



**LIMPOPO**

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
PUBLIC WORKS, ROADS & INFRASTRUCTURE

# SERVICE DELIVERY IMPROVEMENT PLAN

2025 - 2030

**The heartland of southern Africa- development is about people!**

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## **ACRONYMS AND ABBREVIATIONS**

CCM	Cost Center Manager
COGHSTA	Corporative Governance, Housing and Traditional Affairs
DICC	Departmental Infrastructure Coordination Committee.
CIDB	Construction Industry Development Board
DPSA	Department of Public Service and Administration
EA	Executive Authority
EPWP	Expanded Public Works Programme
GIAMA	Government Immovable Asset Management Act
IC	Infrastructure Cluster.
IAR	Immovable Asset Register
ICT	Information Communication Technology
PRMG	Provincial Roads Maintenance Grand
POE	Portfolio of Evidence
RAL	Roads Agency Limpopo
SLA	Service Level Agreement
NYS	National Youth Services

## OFFICIAL SIGN OFF

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It is hereby certified that this Service Delivery Improvement Plan:

- It was developed by the management of the department of Public Works, Roads and Infrastructure under the guidance of the MEC, Mr. Rachoene E.S
- It was prepared in line with the current Strategic Plan **2025-2030** and the Annual Performance Plan (**2025/2026**)
- It is compiled with the latest available information from departmental business units and Public Service Regulations (PRS); 2016. Chapter 3, part 3: Regulation 38

**Coordinated by:**



**Mr. Marole N**

**Director: Strategic Management SBU**

Date: 18/06/2025

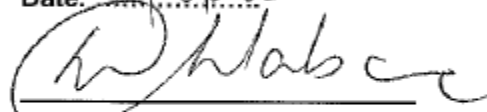
**Recommended by:**



**Ms. Mahlase M.S**

**Chief Director: Corporate Services**

Date: 18/06/2025

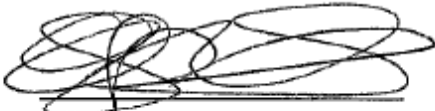


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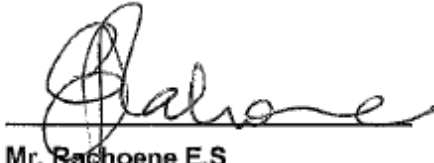


Mr. Phukuntsi M.J

Head of Department Public Works, Roads and Infrastructure

Date: 20/04/2021

Authorised by:



Mr. Rachoene E.S








MEMBER OF EXECUTIVE COUNCIL

Department of Public Works Roads and Infrastructure

Date: 25/06/2021

## ANNEXURE A: SDIP TEMPLATE

### PART1: SUMMARY OF THE SDIP TEMPLATE

	PREREQUISITES
	<p><b>A. Attach/Send a link of the Departmental Strategic plan, Service Delivery Model, Set Norms &amp; Standards and the Service Standards for all services offered by the Department</b></p> <div>  Strategic Plan 20252030.pdf  Service Standards 20252026.pdf  Complaints 20242025.pdf  SDM 2.pdf  SDM 1.pdf  SDM 4.pdf  SDM 3.pdf </div> <p><b>AIM: Identify service offering of the departments which outlines quality and quantity of the department</b></p> <p><b>Provision of roads maintenance</b></p> <p><b>-The planned target 50 000 km, 50 356 km of roads bladed as per RAL ACT</b></p> <p><b>Provision of information on immovable assets</b></p> <p><b>-Planned target 50, 50 assets verified as per GIAMA</b></p> <p><b>Provision of building infrastructure</b></p> <p><b>-Planned target 05, 05 Infrastructure Programme Implementation plan developed as per CIDB</b></p> <p><b>Coordinate EPWP in the Province</b></p> <p><b>-Planned target 1461, 1479 job opportunities created as per NYS</b></p>
	<p><b>B. 1. Service Delivery departments:</b> Identify the Key services through synthesis of internal and external analysis of departmental service delivery (Attach/Send a link of the integrated complaints/ Queries/ Enquiries/Litigation/ Poor performing service reports and/or Satisfaction survey results and any other documents required in the SDI Directive and Template as POE)</p> <p><b>AIM: to identify service delivery weaknesses within your department or agencies or public entities providing services on behalf of the department</b></p> <p><b>1.1 Provision of roads infrastructure and maintenance.</b></p> <p><b>The department has received number of service delivery complaints from the public, through Presidential, Premier hotlines and walk inn.</b></p> <p><b>1.2 Provision of building maintenance</b></p> <p><b>The planned targets not achieved</b></p>

