

## ANNEXURE 1 – GENERIC STANDARDS

These standards are applicable across the entire Public Service.

### 1. All Ministries and Independent Departments

	PROCESS	Standard (Working Days)	Customer
i	<b>Response to Correspondence</b>	10	Internal/Public

	PROCESS	Standard (Working Days)	Customer
	<b>Procurement</b>		
i	Informal Tendering (P20000 and below)	10	Public
ii	Informal Tendering (P20001-P100000) (MTC)	22	Public
iii	Formal Tendering (MTC)	44	Public
iv	Formal Tendering (PPADB)	66	Public

	PROCESS	Standard (Working Days)	Customer
i	<b>Payment to Suppliers</b>		
	Local Supplier	10	Public
	Foreign Supplier	10	Public
ii	<b>Application for Imprest (internal trips)</b>	5	Internal
	<b>Application for Imprest (external trips)</b>	8	Internal
iii	<b>Retirement of Imprest</b>	5	Internal

	PROCESS	Standard (Working Days)	Customer
i	<b>Processing of Terminal Benefits</b>		
	Advance on Gratuity (Industrial Class)	33	Internal
	Retirement / End of Contract / Resignation	66	Internal
	Death	66	Public