



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

**SERVICE DELIVERY CHARTER 2008/09
(*SERVICE STANDARDS INC.*)**

FOREWORD BY THE HEAD OF DEPARTMENT

Batho Pele White Paper indicates that all government departments should compile service standards in consultation with relevant stakeholders. Batho Pele Handbook further supports the above statement that service standards should be published in the Service Delivery Charter of the relevant department. The Service Delivery Charter should contain the following information namely: the name and address of the department, a description of the services to be provided, service delivery points and contacts of responsible managers.

Through the Service Delivery Charter, customers are introduced to the virtual Department of Public Works. By reading the Charter, customers will be able to differentiate our departmental services from services of other departments. Service Delivery Charter is our marketing information tool. The Charter puts in place information prescribed by service delivery legislation in an abridged form to be easily mastered by customers. The charter is firstly drafted, critiqued by all stakeholders, refined, approved, printed and published to customers. The charter is reviewed and updated annually.

I therefore wish successful application of this Service Delivery Charter and await good results in the form of improved service delivery and a better customer relation management process.


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M.J. Rantefe
Head of Department

1. WE ARE LIMPOPO DEPARTMENT OF PUBLIC WORKS

Situated at *corner Blaauwberg & Yster Streets, Ladanna, Polokwane*

1.1 Our Vision:

A leader in the provision and management of provincial government land and buildings.

1.2 Our Mission:

Optimal utilization of resources in the provision and management of provincial land and buildings and the coordination of the implementation of Expanded Public Works Programme.

1.3 Our Slogan: Re a soma

1.4 Our Values: Professionalism, Humility and Adherence to Batho Pele Principles

2. OUR GOALS AS ALIGNED TO PROVINCIAL GROWTH AND DEVELOPMENT STRATEGY (PGDS)

2.1 Providing leadership in sustainable integrated provincial infrastructure development

- Manage the implementation of provincial capital works.
- Maintenance of government buildings
- Provide office accommodation

2.2 Skills transfer, poverty alleviation and job creation

- Coordinate provincial EPWP
- Skills development for people working on EPWP projects.
- Provide temporary employment to people working on EPWP projects.
- Increase the livelihood of households through EPWP interventions.

2.3 Improved service delivery

- Organizational and individual performance improvement through planned training programmes
- Improved work environment
- Implementing value adding strategies and systems

2.4 Good Governance

- Compliance with applicable legislation.
- Implement HR practices as required by legislation.
- Moulding our work behaviour towards the three Batho-Pele belief set (we belong, we care and we serve) in all our

dealings with customers.
-Risk management.

3. WHERE SERVICES ARE RENDERED FROM:

3.1 HEAD OFFICE:

Cnr. Blaauwberg & Yster streets, Ladanna, Polokwane
P/Bag X9490, Polokwane, 0700

Head Office Help Desk: 015-293-9024 contact person: Mavunda QN

Website: www.dpw.limpopo.gov.za

3.2 OUR POLITICAL HEAD

MEC: Ms Semenya M .R

Personal Assistant: Zwane R

Tel: 015 293 9372

zwanel@dpw.limpopo.gov.za

3.3 OUR ADMINISTRATIVE HEAD:

HOD: Mr. Rantete J

Personal Assistant: Moloto N

Tel: 015 293 9043

moloton@dpw.limpopo.gov.za

4. EXECUTIVE PROGRAMMES

4.1 CORE FUNCTIONS

The following table indicates the core functions of the Department and responsible Managers.

	FUNCTION	EXECUTIVE PROGRAMME	GENERAL MANAGER	CONTACT
1.	Manage capital projects	Project Management	Mr. Baike T (Acting)	015-293-9198
2.	Maintain government buildings	Building Maintenance	Mr. Kaseke A	015-293-9200
3.	Co-ordinate provincial Expanded Public Works Programmes (EPWP)	EPWP	Mr. Malele T	015 293 9005
4.	Provide land and office accommodation	Real Estate	Mr Mothibi J (Acting)	015-293-9014

4.2 SUPPORT FUNCTIONS

The table below indicates the support functions and responsible Managers:

	FUNCTION	EXECUTIVE PROGRAMME	GENERAL MANAGER	CONTACT
1.	Provision of personnel and condition of services. Transport and Auxiliary Management Services.	Corporate Services	Mr Naidoo R	015-293-9016
2.	Financial management through Public Finance Management Act.	Strategic Finance	Mr. Kekana P	015 293 9033
3.	Provide information communication technology; manage information and records; communicate and position Departmental activities.	Government Information Technology Office	Ms. Makhafola T. (Acting)	015 293 9019

	FUNCTION	EXECUTIVE PROGRAMME	GENERAL MANAGER	CONTACT
4.	Provide strategic direction to the Department.	Strategic Management	Mr Phiri T.	015-293-9275

5. HEAD OFFICE PROJECT MANAGEMENT: PROJECT MANAGERS (PROJECT TEAM LEADER)

The following officials can be contacted for any problem encountered relating to projects.

