



SERVICE COMMITMENT CHARTER

PUBLIC FINANCE

Where we can be found

We are situated within Treasury House, on the 5th Floor, from Rooms 504 to 511.

Our responsibilities as a unit

We, the Public Finance unit, commit ourselves to the following principles:

- To render assistance to our clients in a friendly and courteous manner;
- To welcome constructive criticism from our clients;
- To work and interact together as a team and abide by professional standards in our interactions;
- To be accessible to our colleagues, and to perform our duties efficiently and effectively, by being committed to team work;
- To be sincere, transparent, loyal, dedicated and trustworthy in performing our functions;
- To be regarded and treated with fairness, respect and professionalism; and
- To be recognised and valued for our efforts and hard work

Therefore, we commit ourselves, based on the above principles, to strive, firstly for the success of the unit in terms of core functions that we perform, and secondly, for the achievement of Treasury's goals.

The service we provide

Our goal is to ensure effective and equitable financial resource allocation for the provincial government (including public entities) Ensure efficient budget This, we will achieve through the following:

- Preparation of the Province's Budget Statements (3-year MTEF budget) which is tabled annually on Provincial Budget Day (Budget Statements, Main Appropriation Bill and Budget Speech)
- Preparation of the Province's Adjustments Estimate of Provincial Revenue and Expenditure which is tabled annually in the Provincial Legislature, usually during November (Adjustments Estimate, Adjusted Appropriation Bill and Adjusted Budget Speech)
- Monitoring and evaluating expenditure of all provincial departments on a monthly basis through the preparation of the In-Year Monitoring (IYM) report on a monthly basis, and submission to National Treasury by the 22nd of each month
- Preparation of quarterly Budget Performance Reports for the Province as a whole, and per department



- Holding of quarterly bilateral meetings with provincial departments to discuss budget performance and other relevant issues
- Holding of Medium Term Expenditure Committee (MTEC) meetings annually to review and discuss departments' and public entities' budget submissions and requests for additional funding
- Preparation of monthly Cabinet memoranda on the provincial budget performance, to keep the Executive of the Province informed of any budgetary pressures
- Evaluation of requests for roll-overs, commitments, suspensions, virements and additional funding from departments in accordance with the PFMA and Treasury Regulations
- Preparing the provincial cashflow for submission to National Treasury for departments before the commencement of the new financial year
- Drafting the annual budget timetable and issuing it to Cabinet and to departments to assist with their planning for the year
- Briefing the Finance Portfolio Committee on the MTEF budget, the mid-year budget performance of the Province, as well as the close-out budget performance of the Province
- Representing Treasury at various intergovernmental fora at National Treasury e.g. 10x10, Technical Committee for Finance, annual Benchmarking and Budget Council
- Assisting departments and other clients, providing advice on expenditure and budget issues

Benefits of our service

We will assist and support the Province and National Treasury in attaining service excellence in the performance of our functions through:

- Providing technical assistance and advice to our clients in all budgeting, reporting and PFMA compliance issues;
- Ensuring improved transparency and accountability in reporting;
- Providing guidance and advice in terms of compliance with the PFMA and Treasury Regulations
- Ensuring budgets are allocated efficiently, and that nationally and provincially identified priorities are funded adequately;
- Ensuring a fair and transparent allocation of resources in the Province

Our service standards

Our service delivery principles

We will do our best to provide services in accordance with the 11 principles of Batho Pele:

- Consulting our customers
- Publishing our service standards
- Increasing access to our services
- Being courteous and helpful
- Providing more and better information



- Increasing openness and transparency
- Putting things right when they go wrong
- Ensuring best value in allocating and utilising resources
- Encouraging innovation and rewarding excellence
- Finding ways of enhancing our service delivery impact
- Providing sound leadership and strategic direction, and an environment conducive to good team work

Our performance against our standards

We will publish the results of our performance against our standards, for each year, within the first quarter of the following year.

