

# TABLE OF CONTENT

<b>PART A</b>	<b>CORE SERVICE STANDARDS</b>	<b>PAGE</b>
	Acronyms	3
	Vision	4
	Mission	4
	Values	4
	Core functions	4
	1. Core Function Standards (Infrastructure Operations)	5
	1.1 Property and Facility Management	5
	1.2 Infrastructure (Capital Projects)	9
	1.3 Road Infrastructure	12
	1.4 Expanded Public Works Programme	18

<b>PART B</b>	<b>TRANSVERSAL SERVICE STANDARDS</b>	<b>PAGE</b>
	Generic Service Standards	21
	Employee Wellness Programme	23
	Special Programmes	28
	HOD's 8 Principal Action Plan	36
	Human Resource Management	39
	Performance Management System	42
	Human Resource Development	46
	Records Management	48
	ICT	49
	Communications Services	50
	Batho Pele	52
	Supply Chain Management	53
	Transport Management	55
	Finance	57
	Risk Management	62



# CORE SERVICE STANDARDS

## PART A



## ACRONYMS

LDPWRI:	Limpopo Department of Public Works, Roads and Infrastructure
IDIP:	Infrastructure Delivery Improvement Programme
IPIP:	Infrastructure Programme Implementation Plan
IPMP:	Infrastructure Programme Management Plan
EIA:	Environmental Impact Assessment
C-AMP:	Custodian Asset Management Plan
U-AMP:	User Asset Management Plan
AEA:	Africa Evaluation Association
SAMEA:	South African Monitoring and Evaluation Association
NBR:	National Building Regulation
SABS:	South African Bureau of Standards
QMS:	Quality Management System
IOS:	International Organization for Standardization
GIAMA:	Government Immovable Asset Management Act
ECSA	Engineering Council of South Africa
JBCC:	Joint Building Contracts Committee
GCC:	General Conditions of Contract
DRLR:	Department of Rural Development and Land Reform
PSLVDC:	Provincial State Land Vesting and Disposal Committee
CoGHSTA	Department of Cooperative Governance, Human Settlement and Traditional Affairs
NEMA:	National Environmental Management Act.
RAL:	Road Agency Limpopo



## VISION

The leader in the provision and management of provincial land, buildings and roads infrastructure.

## MISSION

Optimal utilization of resources in the provision and management of sustainable social and economic infrastructure including implementation and coordination of Expanded Public Works Programme.

## VALUES

The Limpopo Department of Public Works, Roads and Infrastructure prides itself on the following core values:

**Accountability:** Every officials will be held responsible for own action and ensuring single point accountability

**Integrity:** All officials will be truthful and honest in execution of duties in their area of competence.

**Professional Ethics:** All officials will perform diligently with necessary proficiency in the execution of duties in their area of skills backed by acceptable moral codes.

**Excellence in Service Delivery:** All officials shall dedicate their energy and time to serve with distinction and offer quality service to the public.

**Team work:** Officials in the department will at all times strive to deliver as a joint and cooperate amongst themselves for service excellence

**Transparency:** The department will always uphold Batho Pele Principles and deliver accordingly.

**Answerability:** The department will collectively take liability for poor service delivery.

## CORE FUNCTIONS

Construction Management

Property and Facility Management

Infrastructure Planning and Design

Expanded Public Works Programme

Roads Infrastructure



## 1. CORE FUNCTIONS STANDARDS (INFRASTRUCTURE OPERATIONS)

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<b>1.1 Property &amp; Facility Management</b>						
<b>1.1.1 Provision of Immovable Assets</b>						
Immovable Asset Register	1	In compliance with GIAMA	All Government Departments	Across the Province	Monthly	The Department shall reconcile and update Custodian Immovable Asset Register for all government departments across monthly the province in accordance with GIAMA.
Management of C-AMP	1	In compliance with GIAMA	LDPWRI and Client Departments	Across the Province	4 <sup>th</sup> Quarter	The Department shall submit the C-AMP for LDPWRI and Client Departments across the province in the 4 <sup>th</sup> quarter to Provincial Treasury in compliance with GIAMA.
Vesting applications	All	In compliance with RSA Constitution	Provincial State owned immovable assets	Across the Province	6 Months	The Department shall submit the applications for confirmation of vesting to the PSLVDC for recommendations to the Minister of DRLR to issue out a section 281) certificate across the province within 6 month of receipt in compliance with schedule 6 of the RSA Constitution act 1996 (108) of 1996.
Management of U-AMP	1	In compliance with GIAMA	LDPWRI	Across the Province	1 <sup>st</sup> quarter of the financial year.	The Department shall submit User Asset Management Plans for LDPWRI in the 1 <sup>st</sup> quarter to Provincial Treasury in compliance