SURNAME & INITIALS	DISTRICT	TEL NO:	CELL NO.
Hlongwane D	Vhembe	015-293-9208	082 562 1371
Masha SCB	Capricorn	015-293-9175	082 827 8513

Maswanganyi T	Waterberg	015-293-9203	082 827 8498
Mayumbelo H	Sekhukhune	015-293-9195	082 419 8182
Mabasa H	Mopani	015-293-9254	082 464 2016

6. DISTRICTS

6.1 CAPRICORN DISTRICT:

P/Bag X9378, Polokwane, 0700

Help Desk: 015-287-5602: contact person: Ubisi MJ

6.1.1 DISTRICT MANAGEMENT

Shared Services Manager: Nkuna E: 015 287 5604

Senior Project Manager (Maintenance): Masedi L: 015 287 5612

Manager Supply Chain Management: Mali M : 015 287 5673

Manager Real Estate: Baloyi T: 015 287 5613

6.1.2 COST CENTERS / FRONT OFFICES

Polokwane: Madiba S: 015 287 5749

Bochum: Makgobatlou TT: 015 505 6748

Mankweng: Letsoalo MS: 015 267 7109

Matoks: Molele L: 015 526 2040

6.2 MOPANI DISTRICT:

P/Bag X576, Giyani, 0826

Help Desk: 015-812-1972: Contact person: Shibambo GO

6.2.1 DISTRICT MANAGEMENT

Shared Service Manager: Baloyi B: 015 812 1979

Senior Project Manager (Maintenance): Mathonsi H: 015 812 1972

Manager Supply Chain Management: Rikhotso TV: 015 812 1972

Manager Real Estate: Maluleke J: 015 812 1972

6.2.2 COST CENTERS / FRONT OFFICES

Giyani: Mavikani TJ : 015 812 0903

Tzaneen: Sanderson H : 015 307 4956

Phalaborwa: Mutanalwo NC : 015 783 0121

Sekgosese: Moteleni ME: 015 874 0006

Naphuno: Ramawela ME: 015-355-3110

6.3 SEKHUKHUNE DISTRICT:

P/Bag X02, Chuenespoort, 0745
Help Desk: 015-632-5185: Contact Person: Maja Maria

6.3.1 DISTRICT MANAGEMENT

Shared Services Manager: Manyelo D: 015 632 4102
Senior Project Manager Maintenance: Ramasenya F: 015 632 4102
Manager Supply Chain Management: Phasha MM: 015 632 4102
Manager Real Estate: Nkwinika E: 015 632 4102

6.3.2 COST CENTERS / FRONT OFFICES

Thabamooipo: Mr Makgai MA: 015 632 4243
Nebo: Mothokgwane O : 013 264 8214
Tubatse: Kgatle MS: 013 216 1731

6.4 WATERBERG DISTRICT:

Cnr. Thabo Mbeki Drive & Elias Motswaledi
P/Bag X1028, Nylstroom, 0510
Help Desk: 014-717-2330: Contact Person: Legodi T

6.4.1 DISTRICT MANAGEMENT

Shared Services Manager: Makomene P: 014 718 3001
Senior Project Manager Maintenance: Mabotja M: 014 718 3008
Supply Chain Management Manager: Mkhabele ME: 014 718 3050
Real Estate Manager: Ndjeka KO: 014 718 3085

6.4.2 COST CENTERS / FRONT OFFICES

Modimolle: Makwela E: 014 717 5309
Thabazimbi: Ramalata NH: 014 777 1542
Lephalale: Mr. Majadibodu: 014 763 2681
Mokopane: Van Staden CF: 015 491 2886/2862
Bakenberg: Ledwaba F: 015 425 0025