Dealing with your queries

WHEN YOU WRITE TO US

- We will investigate your query and advise you of the progress within 5 working days
- Subject to the receipt of all relevant documentation, we will finalise the matter within 5 working days

WHEN YOU PHONE US

- We will answer the phone within 3 rings
- We will identify ourselves, be polite and helpful
- We will respond to messages within 1 day of receipt
- You can phone us between 7:30am and 4:15pm – Monday to Friday

IF YOU HAVE A COMPLAINT

- We have a standard complaints procedure which needs to be followed.
- Tell us immediately, and we will try and rectify the problem as soon as possible
- If you are not satisfied, we will investigate your complaint and revert to you within 10 working days of your complaint

PLEASE SPEAK TO US

We are here to provide an efficient services to you. We would therefore appreciate continuous feedback on our services. Please tell us whether we are meeting our service standards, and let us know how we can



improve them. To make this easier for you, we have placed a Suggestion Box in our foyer on the 5th floor, and we send Customer Satisfaction Surveys to our customers annually.

Alternatively, you can write to us / e-mail us or contact us telephonically.

KEY STANDARDS

WE WILL:

- Respond to your written request/submission within 5 working days of receipt thereof
- Submit the monthly In Year Monitoring Report for the Province to National Treasury by the 22nd of each month
- Table the Provincial Main Budget in the Provincial Legislature 2 weeks after the National Budget Day (in compliance with the PFMA)
- Table the Provincial Adjusted Budget in the Provincial Legislature within 30 days of the National Adjusted Budget being tabled (in compliance with the Treasury Regulations)
- Provide you with sound budgeting and reporting advice, based on the PFMA and Treasury Regulations, as and when you request it
- Keep Cabinet informed of the Budget Performance of the Province on a monthly basis
- Keep the Finance Portfolio Committee informed of the Budget Performance of the Province at various intervals
- Ensure that the Unit's offices are easily accessible to disabled people, for example, the elevator has been adapted to allow easy access to the control buttons
- Be clear and helpful in our dealings with you, giving reasons for our decisions
- Treat all clients with courtesy and respect at all times
- Refer enquiries that we cannot answer to the appropriate source
- Endeavor to present the most accurate, up to date information available
- Make available to clients public documents/information via hard copies, as well as electronic copies which will be placed on the website
- Ensure that certain budget information, such as the Main and Adjusted Appropriation Bill, and the Budget Speeches, are made available in isiZulu or one of the other official languages
- Respond to the results of the customer satisfaction survey two months after it being conducted
- Ensure that complaints and concerns raised by members of the public are followed up within 5 working days
- Ensure that contact details of the unit and the respective departments they deal with are available in the 5th floor foyer, as well as on the website



CONTACT PERSONS

You may contact one of the following staff listed below for more information or to discuss problems:

NAME	RANK	TEL	EMAIL
Mrs Tanya Stielau	Chief Director Provincial Budget Management	033-8974308	tanya.stielau@kzntreasury.gov.za
Ms Navika Ramcoomar	Personal Assistant to Chief Director	033-897 4310	navika.ramcoomar@kzntreasury.gov.za
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Mrs Claire Thibaud	Provincial Budget Analyst Vote 2: Provincial Legislature	033-897 4531	claire.thibaud@kzntreasury.gov.za
Mrs Joanna Adu-Boahen	Provincial Budget Analyst Vote 11: COGTA Vote 12: Transport	033-897 4304	joanna.adu-boahen@kzntreasury.gov.za
Mr Jeremy Upfold	Provincial Budget Analyst Vote 1: Office of the Premier Vote 7: Health Vote 13: Social Development	033- 897 4570	jeremy.upfold@kzntreasury.gov.za
Mrs Smangele Mpanza	Provincial Budget Analyst Vote 5: Education Vote 9: Community Safety & Liaison	033-897 4270	smangele.mthembu@kzntreasury.gov.za
Ms Nomfundo Makhayo	Provincial Budget Analyst Vote 15: Arts and Culture Vote 10: Sport & Recreation	033- 897 4228	nomfundo.makhaye@kzntreasury.gov.za
Mr Dennis Machobani	Provincial Budget Analyst Vote 6: Provincial Treasury	033- 897 0436	dennis.machobani@kzntreasury.gov.za
Ms Andiswa Mncedane	Provincial Budget Analyst Vote 4: Economic Development, Tourism & Environmental Affairs Vote 14: Public Works	033-897 4491	andiswa.mncedane@kzntreasury.gov.za
Ms Nomusa Khwela	Trainee Provincial Budget Analyst Vote 3: Agriculture & Rural Development Vote 8: Human Settlements	033-897 4320	nomusa.khwela@kzntreasury.gov.za
Mr Eddie Musasiwa	Director: Provincial Revenue Management	033- 897 4333	eddie.musasiwa@kzntreasury.gov.za
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Supported

Mrs. Tanya Stielau