



FOREWORD BY THE MEMBER OF THE EXECUTIVE COUNCIL

The White Paper on Transforming Service Delivery and the Batho Pele principles emphasise the centrality of citizens in the plans and programmes of government. In essence this translates to, nothing about the people without the people. This calls for the consultation of citizens in the life cycle of every service delivery initiative by government, from conception to handover.

In line with the ethos of Batho People principles, government departments are under obligation to publish their Service Standards in the Service Delivery Charter to ease the citizens' access to information on the business of the Department.

The Service Delivery Charter is a public declaration on the part of the Department to its commitment to a culture of service delivery excellence that has the people at the centre of its mandate.

The Charter provides basic information about the systems and procedures of the Department. It outlines the minimum generic standards of service and performance you can expect from the Department.

Through this Service Delivery Charter we offer ourselves to public scrutiny and account on whether we meet our commitments and obligations as a Department. This is the practical manifestation of the Freedom Charter clause of, the people shall govern.

Re A Soma

2010-07-13

Mr MG PHADAGI
MEMBER OF EXECUTIVE COUNCIL
DEPARTMENT OF PUBLIC WORKS

DATE

Who we are:

VISION

A leader in the provision and management of provincial 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.

VALUES

- Professionalism
- Humility
- Adherence to the Batho Pele principles

What do we do:

STRATEGIC GOALS

- **Sustainable provincial building infrastructure to support service delivery**
 - Maintenance of government buildings for safe and reliable use in accordance with norms and standards
 - Implementation of capital works projects within time lines, budget and quality in line with IDIP initiatives
 - Efficient management of immovable properties utilized for government service delivery
 - Facilitate infrastructure planning
- **Poverty alleviation, skills transfer and job creation**
 - Achievement of EPWP goals using DPW capital and maintenance budgets
 - A well coordinated Provincial EPWP
 - Monitoring and evaluation of EPWP implementation

- **Promotion of Broad Based Black Economic Empowerment**
 - Implementation of preferential procurement policies in compliance with relevant Government procurement prescripts
- **Improved service delivery and good corporate governance:**
 - Optimum financial management
 - Implementation of service delivery improvement programme
 - Implementation of human resource development programme
 - Improved health and psycho-social functioning of staff
 - Implementation of Occupational Health and Safety Programme
 - Implementation of appropriate procurement and provisioning system which is fair, equitable, transparent, competitive and cost effective
 - Enhance and strengthen internal and external communication.

Who is in charge

Political Head

The MEC, Mr. MG Phadagi is an elected politician responsible for directing the Department's activities in line with the National and Provincial Government's policies.

Administrative Head

The Accounting Officer is Ms. M Ramphela who is the Head of Department of Public Works. She is a public servant, appointed to ensure that the Department implements the Premiers' and the Executing Councils policies in an efficient and effective manner.

Our standards-and how we met them

Our service standards are set in consultation with our customers. These are our performance standards, and the results achieved:

2009/10 Set Targets and Results Achieved

Service	Service Indicator	Annual Target	Actual Performance
PROFESSIONAL SERVICES AND PROJECT MANAGEMENT	Infrastructure Programme Implementation Plan in place	Two Infrastructure Programme Implementation Plan	One Infrastructure programme Implementation Plan developed
	EDUCATION (New Projects) PHASE 1: Construction of Schools	12 Condemned and Congested schools R64million	None
	PHASE 2: Construction of Schools	3 Cross Boundary Schools in Sekhukhune R16million	None
	EDUCATION (Old projects) Construction of Schools	13 Projects R70million	None
	HEALTH HOSPITAL REVITALISATION PROGRAMME	Completion 37 Projects	32 projects completed
	LETABA HOSPITAL Construction of New Additional Facilities		
		Contract B3: New Admin, visitors' Waiting area, gate house, Admissions, Transport control Offices, clinic and Dining Hall, Palisade fence, New access road & parking Contract Sum: R32million	90% construction works completed



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		<p>Contract A1: Construction of Residential and recreation facilities</p> <p>Contract Sum: R27.5million</p>	100% complete Target achieved
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		<p>Contract 2: Medical and Geriatric Wards</p> <p>Contract Sum: R16.25million</p>	55% of construction works completed