6.5 VHEMBE DISTRICT:

P/Bag X2248, Sibasa, 0970
Help Desk: 015-963-3790: Mulondo M

6.5.1 DISTRICT MANAGEMENT

Shared Services Manager: Mashamba C: 015 963 2531
Senior Project Manager Maintenance: Tshivhinda M: 015 963 1236
Supply Chain Management Manager: Makhoshi TS: 015 963 3790
Real Estate Manager: Ramaswiela F: 015 963 1026

6.5.2 COST CENTERS / FRONT OFFICES

Thohoyandou: Mudanalo NC: 015 963 2344
Makhado: Tshimange LJ: 015 516 0184
Malamulele: Sikhitha P : 015 851 0045/6
Mutale: Lalamani MW : 015 967 2031

7. DEPARTMENTAL SERVICE STANDARDS

7.1 Macro Standards (external customers)

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.Building Maintenance						
Log a call (Request Co-ordinating Center system)	100%	Courteous behaviour.	Client Departments	Across the Province	5-minutes	<i>Request for government building defects repairs within the Province will be logged and responded to by inspection visit.</i>
Inspection	100%	Prompt response, National building regulation(NBR)	Client Department	Across the Province	5-working days	<i>Inspection for each logged call will be conducted to client department building across the province within 5-working days.</i>
Maintenance	100%	Prompt response Job cards	Client Department	Across the	7-working days	<i>Maintenance to an inspected government</i>

		Specifications SABS, NBR		Province		<i>building will be executed within 7-working days</i>
Scheduled inspection	All Government Buildings	Project plan Evaluation report NBR-time periods	Client Department	Across the Province	Annual plan	<i>Scheduled inspection will be conducted according to annual plan to all government buildings across the province</i>
Structure		General Building	Mechanical Equipment			Electrical Equipment
<i>-Inspection to Government complexes</i>		<i>4-times / annum</i>	<i>2-times/month</i>			<i>2-times /month</i>
<i>-Inspection to residential houses</i>		<i>4-times / annum</i>	<i>2-times/month</i>			<i>2-times /month</i>
-Cleaning	All	Neat and tidy	Public Works	Across the	Daily	All public works offices, facilities and buildings are kept cleaned and dustbins are placed in all yards
2.Project Management						
Capital works programme	100%	Service Level Agreement. Implemented according to documents	Client Department	Across the Province	Within agreed time frame	<i>All capital works programmes as approved and funded by client departments will be planned, procured and implemented across the province within</i>

						<i>agreed time frame.</i>
<i>-Environmental impact assessment</i>	<i>All</i>	<i>Compliance to environmental legislation</i>	<i>Client Department and communities</i>	<i>Across the Province</i>	<i>Within 6 months of the planning phase</i>	<i>EIA is undertaken within 6 months of the planning phase of all projects.</i>
<i>-New standardized clinic</i>	<i>All</i>	<i>Compliance to contract documents</i>	<i>Client Departments</i>	<i>Across the Province</i>	<i>Six months</i>	<i>New standardized clinic takes 6-months to complete</i>
<i>-New standardized 4-classroom block</i>	<i>All</i>	<i>Compliance to contract documents</i>	<i>Client Departments</i>	<i>Across the Province</i>	<i>3- months</i>	<i>New standardized 4-classroom block takes 3-months to complete.</i>
<i>-New standardized 8 - classroom block</i>	<i>All</i>	<i>Compliance to contract documents</i>	<i>Client Departments</i>	<i>Across the Province</i>	<i>4- months</i>	<i>New standardized 8-classroom block takes 4-months to complete.</i>
<i>-Bids adjudication</i>	<i>Average of 10 bidders</i>	<i>Correctness of documents</i>	<i>Client Departments</i>	<i>Across the Province</i>	<i>One day</i>	<i>Adjudication of all bids documents for a bid with an average of 10-bidders takes a day.</i>
<i>-Progress Certification</i>	<i>All</i>	<i>Completed work (good workmanship)</i>	<i>Client Department</i>	<i>Across the Province</i>	<i>5 days</i>	<i>Certification of completed work on capital projects is processed within 5 days.</i>
3.Expanded Public Works Programme						
Expanded public works Projects	All	Effective Co-ordination of the implementation of all EPWP projects.	Client Departments & Municipalities	Across the Province	Agreed time frames	<i>All EPWP projects for government departments and municipalities across the</i>