## ANNEXURE A: SDIP TEMPLATE

SUMMARY OF THE SDIP CRITICAL (KEY) SERVICES										
	<b>C. Populate the table below</b> <i>AIM: identify service delivery improvement interventions</i>									
OUTCOME	KEY SERVICES	KEY PERFORMANCE INDICATORS (KPI)	DEPARTMENT SPECIFIC SET STANDARD	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET					PORTFOLIO OF EVIDENCE
					Year 1	Year 2	Year 3	Year 4	Year 5	
Sustainable roads and building infrastructure.	Building maintenance.	Number of planned maintenance projects (refurbished/renovation) completed	Unscheduled and scheduled maintenance	04	09	10	11	14	03	Quarterly reports with POE.
Sustainable roads and building infrastructure.	Kilometres of gravel roads bladed.	Number of kilometres of gravel roads bladed	Blading of gravel roads	55 647,66	68 000	75 000	80 000	85 000	90 000	Quarterly reports with POE.



## ANNEXURE A: SDIP TEMPLATE

### PART 2: SUMMARY ON THE IMPROVEMENT OF BATHO PELE (SERVICE QUALITY) STANDARDS

PREREQUISITES
<b>A. Attachment/link to the analyzed Batho Pele standards based on complaints/ other performance measures</b> <i>AIM: Identify the status of the quality of services</i> <i>Projects are not completed</i>
<b>B. Attachment/link to the problem analysis conducted</b> <i>AIM: to identify the weaknesses of the quality of services provided with a department/ institution</i> <i>Poor budget allocated</i>
<b>C. Attachment/link to the identified interventions</b> <i>AIM: identify quality of service delivery improvement interventions</i> <i>Additional budget is required</i>

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET				
				Outline the desired target of 5 years				
				Year 1	Year 2	Year 3	Year 4	Year 5
1) <b>Courtesy</b>	Number of Districts and Cost centres	All citizens without reservation will have equal access to all services rendered.	5 Districts and 43 Cost Centre offices	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
2) <b>ACCESS</b>	Number of Districts and Cost centres	All citizens without reservation will have equal access to all services rendered.	5 Districts and 43 Cost Centre offices	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
3) <b>INFORMATION</b>	Number of Citizens and Annual reports produced and distributed	Citizens have a right to full accurate information of the services rendered.	Annual, Citizen reports, Newsletter, etc	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
4) <b>REDRESS</b>	Number of service delivery complaints and compliments received	All service delivery complaints will be resolved within 30 working days and failure to adhere to the standard an apology will be given.	17 complaints received	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
5) <b>CONSULTATION</b>	Number of DICC meetings.	DICC meetings are taking place monthly.	Departmental Infrastructure Coordination Committees (DICC)	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
6) <b>OPENNESS &amp; TRANSPARENCY</b>	Number of Citizens report, Annual report and departmental brochures produce and distribute.	The department recognise that openness and transparency are the cornerstones of our democracy.	Citizens report, Annual report, brochures etc	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard

## ANNEXURE A: SDIP TEMPLATE

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET				
				Outline the desired target of 5 years				
				Year 1	Year 2	Year 3	Year 4	Year 5
7) <b>SERVICE STANDARDS</b>	Number of service standards.	Develop Departmental Service Standard	Departmental Service Standards.	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
8) <b>VALUE FOR MONEY</b>	Number of audit findings on irregular spending	The department shall endeavour to use public funds resources efficiently, effectively and economically	Qualified audit finding.	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA

