalities and other provincial state institutions and subscribes to the **Batho Pele Principles** of:-

* Consultation
* Service Standards
* Courtesy
* Access
* Information
* Openness and Transparency
* Dealing with complaints
* Giving Best Value
* Encouraging Innovation and Rewarding Excellence
* Customer Impact
  1. In the spirit of Batho Pele, the Unit further subscribes to being confident, responsive, objective, professional, committed, dedicated and efficient. Accordingly, the Unit will always provide a quality service to it’s clients which includes progress reports to the client on work referred to the Unit.

**5. Complaints Procedure**

5.1 Should any of the provincial departments, municipalities and other state institutions which are clients to the unit not receive the quality service as stated herein, then such client is encouraged to direct its concerns and complaints, in the form of a memo, to the General Manager of the Supply Chain Management Unit or to the Senior General Manager: Financial Management who will ensure that all complaints are dealt with effectively. All clients of the unit will receive prompt feedback on action taken in addressing such complaints.

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| **Activity**  Support Municipalities and Provincial Departments with SCM implementation  Monitor and evaluate the compliance of Provincial Departments and Municipalities to SCM Policies, Processes and Practice notes  Develop Policies that enhance and strengthen compliance to Supply Chain Management  Analyze the spending trends of Provincial Departments and Municipalities and introduce measures to promote Preferential Procurement Plans | **Requirements**  Training for SCM Practitioners in Municipalities and Provincial Departments  Quarterly and annual reports on the status of SCM in Provincial departments and Municipalities  Continuously checking compliance in the implementation of procedures and systems designed to manage potential risk areas.  Identifies Practice Notes and policies to be reviewed and obtain feedback from Departments and Municipalities  Issue Annual spend analysis Reports. | **Requirements from client**  Proper written request detailing the nature of the support required, all documentation and contact persons details  Proper written request detailing evaluation and monitoring requirements and contact persons details  Proper request or a proposal detailing the need for the change in policy or a need for the new policy submitted by the Department or a Municipality  Written request detailing requirements, all documentation and contact persons details  Proper written request detailing spending trends information required, all documentation and contact persons details | **Duration**  Within 2 weeks depending on the nature of the requested support  Within 1 month  Within 1 month depending on the nature of the policy required  Within 1 month depending on the nature of the requested opinion | **Feedback**  Memo to client detailing requests for missing information or explaining delays in not keeping time frames.  Memo to client detailing requests for missing information or explaining delays in not keeping time frames.  Memo to client detailing requests for missing information or explaining delays in not keeping time frames.  Memo to client detailing requests for missing information or explaining delays in not keeping time frames.  Memo to client detailing requests for missing information or explaining delays in not keeping time frames. |