						<i>province will be co-ordinated effectively within agreed time frames.</i>
4. Real Estate						
Provision of office and residential accommodation	All	Acquisition, Lease and Management according to Service Level Agreement	Provincial Departments and Public Servants.	Across the Province	annually	<i>All offices and residential accommodation for provincial government departments and public servants will be acquired, leased and managed annually.</i>
<i>-Lease management</i>	All	- Service Level Agreement	Departments, Municipalities and Gov. Agencies	Across the Province	2-months	<i>Leasehold agreement of all government building across the province will be concluded within 2-months</i>
<i>-Rental management</i>	All	-Service Level Agreement	Departments, municipalities, Gov. Agencies	Across the Province	2-months	<i>Rental application of all government accommodation /office space across the province will be completed within 2-months.</i>
<i>-Vesting</i>	All	-Service Level Agreement	Departments, Municipalities, Gov. Agencies	Across the Province	6-months	<i>All government building acquired across the province will be vested within 6-months.</i>
<i>-Landscaping</i>	All	Neat and tidy	Government Buildings	Across the	Daily	<i>All grounds at government buildings</i>

				Province		which the department of public works is responsible for, are kept neat and tidy throughout the year.
5.Risk & Security						
-Security and protection services	All	24 hrs safety and security incidents free.	Government buildings	Across the Province	24 hrs	Equipped and trained personnel guard all departments, properties for 24 hrs per day and for the premises where provincial departments share the facilities.

7.2 GENERIC STANDARDS

Generic standards are standards that cut across all departmental programmes and are based on the 8-Batho Pele principles. These standards complement the core function standards. Transversal standards are prepared and coordinated by Premier's Office.

7.2.1 CONSULTATION

-  The Department invites principal clients at the beginning of each financial year to discuss the annual plan.
-  The Department invites principal clients at the end of each financial year reporting on Annual performance.
-  The Department participates in annual road shows to meet the public regarding services.
-  The Department participates in annual Public Service Week to meet clients regarding services.
-  Our personnel invite community members to form part of projects steering committees in implementing capital projects.
-  The Department invites principal clients during service standards critique workshops annually.

- ✚ Research surveys are conducted quarterly for the purpose of meeting customers to determine the level of satisfaction with regard to our services.

7.2.2 SERVICE STANDARDS

- ✚ The Department compiled service standards during the introduction of Batho Pele White Paper.
- ✚ The Department reviews and updates standards during the last quarter of each year (January – March).

7.2.3 ACCESS TO SERVICES

- ✚ Our services can be accessed at Head Office, District Offices, Cost Centers (delivery points).
- ✚ Our call center (help desk) is available 8-hours a day for 5-working days of the week from 07h30-16h30.
- ✚ Arrangements can be made with relevant personnel for extended time when necessary.
- ✚ Emergencies can be attended to after logging a call with the call center / Snr. Project Manager
- ✚ Physical Access: the Department is modifying all existing buildings to accommodate usage by the disabled people. Target Date is 28 March 2009. (Ramps, guardrails, parking, demarcations, signage and toilets to be completed).

- ✚ All our offices, office blocks and rooms will be sign posted for quick access to services by customers by the 28th March 2009.

7.2.4 COURTESY

- ✚ Our personnel will treat you with respect and humility while serving you.
- ✚ Our personnel will apologise for mistakes/problems while serving you.
- ✚ Our personnel will answer your telephone call within 3-rings or divert it to available colleague.
- ✚ Our personnel are easily identifiable by displaying name tags all times during working hours.

7.2.5 INFORMATION

- ✚ All correspondences are acknowledged within 5-working days.
- ✚ Service Delivery Charter booklets are available at all help desks and delivery points.
- ✚ Citizen's Reports are available at all help desks and delivery points for public consumption.
- ✚ Customer Care Officers at help desks will give you full, accurate and up-to-date information about the Department.

- ✚ Computer information terminals (kiosks) are to be installed at all delivery points by end March 2009 for usage by the public.

7.2.6 OPENNESS AND TRANSPARENCY

- ✚ Citizen Reports are distributed at all service points, indicating abridged annual report stating the following:
 - The name of the political head
 - Staff number
 - Names and responsibility of senior officials
 - Actual performance against targets
 - Resources consumed (salaries, other staff costs and operating cost)
 - Savings
 - Deficits

7.2.7 REDRESS

- ✚ Suggestion Boxes are available at all our service delivery points and Head Office.
- ✚ Suggestion Boxes are opened weekly.