PREREQUISITES
<p><b>A. Attachment/link to the analyzed Batho Pele standards based on complaints/ other performance measures</b></p> <p><i>AIM: Identify the status of the quality of services</i></p> <p><i>Lots of complaints from the public about blading of the roads.</i></p>
<p><b>B. Attachment/link to the problem analysis conducted</b></p> <p><i>AIM: to identify the weaknesses on the quality of services provided with a department/ institution</i></p> <p><i>The insufficient number of graders and delay in procurement of blader for the graders.</i></p>
<p><b>C. Attachment/link to the identified interventions</b></p> <p><i>AIM: identify quality of service delivery improvement interventions</i></p> <p>Appointment of new supplier for the blader and additional number of graders and drivers. To beef up Dikgerekgere</p>

## PART 2: SUMMARY ON THE IMPROVEMENT OF BATHO PELE (SERVICE QUALITY) STANDARDS

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR	OVERALL SDIP CYCLE TARGET				
				Outline the desired target of 5 years				
				Year 1	Year 2	Year 3	Year 4	Year 5
1) <b>ACCESS</b>	Number of Districts and Cost centres	All citizens without reservation will have equal access to all services rendered.	5 Districts and 43 Cost Centre offices	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard

## ANNEXURE A: SDIP TEMPLATE

BATHO PELE PRINCIPLES	KEY PERFORMANCE INDICATORS (KPI)	SET BATHO PELE STANDARDS	BASELINE: YEAR	OVERALL SDIP CYCLE TARGET				
				Outline the desired target of 5 years				
				Year 1	Year 2	Year 3	Year 4	Year 5
2) <b>INFORMATION</b>	Number of Citizens and Annual reports produced and distributed	Citizens have a right to full accurate information of the services rendered.	Annual, Citizen reports, Newsletter, etc	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
3) <b>REDRESS STANDARDS:</b>	Number of service delivery complaints and compliments received	All service delivery complaints will be resolved within 30 working days and failure to adhere to the standard an apology will be given.	17 complaints received	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
4) <b>CONSULTATION</b>	Number Of Provincial Roads Maintenance Grant (PRMG) bilateral meetings.	Bilateral meetings held as planned.	04 (PRMG) bilateral meeting	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
5) <b>OPENNESS &amp; TRANSPARENCY STANDARDS</b>	Number of Citizens report, Annual report and departmental brochures produce and distribute.	The department recognise that openness and transparency are the cornerstones of our democracy.	Citizens report, Annual report, brochures etc	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
6) <b>SERVICE STANDARDS</b>	Number of service standards.	Develop Departmental Service Standard	Departmental Service Standards.	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
7) <b>COURTESY</b>	Number of Districts and Cost centres	All citizens without reservation will have equal access to all services rendered.	5 Districts and 43 Cost Centre offices	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard
8) <b>VALUE FOR MONEY</b>	Number of audit findings on irregular spending	The department shall endeavor to use public funds resources efficiently, effectively and economically	Qualified audit finding.	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA	Adherence to PFMA