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						with GIAMA, Treasury Instruction Note.
Disposal of state owned redundant immovable assets	All	In compliance with GIAMA	Private Individuals	Across the Province	Monthly	The Department shall dispose all redundant state owned immovable assets that are no more required for supporting the provincial government service delivery objective to private individuals across the province on monthly basis in compliance with GIAMA.
Section 42 transfers	All	In compliance with PFMA	Local Municipalities	Across the province	Monthly	The Department shall facilitate the transfer of immovable assets to all Provincial Users, Departments and Public Entities across the province on monthly basis in compliance with Section 42 of the PFMA.
Transfer of R293 towns/other state owned land parcels to municipalities	All	In compliance with GIAMA	National & Local Governments including Public Entities	National and provincial	Quarterly	The Department shall process all transfers gratis (donation) of R293 towns and other state owned land parcels to National and Local Governments including Public Entities across the province on quarterly basis in compliance with GIAMA.
Re-Acquisition of State immovable assets.	All	In compliance with Deed of Donation	All user Departments and Public Entities	Across the Province	Monthly	The Department shall process the reacquisition requests to Local Municipalities for registration into Limpopo Provincial Government for all User Departments and Public Entities across the province



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						on monthly basis in compliance with Deed of Donation.
Acquisition of immovable assets	All	In compliance with GIAMA	All user Departments and public entities	Across the Province	Monthly	The Department shall acquire immovable assets for all User Departments and Public Entities in terms of the C-AMP for supporting the provincial service delivery objectives across the province on monthly basis in compliance with GIAMA.
<b>1.1.2 Lease and Municipal Services</b>						
Provision of Office Accommodation.	All	In compliance with SLA, Lease Review report	All Government Buildings	Across the Province	6 months	The Department shall conclude all leasehold agreement of all government buildings across the province within 6 months in compliance with Service Level Agreement and Lease Review report.
Rental Management (District Level)	All	In compliance with Departmental Rental Policy	All Government Buildings	Across the Province	3-months	The Department shall complete all rental applications of all government accommodation /office space across the province within 3 months in compliance with Departmental Rental Policy.
<b>1.1.3 Provision of Maintenance Management Services</b>						
Inspections of logged calls	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	All government buildings	Across the Province	5-working days	The Department shall conduct Inspections on all logged calls for all government buildings across the province within 5-working days in compliance with National Building Regulation, GIAMA and



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						Departmental Maintenance Management Policy.
Unscheduled Maintenance	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	All government buildings.	Across the Province	7-working days	The Department shall execute unscheduled maintenance for logged calls for all government buildings across the province within 7 working days in compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.
Scheduled Maintenance	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	Identified government buildings.	Across the Province	Annually	The Department shall implement scheduled maintenance for all identified government buildings across the province annually in compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.
Construction of Traditional Offices.	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	LDPWRI	Across the Province	Annually	The Department shall implement all Traditional Offices for LDPWRI annually across the province in compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.
<b>1.1.4 Facility Services</b>						
Landscaping	All	In compliance with Occupational Health and Safety Act and	LDPWRI Buildings	Across the Province	Daily	The Department shall keep clean all landscaping for LDPWRI buildings across the province on daily basis in compliance with



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Quality Standard Framework.				Occupational Health and Safety Act and Quality Standard Framework.
Cleaning	All	In compliance with Occupational Health and Safety Act and Environmental Health Act	LDPWRI Offices	Across the Province	Daily	The Department shall keep all offices, toilets, and office furniture clean for LDPWRI offices across the province on daily basis in compliance with Occupational Health and Safety Act and Environmental Health Act
<b>1.2 Infrastructure (Capital Projects)</b>						
<b>1.2.1 Infrastructure Planning and Design</b>						
Capital works programme	All	In compliance with the Service Level Agreement. Implemented according to contract documents IPMP	Client Departments	Across the Province	4 <sup>th</sup> Quarter	The Department shall implement Capital works programmes for client departments across the province in the 4 <sup>th</sup> quarter in compliance with Service Level Agreement and IPMP.
Provision for Facilities for disabled persons	All	In compliance with National Building Regulation and SABS	Government Departments	Across the Province	Within the contract period.	The Department shall erect facilities for disabled persons in all government departments across the province within the contract period in compliance with National Building Regulation and SABS.
Environmental impact assessment	All	In Compliance with Environmental Legislation.	LDPWRI and Client Departments	Across the Province	During planning phase	The Department shall undertake the EIA for all LDPWRI and Client Departments projects across the province during planning phase in