- ✚ Help desks (Customer Care officers) are available at all our District offices and Head Office to handle customers' queries.







7.2.8 VALUE FOR MONEY

- ✚ Our personnel execute their tasks professionally, economically, efficiently and effectively.
- ✚ The Department strives by all means to adhere to contract documents viz: working drawings, bill of material, specification and conditions of contract at all times.



8. REDRESS MECHANISM STANDARDS

- ✚ A complaint / query is acknowledged within 5-working days.
- ✚ The complainant will be updated weekly about progress of investigation.
- ✚ The complaint resolution is provided within 3-working days after investigation.
- ✚ The complaint flowchart is available at help desk and it indicates the channels to be followed in resolving the lodged problem.

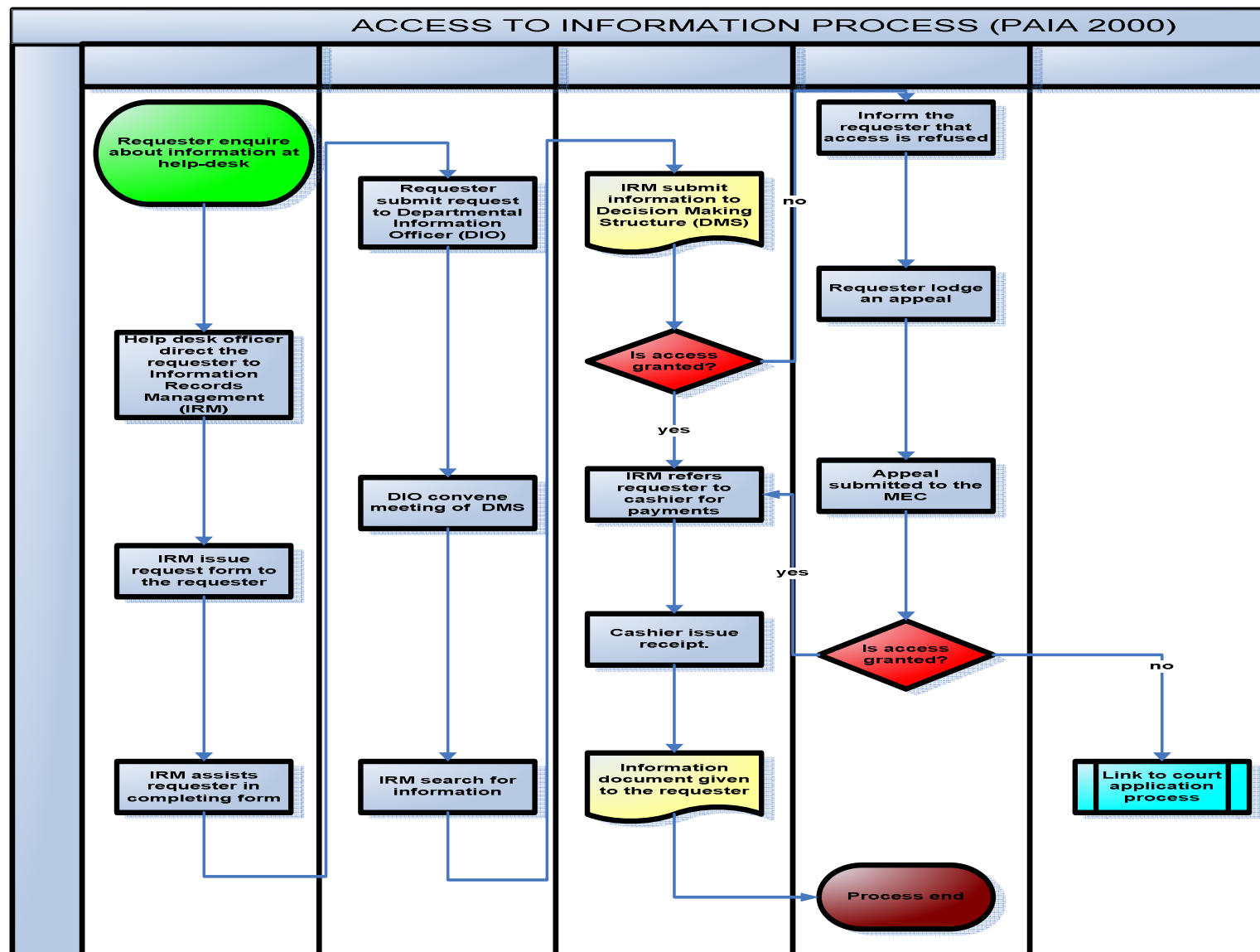
9. CUSTOMER'S RIGHTS

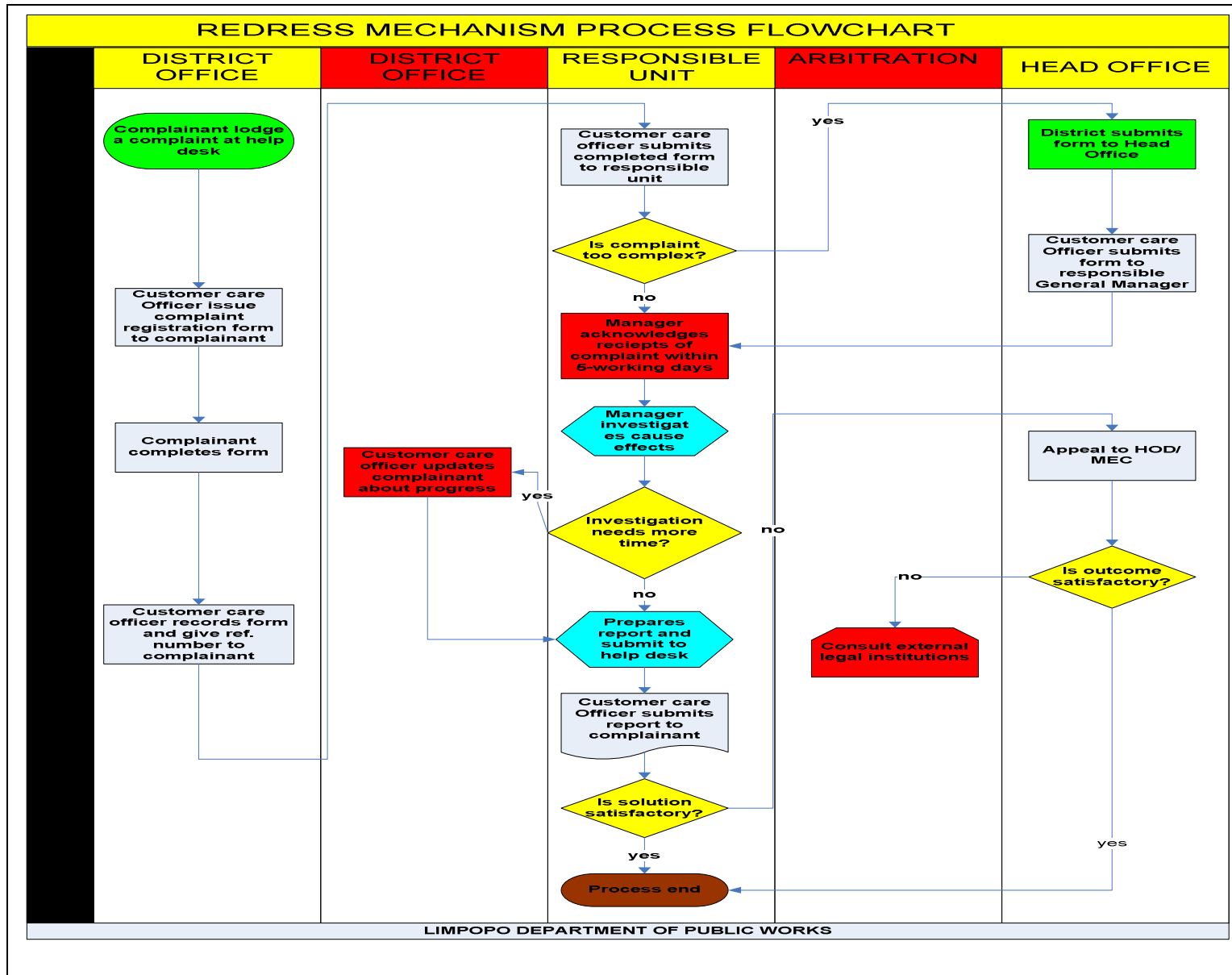
-  Adherence by our staff members to Batho-Pele Principles.
-  Customers will be treated with courteous behaviour at all times.
-  Customers will be provided with full information needed about the department.
-  Customers will be provided with prompt and efficient service.
-  Customers will be offered an apology for lapses in our service.
-  Customers will get good quality service.