## ANNEXURE A: SDIP TEMPLATE

CHANGE MANAGEMENT PLAN				
<b>IDENTIFIED STAKEHOLDER CONSULTATIONS:</b>	<b>STAKEHOLDER's NAMES</b> Traditional Leaders, Road users, wards councillors	<b>STAKEHOLDER's INTERESTS</b> Good roads conditions Proper building infrastructure	<b>METRICS (WEIGHTING &amp; RELEVANCE)</b> 100%	<b>EXPECTED BENEFIT/S</b> Clients satisfactory on level of service received.
<b>COMMUNICATION MEASURES REQUIRED:</b>	<b>IDENTIFIED COMMUNICATIONS MEASURES</b> Meetings / Imbizo Flyers Radio slots Facebook	<b>FREQUENCY</b> Quarterly	<b>MANNER OF COMMUNICATION</b> Virtually meetings One on One sessions.	<b>OBJECTIVES</b> Promoting the role and function of the department
<b>INTERVENTIONS REQUIRED INTERNALLY:</b>	<b>IDENTIFIED INTERNAL INTERVENTIONS</b> Proper maintenance of road networks and buildings.	<b>SOLUTION REQUIREMENTS</b> Budget.	<b>REQUIRED RESOURCES</b> Both capital and human resources.	<b>ACTION PLAN</b> Operational Plan aligned to Strategic plan of the department.
<b>INTERVENTIONS REQUIRED EXTERNALLY:</b>	<b>IDENTIFIED EXTERNAL INTERVENTIONS</b> Identify any defects on our roads network.	<b>SOLUTION REQUIREMENTS</b> Proper maintenance of roads networks.	<b>RESOURCES REQUIRED</b> Human Resources	<b>ACTION PLAN</b> Road's and building maintenance are an agenda item in meeting with stakeholders.

MONITORING, REPORTING AND EVALUTION PLANS	
<b>MONITORING PLAN:</b>	The SDIP and Customer Care SBU will monitor quarterly, annually and the performance will be verified against the means of verification report generated by Monitoring and Evaluation SBU
<b>REPORTING PLAN:</b>	SDI and Customer Care SBU under the Strategic Management Directorate will report quarterly and annually on progress made SDIP Coordinator, SDIP Championing, Executive Management, OTP and lastly DPSA.

## ANNEXURE A: SDIP TEMPLATE

Evaluation PLAN:	IMPACT ASSESSMENT MEASURES							
	KEY PERFORMANCE INDICATORS (KPI)	BASELINE: YEAR 0	OVERALL SDIP CYCLE TARGET					PORTFOLIO OF EVINDENCE
			Year 1	Year 2	Year 3	Year 4	Year 5	
<b>SATISFACTION MEASURES:</b>	Number of surveys conducted	01	01	01	01	01	01	Report
<b>ECONOMIC MEASURES:</b>	Number of kilometers of gravel roads bladed.	55 647,66	68 000	75 000	80 000	85 000	90 000	Quarterly performance report
<b>EFFICIENCY MEASURES:</b>	The number of roads bladed within prescribed period. Completion of projects within the timeframe	100%	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Quarterly performance report
<b>EFFECTIVENESS MEASURES:</b>	Number of complements and complaints received on level of service rendered.	100%	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Maintain the standard	Quarterly performance report

### **HEAD OFFICE**

Works Towers, 43 Church Street, Polokwane, 0699  
Tel: (015) 284 7000/1/2

### **CAPRICORN DISTRICT**

15 Landros Mare Street, Polokwane (Next to Correctional Services)  
Tel: (015) 287 5600

### **MOPANI DISTRICT**

Old Parliament Building, Giyani (Next to SAPS Offices)  
Tel: (015) 812 0320

### **SEKHUKHUNE DISTRICT**

Lebowakgomo Zone A (Next to Traffic Department)  
Tel: (015) 632 8300

### **VHEMBE DISTRICT**

Next to Raluswielo Secondary, Thohoyandou  
Tel: (015) 963 4202

### **WATERBERG DISTRICT**

Cnr Thabo Mbeki and Elias Motsoaledi Street, Modimolle  
Tel: (014) 718 3000

### **SEKHUKHUNE DISTRICT**

Lebowakgomo Zone A (Next to Traffic Department)  
Tel: (015) 632 8300

### **ROADS AGENCY LIMPOPO (RAL)**

26 Rabe Street, Polokwane  
Tel: (015) 284 4600/4236



[dpw.limpopo.gov.za](http://dpw.limpopo.gov.za)  
[ral.co.za](http://ral.co.za)



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EXPANDED PUBLIC WORKS PROGRAMME

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