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						compliance with Environmental Legislation.
<b>1.2.2 Infrastructure Development/ Construction</b>						
Construction of new clinics	All	In compliance with Joint Building Contract Committee	Department of Health	Across the Province	15- months	The Department shall complete the construction of all new clinics for the Department of Health across the province within 15 months in compliance with Joint Building Contract Committee.
New 4-classroom block	All	In compliance with Joint Building Contract Committee	Department of Education	Across the Province	4- months	The Department shall construct all new 4-classroom blocks for Department of Education across the province within 4-months in compliance with Joint Building Contract Committee.
Construction of new 8 –classroom blocks	All	In compliance with Joint Building Contract Committee	Department of Education	Across the Province	8- months	The Department shall construct all new 8-classroom blocks for Department of Education across the province within 8-months in compliance with Joint Building Contract Committee.
Construction of new Library	All	In compliance with Joint Building Contract Committee	Department of Sports Arts and Culture	Across the Province	12- months	The Department shall construct all New Library for the Department of Sports Arts and Culture across the province within 12 months in compliance with Joint Building Contract Committee.
Construction of Traditional Offices.	All	In compliance with specifications, working drawings, South African	Department of Cooperative Governance, Human	Across the Province	11-months	The Department shall construct all Traditional Offices for Department of Cooperative Governance, Human Settlement and Traditional



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Bureau of Standards, National Building Regulation	Settlement and Traditional Affairs (CoGHSTA)			Affairs (CoGHSTA) across the province within 11 months in compliance with Specifications, working drawings, South African Bureau of Standards, National Building Regulation.
Progress Certification	All	In compliance with Joint Building Contract Committee	Client Departments	Across the Province	5 days	The Department shall process all progress certification received from client departments across the province within 5 days in compliance with Joint Building Contract Committee.
Scheduled inspection	All	Project plan Evaluation Report	Cluster government complex and LDPWRI buildings	Across the Province	Quarterly	The Department shall schedule inspections on all Provincial Cluster Government Complex & LDPWRI buildings across the province on quarterly basis in compliance with Project Plan Evaluation Report.
Conditions Assessment	All	In compliance with GIAMA	Cluster government complex and LDPWRI buildings	Across the Province	5-year cycle	The Department shall conduct condition assessment on all Cluster government complex and LDPWRI buildings across the province every 5-years in compliance with GIAMA.
Quality assurance	All	In Compliance with QMS & quality management plans and SABS	All government buildings	Across the Province	Bi-weekly	The Department shall conduct quality control for all government projects across the province bi-weekly in compliance with QMS & quality management plans and SABS.



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Material quality testing	All	In compliance with National Building Regulation and SABS	LDPWRI projects and Client departments	Across the Province	Upon executions of the task	The Department shall ensure that all material at all projects for LDPWRI and client departments are subjected to quality test upon execution of task across the province in compliance of National Building Regulation and SABS (Concrete, soil filing, electricity).
Project Inspection	All	Specifications, construction programme and bills of quantities.	LDPWRI projects and Client departments	Across the Province	BI-weekly	The Department shall ensure that all projects under construction for LDPWRI and Client Departments are subjected to bi-weekly inspection across the province in compliance with specifications, construction programme and bills of quantities
<b>1.3 Roads Infrastructure</b>						
<b>1.3.1 Road Maintenance</b>						
Surfaced roads re-sealed at end of the year	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities.	Road users	Identified areas in the province	Annually	The Department shall surface and re-seal all identified roads across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Re-gravelling of unpaved roads	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities.	Road users	Identified areas in the province.	Annually	The Department shall re-gravel unpaved roads in all identified roads as and when the need arise across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.
Black top / pothole patching	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities.	Road users	Identified areas in the province	Annually	The Department shall patch all blacktop/pothole in all identified areas across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.
Blading of gravel roads	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil	Road users	Identified areas in the province	Annually	The Department shall blade all gravel roads identified across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC),