Service	Service Indicator	Annual Target	Actual Performance
		<u>Contract 3</u> Kitchen, Dining and bulkstore Contract Sum: R17million	75% of construction works completed
		<u>Contract 4:</u> Health support Contract Sum: R9.20million	55% of construction works completed
		<u>Contract 4:</u> Earthworks for Podium Contract Sum: R9.7million	100% complete Target achieved
	POLOKWANE HOSPITAL Construction of Forensic offices	Completion of Forensic offices Contract Sum: R1.95million	100% complete Target achieved
	<u>CLINICS</u> Construction of Clinics	15 Projects at: Calais, Modjadji, Sekororo, Masisi, Vleifontein, Elandsdoorn, Spitspunt, Regorogile 2, Groblersdal, Sadu, Gideon, Zeist, Dichoeng, Marishane & Ikaneng. Contract Sum: R94.4million	Average of 98% of construction works completed. Spend to Date: R88.7million
	<u>HEALTH CENTRES</u> Construction of new Health Centres	Thabalishoba Contract sum: R45million	85% of construction works completed Spend to Date: R36.7million
		HC Boschof: Contract sum: R52million	100% completed

	FORENSIC PATHOLOGY FACILITIES Construction of 3 facilities	Mokopane Contract sum: R8.8million	100% of construction works completed. Project on Retention
		Kgapane Contract sum: R7.4million	100% of construction works completed. Project on Retention
		Groblersdal Contract sum: R1.8million	40% of construction works completed.
	ONE-STOP CENTRES Construction of One Stop Centers in districts	5 projects in i. CAPRICORN (Senwabarwana, Blouberg, Mfefe) Contract sum: R16.4million	100% completed
		ii. MOPANI (Lebaka & N'wamitwa) Contract sum: R10.2million	100% completed
Service	Service Indicator	Annual Target	Actual Performance
		iii. WATERBURG (Thaba Leshoba) Contract sum: R15.2million	100% completed
		iv. VHEMBE (Watervaal, Tshaulu & Rabali) Contract sum: R14.5 million	100% completed
		i. SEKHUKHUNE (Schoonoord, Mpanama, Saaiplaas & Mohlaetsi) Contract sum: R21million	100% completed



	EMS STATIONS Construction of New EMS Stations	Thohoyandou: Contract sum: R3.29million	65% of construction works completed.
		Makhado: Contract sum: R5.85million	100% of construction works completed
	STAFF ACCOMMODATIONS Construction of Staff Accommodation at various hospitals	3 Projects: SEKHUKHUNE (Matlala, Jane Furse & Mecklenburg) Contract sum: R7.15million	Average 100% of construction works completed
Service	Service Indicator	Annual Target	Actual Performance
		MOPANI (Maphutha Malatji and Letaba hospitals) Contract sum: R27.5million	Average 80% of construction works completed
		2 Projects: WATERBURG (Mokopane, Voortrekker & FH Ordendaal) Contract sum: R17.6million	Average 100% construction works completed
		VHEMBE (Siloam, Makhado, Elim, Malamulele, Musina & Donald Fraser) Contract sum: R14.33million	Average 100% construction works completed
	<u>DEPARTMENT OF SPORTS, ARTS AND CULTURE</u>	Thulamela Contract sum: R8.264million	75% of construction works completed.



	PHASE 1: Construction of libraries	Fetakgomo Contract sum: R7.88million	100% of construction works completed
	PHASE 2: Upgrading of existing libraries in various districts	16 Projects Contract sum: R20.83million	10 Projects completed.6 projects put on hold.
Service	Service Indicator	Annual Target	Actual Performance
	<u>DEPARTMENT OF ROADS & TRANSPORT</u> TRAFFIC STATIONS Completion of Traffic stations: Moutse, Thohoyandou and Mokopane	3 Projects Contract sum: R38.68million	Practically completed, project on Retention
BUILDING MAINANCE	Refurbishment of Government Complexes	3 Government Complexes	90% of work completed of 3 Government Complexes. (Lebowakgomo Government Complex 100% of work done) (Thohoyandou Government Complex 85% of work done). (Giyani Government Complex 85% of work done)
		Site hand over to contractors for phase II	Site hand over to contractors for phase II not done
	Maintenance of blocks of offices	Maintenance of 13 blocks of offices.	Maintenance of 13 blocks of offices completed.
		Laying of paving bricks at Vhembe and Sekhukhune.	Laying of paving bricks at Vhembe and Sekhukhune completed.
		Upgrading of water reticulation at Vhembe.	Upgrading of water reticulation at Vhembe completed.