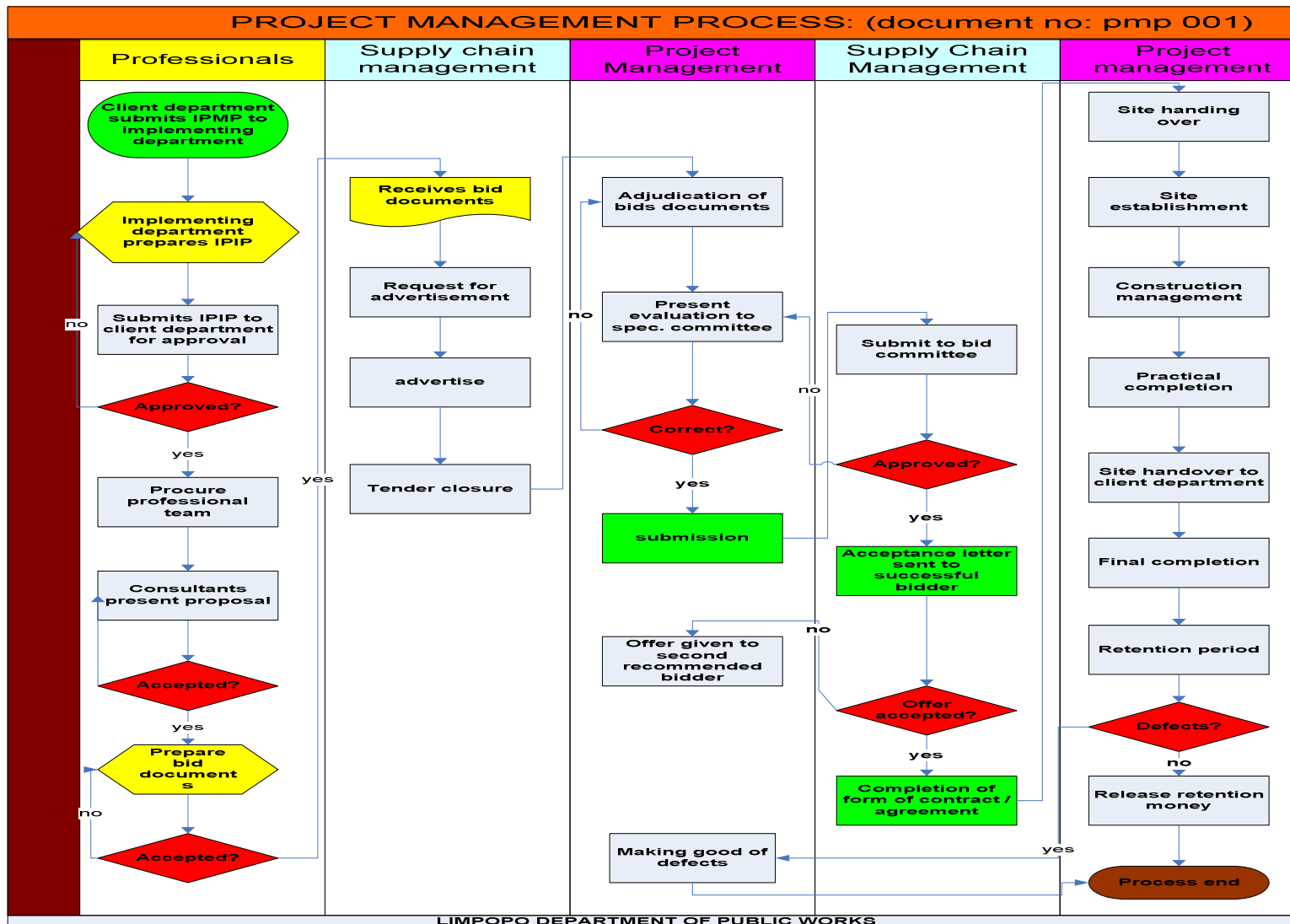
10. CUSTOMER'S OBLIGATION

-  Take cognisance of the right of an individual as enshrined in the Constitution.
-  Treat our personnel with human dignity.

ANNEXURE 1-3: FLOW -CHARTS







6. DECLARATION

We commit ourselves to provide services to customers as outlined in the Charter at all times.

A handwritten signature in black ink, appearing to read 'MJ. Rantete', is written over a horizontal dotted line.

MJ. Rantete
Head of Department