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities				Standard Specifications for Roads and Bridge works for state Road Authorities.
Maintenance of roads through labour intensive methods	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities	Road users	Identified rural areas within the province	Annually	The Department shall maintain all identified roads using labour intensive methods across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.
Square meters of surfaced roads re-habilitated	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for	Road users	Identified rural areas within the province	Annually	The Department shall re-habilitate lane-kilometres of all identified surfaced roads across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		state Road Authorities				
Gravel roads upgraded to surfaced roads	All	In compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC) and Standard Specifications for Roads and Bridge works for state Road Authorities	Road users	Identified rural areas within the province	Annually	The department shall upgrade all identified gravel road to surfaced roads across the province annually in compliance with Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Standard Specifications for Roads and Bridge works for state Road Authorities.
<b>1.3.2 Roads Mechanical</b>						
Licencing of Construction Fleet	All	In compliance with National Road Traffic Act and RT 46 Contract	LDPWRI Employees	Across the province	Quarterly	The Department shall facilitate the registration and licencing of all construction fleet for LDPWRI in head office and all districts on quarterly basis in compliance with National Road Traffic Act and RT 46 Contract
Fleet operations	All	In compliance with National Road Traffic Act and RT 46, 57, 56 and 70 Contracts	LDPWRI Employees	Across the province	Quarterly	The Department shall manage all fleet operations in the LDPWRI in all districts on quarterly basis in compliance with National Road Traffic Act and RT 46, 57, 56 and 70 Contracts
Fleet Maintenance	All	In compliance with National Road	LDPWRI Employees	Across the province	Quarterly	The Department shall maintain all fleet in the LDPWRI at Head Office and in all District on quarterly basis



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Traffic Act and RT 46 Contract				in compliance with National Road Traffic Act and RT 46 Contract
Fleet availability	All	In compliance with National Road Traffic Act and RT 57 Contract	LDPWRI Employees	Across the province	Quarterly	The Department shall ensure the availability of graders and overall fleet machinery for routine maintenance across the province on quarterly basis in compliance with National Road Traffic Act and RT 57 Contract
<b>1.3.3 Environmental Management Services</b>						
Environmental Management for Household and routine Maintenance Projects	All	In compliance with National Environmental Management Act (NEMA)	LDPWRI Projects	Across the province	Monthly	The Department shall conduct environmental assessment for all Household, routine maintenance projects for LDPWRI across the province on monthly basis in compliance with National Environmental Management Act (NEMA)
Monitoring of compliance to Occupational Health and Safety Act	All	In compliance with Occupational Health and Safety Act	LDPWRI Projects	Across the province	Monthly	The Department shall monitor compliance to Occupational Health and Safety in all road construction and maintenance projects for LDPWRI across the province on monthly basis in compliance with Occupational Health and Safety Act.
Disaster management	All	Disaster Management Act.	LDPWRI and RAL Projects	Across the province	Monthly	The Department shall monitor compliance to disaster management on all projects implemented by LDPWRI and RAL across the province on monthly



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						basis in compliance with Disaster Management Act.
<b>1.3.4 Professional Services and SDI</b>						
Monitoring of Road Agency Limpopo projects	All	In compliance with shareholder compact.	Road Agency Limpopo	Across the province	Monthly	The Department shall monitor the implementation of all Road Agency Limpopo (RAL) projects across the province on monthly basis in compliance with shareholder compact
Infrastructure Plans	All	In compliance with shareholder compact.	Road Agency Limpopo	Across the province	Monthly	The Department shall manage and coordinate the implementation of Infrastructure Plan for Road Agency Limpopo (RAL) across the province on monthly basis in compliance with shareholder compact.
<b>1.3.5 EPWP and Labour Intensive</b>						
Households-based projects	All	In compliance with Ministerial Determination and EPWP Policy Guidelines	Citizens within Limpopo Province	Across the province	Monthly	The Department shall implement all household based projects for LDPWRI across the province on monthly basis in compliance with Ministerial Determination and EPWP Policy Guidelines.
In-house projects	All	In compliance with Ministerial Determination and EPWP Policy Guidelines	Citizens within Limpopo Province	Across the province	Monthly	The Department shall implement all household projects for LDPWRI across the province on monthly basis in compliance with Ministerial Determination and EPWP Policy Guidelines.
Creation of Job Opportunities	All	In compliance with Ministerial Determination and	Citizens within Limpopo Province	Across the province	Monthly	The Department shall create Job opportunities in LDPWRI across the province on monthly basis in



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		EPWP Policy Guidelines				compliance with Ministerial Determination and EPWP Policy Guidelines.
<b>1.4 Expanded Public Works Programme</b>						
<b>1.4.1 EPWP Planning and Support</b>						
Work opportunities	All	In compliance with Ministerial Determination and EPWP Policy Guidelines	Citizens within Limpopo Province	Across the province	Annually	The Department shall create work opportunities in LDPWRI EPWP projects across the province annually through empowerment programme utilizing Integrated Grant in compliance with Ministerial Determination and EPWP Policy Guidelines.
National Youth Service	All	Ministerial Determination and EPWP Policy Guidelines	Citizens within Limpopo Province	Across the province	Annually	The Departments shall create National Youth Service (NYS) through equitable share across the province annually in compliance with the Ministerial Determination and EPWP Policy Guidelines.



