



# Our core values

## We commit ourselves to the following core values:

- Batho Pele and Ubuntu principles; treat our customers as we'd like to be treated.
- **Dedication:** To perform our tasks in a dedicated manner to ensure accelerated and quality service delivery;
- **Excellence:** To perform our responsibilities with professional excellence;
- **Integrity:** To conduct business in a consistent, objective, honest, fair, just and trustworthy manner;
- **Accountability:** To be accountable in the performance of our duties.

## The services we provide

### Clients:

- Departments
- Municipalities
- Public Entities
- Members of the public

### Treasury services:

- Sustainable Resource Management
- Assets and Liabilities Management
- Financial Governance

## In providing services, we all adhere to the Batho Pele principles of

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for Money
- Encouraging Innovation and Rewarding Excellence
- Service Delivery Impact
- Leadership and Strategic Direction

## Benefits of our services

### We will assist and support you in:

- In confidence;
- Act in a helpful and professional manner;
- Provide timely, accurate and useful responses;
- Provide accurate advice; and
- If we are unable to assist you, we will do our best to refer you to the most appropriate avenue.

Signed on this ..... day of ..... 2012 at Riverside Government Complex, Nelspruit.

Mr J.B Mbatha  
Acting Head of Department

Date: \_\_\_\_\_

Mrs Y.N Phosa  
Executive Authority: Department of Finance

Date: \_\_\_\_\_

## Complaint System

Should we not live up to the above commitments, complaints can be addressed through the following channels:

**Telephone:** +27 13 7664437 | **Fax:** +27 13 766 9449 | **Web:** <http://finance.mpu.gov.za>

**Physical Address:** No 7 Government Boulevard | Building No 4 | Upper Ground | Riverside Park | Nelspruit

**In writing:** Department of Finance | Private Bag X 11205 | Nelspruit 1200



# finance

Department:  
Finance  
**MPUMALANGA PROVINCIAL GOVERNMENT**



# Our service standards

As a Department we commit ourselves to the following minimum standards for the level and quality of service we provide to our clients:

- We will promote good working relationship among staff member
- We will uphold and act within, the applicable legal framework
- We will Acknowledge written correspondence within seven (7) working days from receipt, thereof
- We will respond to written correspondence within ten (10) working days from receipt, thereof
- We will observe official working hours (Monday to Friday) commencing work at 07h45 and ending at 16h15, lunch time is between 13h00 and 14h00
- We shall provide feedback to clients at all times on services provided to them to improve service delivery
- We will at all times act in an efficient, effective, transparent and accountable manner and strive towards a corrupt free administration
- We will at all times be considerate and responsive to the needs of our clients and we shall treat them with dignity and respect

## Programme 2

- We shall equitably allocate financial resources to all votes
- We shall monitor and provides feedback on expenditure of all votes
- We shall support all votes in their plans and monitoring and reporting
- We shall support departments in improving their revenue collection
- We shall manage the Provincial revenue Fund
- We will provide support to all votes regarding infrastructure planning and monitor implementation
- We will support municipalities with budgeting, planning and monitoring and implementation
- We will provide accurate, quality and credible socio-economic research reports to inform the provincial planning and budget processes

## Programme 3:

- We will provide Information Technology, Financial Systems, advise and monitoring on assets, liabilities, supply chain and financial assets management

## Programme 4:

- We shall perform accounting services in accordance with the accounting policies and standards
- We shall observe the law and make disclosure expected by the law and the profession.
- We shall continually improve our proficiency and effectiveness and quality of our services through continuous training and quality control.
- We shall protect the information acquired in the course of our duties.
- We shall not use the information gained during the Monitoring of Departments, Municipalities, and Public Entities for any personal gain
- We shall provide support and capacity to promote effective and efficient Risk management and internal audit processes in the Provincial Departments, Public entities and Municipalities.



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