



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

SERVICE STANDARDS

2010 – 2011

VISION

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

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.

CORE VALUES

Professionalism,

Humility

Adherence to Batho Pele Principles

CORE FUNCTIONS

Provide land and office accommodation to government departments

Maintain government buildings

Manage capital works projects

Co-ordinate the implementation of provincial EPWP

ACRONYMS

DWG:	Departmental Working Group
IDWG:	Inter-Departmental Working Group
PMC:	Project Management Committee
IDIP:	Infrastructure Delivery Improvement Programme
IPMP:	Infrastructure Programme Management Plan
EIA:	Environmental Impact Assessment
IAR:	Immovable Asset Register
C-AMP:	Custodian Asset Management Plan
U-AMP:	User Asset Management Plan
OTP:	Office of the Premier
LDPW:	Limpopo Department of Public Works
NBR:	National Building Regulation
SABS:	South African Bureau of Standards
QMS:	Quality Management System

1. CORE FUNCTIONS STANDARDS

1.1 REAL ESTATE EXECUTIVE PROGRAMME

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Provision of office and residential accommodation	All	Acquisition, Lease and Management according to Service Level Agreement. GIAMA	Provincial Departments and Public Servants.	Across the Province	annually	All offices and residential accommodation for provincial government departments and public servants will be acquired, leased and managed annually according to agreed time frames.
-consultative forums	all	Effective meetings	User departments	Across the province	monthly	Provincial department forum meetings are held on quarterly basis.
-manage service level agreements	all	-	Provincial departments	Across the province	monthly	Performance on all service level agreements with consultants will be monitored and report generated monthly.
- Immovable Asset Register	1	GIAMA	Provincial departments	Across the province	monthly	Custodian Immovable asset register will be managed and updated

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
- C-AMP	1	GIAMA				monthly. Final C-AMP for the next financial year is submitted to Provincial Treasury by 30 August annually.
-Lease management	All	- Service Level Agreement	Departments, Municipalities and Gov. Agencies	Across the Province	2-months	Leasehold agreement of all government building across the province will be concluded within 2-months
-Rental management	All	-Service Level Agreement	Departments, municipalities, Gov. Agencies	Across the Province	2-months	Rental application of all government accommodation /office space across the province will be completed within 2-months.
-Vesting	All	-Service Level Agreement	Departments, Municipalities, Gov. Agencies	Across the Province	6-months	All government building acquired across the province will be vested within 6-months.
-Landscaping	All	Neat and tidy	Cluster government complex & Public Works Offices	Across the Province	Daily	All grounds at government buildings which the department of public works is responsible for, are

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						kept neat and tidy throughout the year.

1.2 MAINTENANCE EXECUTIVE PROGRAMME

Key service	Quantity	Quality	Target Group	Target Area	Time Periods	Full Statement
Installation Maintenance and Operations	all	NBR	Cluster government complex & Public Works Offices	Across the Province	-	Installations and Maintenance and Operations shall be executed in accordance with NBR clause A-15
-consultative forums	all	Effective meetings	Provincial User Department Forum	Across the Province	quarterly	Provincial department forum meetings are held on quarterly basis.
Log a call (Request Co-ordinating Center system)	100%	Courteous behaviour.	Cluster government complex & Public Works Offices	Across the Province	5-minutes	Request for government building defects repairs within the Province will be logged and responded to by inspection visit.
Inspection	100%	Prompt response, National building regulation(NBR)	Cluster government complex & Public Works Offices	Across the Province	5-working days	Inspection for each logged call will be conducted to Cluster government complex & Public Works Offices across the province

Key service	Quantity	Quality	Target Group	Target Area	Time Periods	Full Statement
Maintenance	100%	Prompt response Job cards Specifications SABS, NBR	Cluster government complex & Public Works Offices	Across the Province	7-working days	within 5-working days. Maintenance to an inspected Cluster government complex & Public Works Offices will be executed within 7-working days.
Conditions assessment	100%	NBR,	All government departments	Across the province	3-year cycle	General condition assessment is conducted after every 3-years on all government buildings across the province.
Scheduled inspection	All Government Buildings	Project plan Evaluation report	Cluster government complex & Public Works Offices	Across the Province	Annual plan	Scheduled inspection is conducted quarterly on Cluster government complex & Public Works Offices.
Statutory Requirement assessment		NBR	Cluster government complex & Public Works Offices	Across the province	Statutes specification	Statutory assessment will be conducted according to equipment inspection time durations.
-Structure	-	Mechanical Equipment Twice /month	Electrical Equipment Twice /month	Across the province	-	-
-Inspection on Government complexes & health centers and Institutions Equipment.	-			-	-	-

Key service	Quantity	Quality	Target Group	Target Area	Time Periods	Full Statement
Scheduled Maintenance(Maintenance Programme Development) (NYS Project Included)	Public Works Portfolio	National building regulation(NBR)	Cluster government & complex Public Works Offices	Across the province	annually	Maintenance programme development will be implemented annually according to APP on Public Works Portfolio Buildings.
Facility for disabled persons	Public Works Portfolio	NBR (Part S)	Cluster government & complex Public Works Offices	Across the province	Agreed time frame on APP	All facilities for disabled persons will be erected according to National Building Regulation Part S.