		Upgrading of 100 covered parking bays (50 at Vhembe and 50 at Mopani)	Upgrading of 100 covered parking bays (50 at Vhembe and 50 at Mopani) completed.
Service	Service Indicator	Annual Target	Actual Performance
		Construction of 6 toilets at Sekhukhune District Office.	Construction of 6 toilets at Sekhukhune District Office completed.
	Maintenance of residential houses.	Maintenance of 96 residential houses (Capricorn 6, Mopani 18, Sekhukhune 29, Waterberg 25 and Vhembe 18).	Maintenance of 96 residential houses (Capricorn 6, Mopani 18, Sekhukhune 29, Waterberg 25 and Vhembe 18) completed.
	Construction of staff houses, guard houses and workers change rooms	14 staff houses (10 Staff Houses at Capricorn and 4 Staff Houses at Waterberg).	14 staff houses (10 Staff Houses at Capricorn and 4 Staff Houses at Waterberg) completed.
		1 Guard House at Mopani.	1 Guard House at Mopani completed.
		2 Workers Change Rooms at Sekhukhune.	2 Workers Change Rooms at Sekhukhune completed.
	Construction of palisade fences.	Construction of steel palisade fence at (Giyani Cost Centre, Giyani Stores and Modimolle Cost Centre).	Construction of steel palisade fence at (Giyani Cost Centre, Giyani Stores and Modimolle Cost Centre) completed.
	Landscape Development	Development of 1 hectare of landscape gardens at Parliamentary Village Extension.	Development of 1 hectare of landscape gardens at Parliamentary Village Extension completed.

Service	Service Indicator	Annual Target	Actual Performance
	Electrical Installation	Completion of installation of 1 standby generator at Sekhukhune District office (1 Standby Generator, 1 MVA Mini-sub and 5 kiosks) and 1 Standby Generator at Parliamentary Village.	Completion of installation of 1 standby generator at Sekhukhune District office (1 Standby Generator, 1 MVA Mini-sub and 5 kiosks) and 1 Standby Generator at Parliamentary Village completed.
	Construction of sewer lines.	Completion of the sewer lines at Sekhukhune District Office and septic tank at former MEC's residence at Lebowakgomo.	Completion of the sewer lines at Sekhukhune District Office and septic tank at former MEC's residence at Lebowakgomo completed.
	Rehabilitation of unused buildings	Alldays Hostels.	Alldays Hostels completed.
	Access to government structures for people with disability	Installation of a Lift at Nebo Cost Centre.	Installation of a Lift at Nebo Cost Centre not done.
		Provision of 6 toilets for people with disability (3 at Lebowakgomo and 3 at Modimolle)	Provision of 6 toilets for people with disability (3 at Lebowakgomo and 3 at Modimolle) completed.
Service	Service Indicator	Annual Target	Actual Performance
	Conduct Demand Side Management for Electrical Energy consumption in buildings.	Installation of energy efficient lighting in office buildings (3 government complexes).	Installation of energy efficient lighting in office buildings (3 government complexes) completed.



	Acquisition of building/landscaping machinery and equipments.	Acquisition of 48 maintenance machinery and equipments (1 x tractor, 8 x concrete mixer, 5 x dumpers, 2 x portable generators, 6 x compactors, 10 x concrete breaker, 4 x water pumps machines, 2 x welding machines and 10 lawn mower machines)	Acquisition of 48 maintenance machinery and equipments (1 x tractor, 8 x concrete mixer, 5 x dumpers, 2 x portable generators, 6 x compactors, 10 x concrete breaker, 4 x water pumps machines, 2 x welding machines and 10 lawn mower machines) Not acquired.
REAL ESTATE	Ownership of properties	200 item 28(1) certificates issued	14 applications to PSLDC submitted. Cumulative 354 item 28(1) certificates were received
		Transfer 5 remaining R293 Townships to Municipalities	None have been transferred. (One is with the State attorneys, second one was returned by State Attorneys Makhado Thohoyandou to DPW for rectification and other three are with the municipalities for signatures.)
Service	Service Indicator	Annual Target	Actual Performance
	Provision of office accommodation in line with EXCO decision	Office accommodation for premier's office and Education	None.
		Construction of Provincial Legislature	The recommended funding option was only approved on 31 March 2010 by EXCO
		Relocation of essential services to Sekhukhune District	None

	Institutionalizing Property Incubator Programme (PIP)	Enrol 32PIP beneficiaries	None
	Initializing GIAMA	1 Custodian Asset Management Plan and 12 User Asset Management Plan	Preliminary plans put in place.
	Compliance with GIAMA minimum requirements.	Updating of the Asset Register with 6 384 properties	60% progress in the finalisation of the asset register to meet Treasury requirements for 2010.
	Payment of Property rates and taxes inline with devolved function.	Spend 100% of the allocated budget R13 776 000	Total of R8 151 132 .95 was processed for the year.
	Reduction of arrear rentals (opening balance: R 5 023 407)	Recover R1 004 687 of arrear rental	R334 906. 23collected
Service	Service Indicator	Annual Target	Actual Performance
EXPANDED PUBLIC WORKS PROGRAMME	Effective coordination of the creation of 69,595 work opportunities by sector departments and municipalities; Infrastructure sector-46,611 Environment and culture sector6,928 and Social sector 16,056	4 provincial steering committee workshops	4 Provincial Steering Committee meetings held and reports produced
		36 EPWP Sector Committees	34 EPWP Sector Committees held
		Provincial EPWP Business plan target	Coordinated the creation of 54 984 job opportunities.
	Technical capacity Building	Training of 130 officials in 30 municipalities and 10 provincial departments	213 officials trained from both the municipalities and departments.