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
<b>1.4.2 EPWP Monitoring and Evaluation</b>						
Monitoring & Evaluation	All	In compliance with EPWP Implementation Policy Guidelines, and EPWP M&E Framework.	LDPWRI EPWP projects	Across the Province	Annually	The Department shall compile a validated Monitoring and Evaluation report for LDPWRI EPWP Projects across the province annually extracted from Integrated Reporting System in compliance with EPWP Implementation Policy Guidelines and EPWP M&E Framework.
Implementing bodies reporting under Provincial EPWP (27 Municipalities, 9 Departments)	All	In compliance with EPWP Policy Guidelines and 5 year EPWP Business Plan	LDPWRI EPWP projects	Across the Province	Annually	The Department shall ensure that all implementing bodies report under Provincial EPWP across the province annually in compliance with EPWP Policy Guidelines and 5 year EPWP Business Plan.

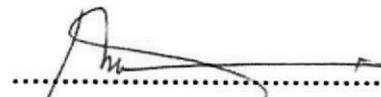
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**ACTING: HEAD OF DEPARTMENT**  
**MR. E.P. MUSHWANA**

*04/05/2018*  
.....  
**DATE**



# TRANSVERSAL SERVICE STANDARDS

## PART B



## GENERIC SERVICE STANDARDS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>COURTESY</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Daily	Employees wear official name tags and introduce themselves when serving citizens whilst on duty
	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Daily	Clear sign posts/ directions to and at Public Institutions and offices are available at all times
<b>TELECOMMUNICATION</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Daily	Employees' official cellular phones are accessible at all times
<b>TELEPHONES</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Within 3 rings	Telephones at switchboard and offices are answered within three rings including lunchtime and messages are passed to relevant sections within a day
<b>SERVICE DELIVERY COMPLAINTS AND REDRESS</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	30 working days	Reported Service delivery complaints finalized within 30 working days
<b>INFORMATION</b>	All	According to the White Paper on Transformation of	Employees and other stakeholders	Limpopo Department of Public Works,	30 working days	Departmental Information is readily available in all provincial languages at all



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
		Service Delivery		Roads and Infrastructure		service points and confidential information is supplied on request within 30 working days
<b>MAIL</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	14 working days	Correspondence is acknowledged and responded to within 14 working days
<b>MEETINGS</b>	All	According to the White Paper on Transformation of Service Delivery	Employees and other stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Within 7 working days 2 days	Invitations to meetings are issued out within 7 working days before the scheduled meetings and apologies submitted 2 days before the date of the meeting.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>EMPLOYEE WELLNESS PROGRAMME</b>						
<b>Wellness Cases handled</b>	All	In line with the departmental policy and Employee Assistance Programme standards, 2005. Public Service regulation, 2001	Departmental Employees and their dependents	Limpopo Department of Public Works, Roads and Infrastructure, Roads	6 months	The Department shall manage all reported cases for LDPWRI employees and their dependents within 6 months in line with the Departmental Policy and Employee Assistance Programme standards 2005 and Public Service Regulation of 2001.
<b>Sports Activities</b>	All	In line with the DPSA Employee Health and Wellness strategic framework	Employees and dependants	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department employees and their dependents shall participate in Sport and recreational activities on a monthly basis in line with the DPSA Employee Health and Wellness strategic framework.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Work Life Balance</b>	All	In line with the DPSA Employee Health and Wellness strategic framework, Departmental Wellness Policies	Employees and dependants	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall handle all employees and dependents work life balance interventions on quarterly basis in line with the DPSA Employee Health and Wellness strategic framework and Departmental wellness policies
<b>HIV &amp; AIDS AND TB Management</b>	Employees reached through prevention program	In line with the revised DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV, STI and TB , National Strategic Plan 2017 – 2022 and Departmental Policies	Employees, Dependents	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall provide prevention program initiatives on monthly basis in Limpopo LDPWRI employees, dependents and sectors in line with the DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV, STI and TB , National Strategic Plan 2017 – 2022 and Departmental Policies



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Demonstrations and Distribution of Condoms</b>	All	In line with the DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV, STI and TB , National Strategic Plan 2017 – 2022 and Departmental Policies	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall distribute demonstrate Male and Female condoms monthly basis to Limpopo Department of Public Works, Roads and Infrastructure employees and sectors in line with the revised DPSA Employee Health and Wellness strategic framework for Public service 2012, HIV, STI and TB , National Strategic Plan 2017 – 2022 and Departmental Policies.
<b>Safety, Health; Environment, Risk And Quality Management</b>	All	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001	Departmental Workstations	Limpopo Department of Public Works, Roads and Infrastructure	Every 3 years	The Department shall ensure that risk assessment are done in Limpopo Department of Public Works, Roads and Infrastructure Departmental workstations In compliance with Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001 every three years



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Workstations Audits</b>	All	Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001. Department Policies	Departmental Workstations	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall audit all Limpopo Department of Public Works, Roads and Infrastructure Workstations in Compliance with Occupational Health and Safety Act 85 of 1993, International Standard organization, 9001, 14001 and 18001 on monthly basis.
<b>Occupational Injuries and Diseases Administered</b>	All	Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Employees and Dependants	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall administer Occupational Injuries and Diseases cases for employees and dependents in compliance with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies In the Limpopo Department of Public Works, Roads and Infrastructure on monthly basis..