1.3 PROJECT MANAGEMENT EXECUTIVE PROGRAMME

Key service	Quantity	Quality	Target Group	Target Area	Time periods	Full Statement
Construction Administration	IPIP	National building regulation(NBR)	Client Department	Across the Province	-	All Construction work shall be executed in accordance with NBR Part- A
Consultative forums • DWG • IDWG • PMC	ALL	-	Infrastructure cluster	Polokwane	quarterly	IDIP consultative forum meetings are held on a monthly basis.
-Capital works programme	IPIP	Service Agreement. Implemented according to contract documents	Client Department	Across the Province	Within contract period	All capital works programmes as on IPIP will be implemented across the province within their respective contract periods.
- Drawings	all	NBR	Government Departments	Across the province	As on IPIP (annually)	The designing ,planning and the supervision of any building or structure shall be done in accordance with Part-A of NBR.
- Structural design	all	NBR	Government departments	Across the province	As on IPIP (annually)	Structural design shall be done in accordance

Key service	Quantity	Quality	Target Group	Target Area	Time periods	Full Statement
- Facility for disabled persons	All	NBR SABS	Client Department	Across the Province	Contract period	with NBR Part-B All facilities for disabled persons will erected according to Part-S of NBR (section 3 of SABS 0040).
-Environmental impact assessment	All	Compliance to environmental legislation	Client Department and communities	Across the Province	Within 6 months of the planning phase	EIA is undertaken within 6 months of the planning phase of all projects.
-New standardized clinic	All	Compliance to contract documents	Client Departments	Across the Province	Six months	New standardized clinic takes 6-months to complete.
-New standardized 4-classroom block	All	Compliance to contract documents	Client Departments	Across the Province	3- months	New standardized 4-classroom block takes 3-months to complete.
-New standardized 8 - classroom block	All	Compliance to contract documents	Client Departments	Across the Province	4- months	New standardized 8-classroom block takes 4-months to complete.
-Bids adjudication	Average of 10 bidders	Correctness of documents	Client Departments	Across the Province	One day	Adjudication of all bids documents for a bid with an average of 10-bidders takes a day.
-Progress Certification	All	Completed work (good workmanship)	Client Department	Across the Province	5 days	Certification of completed work on capital projects is

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-Environmental impact assessment	All	Compliance to environmental legislation	Client Department and communities	Across the Province	Within 6 months of the planning phase	EIA is undertaken within 6 months of the planning phase of all projects.
-New standardized clinic	All	Compliance to contract documents	Client Departments	Across the Province	Six months	New standardized clinic takes 6-months to complete.
-New standardized 4-classroom block	All	Compliance to contract documents	Client Departments	Across the Province	3- months	New standardized 4-classroom block takes 3-months to complete.
-New standardized 8 - classroom block	All	Compliance to contract documents	Client Departments	Across the Province	4- months	New standardized 8-classroom block takes 4-months to complete.
-Bids adjudication	Average of 10 bidders	Correctness of documents	Client Departments	Across the Province	One day	Adjudication of all bids documents for a bid with an average of 10-bidders takes a day.
-Progress Certification	All	Completed work (good workmanship)	Client Department	Across the Province	5 days	Certification of completed work on capital projects is

Key service	Quantity	Quality	Target Group	Target Area	Time periods	Full Statement
-quality assurance	all	QMS & quality management plans	Client department	Across the province	?	processed within 5 days. Quality control at all government projects across the province will be executed according programme quality plan.
-material quality testing	all	NBR, Manufacturer specifications	Client department	Across the province	On arrival	All material at all projects across the province shall be subjected to quality test on arrival. Clause A-13 of NBR.
-workmanship quality tests	all	documents	Client departments	Across the province	Daily	All work under construction at all projects across the province shall be subjected to daily quality inspection.
-project risk control	all	Risk plan	Client departments	Across the province	Monthly	All projects under construction across the province shall be subjected to monthly risk audits.
-communication	all	Communication strategy	Client department	Across the province	Monthly	Progress on all projects under construction across the province will be

Key service	Quantity	Quality	Target Group	Target Area	Time periods	Full Statement
						communicated monthly to all relevant stakeholders through meetings, websites and newsletters.

1.4 EPWP EXECUTIVE PROGRAMME

Key Service	Quantity	Quality	Target Group	Target Area	Time Periods	Full Statement
Expanded public works Projects	All	Effective Co-ordination of the implementation of all EPWP projects. Provincial business plan	Client Departments & Municipalities	Limpopo Province	Annually	All EPWP projects for government departments and municipalities across the province are coordinated effectively annually.
-National Youth Service (NYS)	500	Relevance and FET college students	Unemployed youth in all municipalities	Limpopo Province	Annually	500 unemployed youth are placed on NYS programme annually.
-Contractor Development	40	Relevance and FET College students.	Youth, women and people with disability in all municipalities	Limpopo Province	Bi-annually	40 emerging contractors are placed on contractor development programme bi-annually.
-Monitoring & Evaluation	All EPW Programmes & Projects	Quality monitoring reports. Quality Evaluation reports.	Programmes and Projects at LDPW	Limpopo Province	Quarterly	All EPW Programmes & Projects at LDPW are subjected to quarterly monitoring and evaluation.
-projects implementation	6	NBR	Extreme poverty villages, maintenance of Public works Portfolio.	Limpopo province	Annually	A minimum of 6 – projects are implemented annually at extreme poverty villages and public works portfolio across

Key Service	Quantity	Quality	Target Group	Target Area	Time Periods	Full Statement
-employment creation	300	Temporary and permanent employment	Unemployed	Limpopo province	Annually	the province. Approximately 300 employment opportunities are created through EPWP projects across the province annually.
-skills development	300	Accredited training	beneficiaries	Limpopo province	Annually	Approximately 300 beneficiaries working on EPWP projects across the province receive accredited training annually

We commit ourselves to render services to customers as outlined in the Service Standards Document.

APPROVED / NOT APPROVED

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HEAD OF DEPARTMENT

20 May 2010
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DATE