	Number of work opportunities created	291 work opportunities at seven Community Empowerment projects: Mallaka Preschool 20, Siyambe preschool 10, Mamphare Preschool 10 Jobs Westernburg High School 25 Jobs Dwaalboom clinic, 16 Jobs Beautification & Poverty Alleviation sites 210 Jobs	367 work opportunities created
	500 youth	500 Youth enrolled in NYS	500 youth on the programme.
Service	Service Indicator	Annual Target	Actual Performance
	Number of Emerging Contractors enrolled	40 Emerging contractors	No emerging contractors enrolled
HUMAN RESOURCES DEVELOPMENT		81 External student awarded bursaries R1.5000.000	81 awarded bursaries
	Number of employees serving awarded bursaries	170 serving employees awarded bursary R1,5000 000	169 serving employees awarded bursaries.
		24 external learners enrolled in the Learnership programme R2 500 000	24 external learners enrolled in the Learnership programme
	Number of Interns enrolled in the department	84 interns enrolled R 3000 000	67 interns enrolled
	Number of employees trained on skills management skills	530 employees trained R1,500 000	408 – Internal employees were trained, added to that 728 – External in total 1136.

How we intend to improve service.

Next year (2010/11) we plan to improve our service still further:

Current standards

1. 100% implementation of IPIP as at 31 March 2010.
2. 60% implementation of GIAMA

Target for 2011/2012

1. 100% Implementation of all prioritized projects on IPMP.
2. 100% compliance with GIAMA initiatives.

Our organization and staffing

The Department currently employs 3482 staff located at Head Office and District Offices constituted as follows:

Head Office Polokwane: 331

Waterberg District: 329

Capricorn District: 406

Vhembe District: 840

Mopani District: 681

Sekhukhune District: **330**

The following is a summary of our racial break down of our staff compliments; of our permanent staff are Black.

5 of our permanent staff are Asian.

14 of our permanent staff are Coloured.

36 of our permanent staff are White.

586 of our staff are Contract Workers.

2012 of our permanent staff are male and

1470 are female.

We employ 47 people with disability.

Our Budget

Our budget for this financial year amounts to **R737 352.000.00**. Below is a breakdown of the 2009/10 budget.

Program	Adjusted Budget	Actual Expenditure	% expenditure
Administration	R290 722.000.00	R289 019.000.00	99.5%
Public Works	R424 030.000.00	R389 547.000.00	91.9%
EPWP	R 22 600.000.00	R 21 000.000.00	92.9%
Total	R737 352.000.00	R699 566.000.00	94.8%

For more information please call Ms. M Ramphele at 015 – 284 7100 Or write to:

Head of Department

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POLOKWANE

0700

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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.

Values

- Professionalism
- Humility
- Accessibility

Adherence to Batho Pele principles

STATEMENT OF PUBLIC SERVICE COMMITMENT

2010/2011

I, Muthundinne George Phadagi, as the Member of the Executive Council responsible for the Public Works function in the Limpopo provincial government here commits the department to provide services in a manner that is equitable and does not unduly favour or disadvantage anybody.

For us Standards of Service are more than meeting service delivery targets such as waiting times and hours of operation. The people of Limpopo have the right to know what they should expect from their provincial government. They have the right to know how services will be delivered, what they cost, and what the people can do when services are not acceptable.

The strategic goals of the department against which its service delivery standards will be measured remain the following:

- Speeding up growth and transforming the economy to create decent work and sustainable livelihoods;
- Massive programme to build social and economic infrastructure;
- Strengthening our skills and human resource base;
- Intensify the fight against crime and corruption;
- Pursuing African advancement and enhance international cooperation;
- Building a developmental state including improvement of the public services and strengthening democratic institutions;

This is no idle statement said in jest. We mean every word written herein. It is against this that we urge consumers and users of our services to look at all our core functions and how we are going to deliver on these.

The Service Standards document makes provision for the following:

- Key services
- Quantity
- Quality
- Target group

- Target area
- Time period
- Full statement.

Provided too in the document are schematic representations of quite useful tools to citizens:

- Project Delivery Process
- Access to Information Process
- Redress Mechanism

We commit to uphold the highest standards of professionalism and ethics on behalf of the government of Limpopo and its people.



Mr Phadagi

Member of the Executive Council

Department of Public Works