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Occupational Health and Safety administrative controls done</b>	All	Occupational Health and Safety Act 85 of 1993 Occupational Health and Safety Regulations and Departmental Policies	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Every three years	The Department shall ensure that Occupational Health and Safety administrative controls for employees is done in the Limpopo Department of Public Works, Roads and Infrastructure in compliance with Occupational Health and Safety Act 85 of 1993 Occupational Health and Safety Regulations and Departmental Policies every three years.
<b>Employees Reached through Health and Wellness Educational Initiatives</b>	All	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies on quarterly basis.	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall reach all employees on Health and Wellness educational initiatives in compliance with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies on quarterly basis.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Employee Health and Wellness Research Initiatives done</b>	All	In line with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies every three years	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Every three years	The Department shall do a research on Employee Health & Wellness research initiatives in compliance with the DPSA Employee Health and Wellness Strategic Framework, National Strategic Plan 2017 – 2022 and Departmental Policies every three years.
<b>SPECIAL PROGRAMMES</b>						
<b>YOUTH DEVELOPMENT</b>						
2% increase of Gender, Disability and Children, youth and Older Persons	All	White Paper on integrated strategy	Gender, Disability, Children, youth and Older Persons	Across the Province	31 <sup>st</sup> March each year	The Department shall mainstream Gender, Disability, Children, youth and Older Persons mainstreaming programmes in compliance with White Paper on integrated strategy by the 31st March each year



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Mainstreaming of economic youth participation	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department ensure the mainstreaming of economic youth participation on monthly basis in compliance with National Youth Policy, National Youth Development Act and African Youth Charter.
Creating enabling environment for the youth sector on education and skills development	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall create an enabling environment for the youth sector on education and skills development on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter.
Conduct awareness on youth health and wellbeing	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall conduct awareness on youth health and wellbeing on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Mainstreaming of youth on social cohesion projects		In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall ensure the mainstreaming of youth on social cohesion projects on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter
Mainstreaming of National Youth Service (vocational)	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall ensure the mainstreaming of National Youth Service (vocational) on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter
Creating an enabling environment for youth participation in community (Civic) projects	All	In compliance with National Youth policy, National Youth Development Act and African Youth Charter	Youth	Across the Province	Monthly	The Department shall create an enabling environment for youth participation in community (Civic) projects on monthly basis in compliance with National Youth policy, National Youth Development Act and African Youth Charter



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>OFFICE ON STATUS OF WOMEN</b>						
Empowerment of women on level 1-12	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.	LDPWRI employees	Across the Province	Monthly	The Department shall ensure that the empowerment of women on level 1-12 is implemented in LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Empowerment of women on SMS level at 50%	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI employees	Across the Province	Monthly	The Department shall ensure that the empowerment of women on SMS level at 50% is implemented in the LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Girl Child Project	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	Girls	Across the Province	Annually	The Department shall ensure that the all-Girl Child Project is implemented across the province on annual basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Empowerment of women on Health	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that the empowerment of women on Health matters are implemented in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Capacity building of Women on Education	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that capacity building of women on education is implemented in LDPWRI women on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Awareness campaigns on women and media	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on women and media are conducted in LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Awareness campaigns on violence against women	All	In compliance with Convention on the Elimination of Discrimination Against Women (CIDO)	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on violence against women are conducted in LDPWRI across the province on monthly basis in compliance with Convention on the Elimination of Discrimination Against Women.
Participation of women projects	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure the participation of women projects are implemented in LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Women and the enabling environment projects	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that the women and the enabling environment projects are implemented in LDPWRI across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
Awareness campaigns on rights of women	All	In compliance with Women's Charter.	LDPWRI women	Across the Province	Monthly	The Department shall ensure that awareness campaigns on rights of women are conducted in LDPWRI across the province on monthly basis in compliance with Women's Charter



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Women and poverty project	All	In compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality	LDPWRI women	Across the Province	Monthly	The Department shall ensure that Women and poverty project are implemented in LDPWRI women across the province on monthly basis in compliance with Beijing platform for action, South African National Policy Framework for Women Empowerment and Gender Equality.
<b>HODs 8 principle Action plan</b>						
Promoting and protecting of human dignity and human rights of women including the rights of women with disabilities	All	In compliance with HODs 8 principle Action plan.	LDPWRI employees	Across the Province	Monthly	The Department shall ensure the promotion and protection of human dignity and human rights of women including the rights of women with disabilities in all sectors of the society across the province on monthly basis in compliance with HODs 8 principle Action plan.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Full implementation of national policies and guidelines on women empowerment	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall ensure full implementation of national policies and guidelines on women empowerment across the province on monthly basis in compliance with HODs 8 principle Action plan.
50% empowerment of women at SMS level	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall ensure 50% empowerment of women at SMS level is implemented in LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
Putting in place departmental and sector gender management systems, adequate institutional management systems and dedicated gender units	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall put in place the departmental and sector gender management systems, adequate institutional management systems and dedicated gender units across the province on monthly basis in compliance with HODs 8 principle Action plan.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Incorporating gender perspectives	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall incorporate gender perspectives into all work of the department across the province on monthly basis in compliance with HODs 8 principle Action plan.
Building Capacity for women advancement and gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall Builds capacity for women advancement and gender equality in the LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
Provision of adequate physical and financial resources for advancing gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall provide adequate physical and financial resources for advancing gender equality in LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.
Ownership for reporting on advancing gender equality	All	In compliance with HODs 8 principle Action plan	LDPWRI employees	Across the Province	Monthly	The Department shall ensure full responsibility, ownership for reporting on advancing gender equality within LDPWRI across the province on monthly basis in compliance with HODs 8 principle Action plan.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>HRM</b>						
<b>Termination of Service</b>	All	In line with Public Service A 1994, Basic conditions of Employment Act of 1997 and Public Service Regulations of 2016.	Employees	LDPWRI employees	5 working days	The Department shall terminate services for LDPWRI employees across the province within 5 working days in compliance with Basic condition of Employment of 1997, Public Service Regulations of 2016 and Public Service Act within 5 working days upon receipt of notice.
<b>Service Benefits</b>	All	In line with Public Service Regulations 2016, PSC resolutions (resolutions 3 of 1999) and DPSA Ministerial Determination	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 working days	The Department shall process all LDPWRI employees' benefits upon receipt of request or claim across the province with 5 working days in compliance with Public Service Regulations 2016, PSC resolutions (resolutions 3 of 1999) and DPSA Ministerial Determination



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Leave Management</b>	All	In compliance with Public Service Act and Public Regulation of 2016 and Public Service Act.	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 working days	Processing of leaves for employees in LDPWRI across the province is done within 5 working days in compliance with Public Service Regulation of 2016 and Public Service Act
<b>Recruitment and Selection</b>	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	Applicants	Across the Province	Within 60 days	The Department shall finalize the appointments of suitable candidates across the province within 60 days in compliance with Public Service Regulation of 2016 and Public Service Act
<b>Transfers and Translations</b>	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	Within 30 working days	The Department shall process transfers and translations upon receipt of the request in compliance with Public Service Regulation of 2016 and Public Service Act within 30 working days.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Job Evaluation</b>	All identified posts	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	Within 14 days upon request	The Department shall conduct Job evaluation for identified posts upon request in LDPWRI within 14 working days in compliance with Public Service Regulation of 2016 and Public Service Act
<b>Job Evaluation Results</b>	All	In compliance with Public Service Regulation of 2016 and Public Service Act.	LDPWRI Employees	Across the Province	within 5 days	The Department shall communicate Job evaluation results to directorate within 5 days in compliance with Public Service Regulation of 2016 and Public Service Act.
<b>Resolution of Grievances</b>	All Lodged grievances	Labour Relations Act, and Grievance Rules, Resolution 14 of 2002.	Aggrieved employees	Limpopo Department of Public Works Road and Infrastructure	30 working days	All lodged grievances in the Limpopo Department of Public Works, Road and Infrastructure are finalized within 30 working days in compliance Labour Relations Act, and Grievance Rules, Resolution 14 of 2002.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Represent the employee in all dispute resolution forums</b>	All reported misconduct cases	As per Labour Relations Act, bargaining council CCMA Rules	Provincial employer	Limpopo Department of Public Works Roads and Infrastructure	As per scheduled dates	All disputes declared in Limpopo Department of Public works, Road and Infrastructure are attended in compliance as per Labour Relations Act, bargaining council CCMA Rules
<b>Handling of misconduct cases</b>	All reported misconduct cases	As per the Disciplinary Code and Procedure PSCBC Resolution 1 of 2003	All employees who committed an act of misconduct	Limpopo Department of Public Works Roads and Infrastructure	60 days	All reported misconduct cases in Limpopo Department of Public Works, Roads and Infrastructure are handled as per the disciplinary code and procedures PSCBC resolution 1 of 2003 and are finalized within 60 days.
<b>PERFORMANCE MANAGEMENT SYSTEM</b>						
<b>Performance planning</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	30 April each year	The Department shall conclude all employees Performance Instruments (PIs) in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by April 30 each year



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Performance Instruments</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007))	LDPWRI Employees	Across the Province	Within 3 months	The Department shall conclude PIs for all new employees after appointment in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) within three (3) months
<b>Review and Monitoring</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	Within 30 days after the end of the quarter	The Department shall ensure that Progress Reviews Discussion (PRDs) are compiled and signed by employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007).within 30 days subsequent to the end of the quarter under review within Limpopo Department of Public Works, Roads and Infrastructure



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Performance Evaluation/ Assessment</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	30 days after end of the cycle (March)	The Department shall finalize Annual Performance Evaluation reports for the previous financial year in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by 30 days after the end of the cycle (March)
<b>Annual Performance Evaluation reports</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	LDPWRI Employees	Across the Province	End of June each year.	The Department shall finalize Moderation of Annual Performance Evaluation reports in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) by the end of June each year.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Annual assessment outcome</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007), and Provincial PMDS Policy of 2015.	LDPWRI Employees	Across the Province	End of July each year	The Department shall finalize annual assessment outcome for all employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) AND Provincial PMDS Policy of 2015 by end of July each year
<b>Rewards</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007), and Provincial PMDS Policy of 2015.	LDPWRI Employees	Across the Province	End of July each year.	The Department shall finalize rewards for all employees in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) and Provincial PMDS Policy of 2015 by end of July each year.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Submission of Performance Agreement for SMS</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007), and Provincial PMDS Policy of 2015.	LDPWRI Employees	Across the Province	End of May each year.	The Department shall submit all signed copies of Performance Agreements (PAs) for SMS members to Office of the Premier (OTP) in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) and Provincial PMDS Policy of 2015. by 30 of May each year.
<b>HUMAN RESOURCE DEVELOPMENT</b>						
<b>Bursary Management</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	Internal and external applicants	Across the Province	Annually	The Department shall ensure that bursaries are awarded to all selected internal and external applicants across the province on annual basis depending on confirmed availability of funds in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007).

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Training and Development</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) and the skills development Act	Identified employees	Across the Province	Annually	The Department shall provide training and development for all identified employees in LDPWRI across the province on annual basis in alignment to the skills audit and training plans developed (WSP), in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007) and the skills Development Act.
<b>ABET( Adult Basic Education and Training)</b>	All	In compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007)	Identified employees	Across the Province	Annually	The Department shall provide ABET to all identified and eligible employees in LDPWRI across the province on annual basis in compliance with Public Service Regulation, Constitution and Public Service Act 1994 as amended (Act 30 of 2007).



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>RECORDS MANAGEMENT</b>						
<b>Implementation of systematic disposal program</b>	All	In line with Provincial Archives Disposal Authority	Ministerial, HR, General Records and schedule of other records	Limpopo Department of Public Works, Roads and Infrastructure	90 days after application of disposal authority.	The Department shall ensure the implementation of systematic disposal program of all records affected after application of disposal authority in compliance with Provincial Archives Act and disposal authority within 90 days.
<b>Management and Implementation of Records Management Policy.</b>	All	In line with Provincial Archives Act and Records Management Policy Guidelines.	Ministerial, HR, General Records	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	The Department shall manage and implement Records Management Policy in compliance with Provincial Archives Act and Records Management Policy on monthly basis.
<b>Implementation of Promotion of Access to Information</b>	All	In line with Promotion of Access to Information Act, No.2 of 2000 (PAIA)	Ministerial, HR and General Records	Limpopo Department of Public Works, Roads and Infrastructure	Within 30 days of request.	The Department shall implement all request for Promotion of Access to Information in compliance with Promotion of Access to Information Act, No.2 of 2000 (PAIA) within 30 working days.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>ICT</b>						
<b>Adherence to Industry Standards to ensure maximize utilization of the Software Packages</b>	All	As per legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	2 working days	The Department shall provide software services for all users in compliance with legislations ITIL Gartner reports within 2 working days.
<b>Maintenance of IT working Tools to enable users to execute their daily activities.</b>	All	In compliance with legislations ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	7 working days	The Department shall maintain hardware services for all users in compliance with legislations ITIL Gartner reports within 7 working days.
<b>Data protection and Prevention of Unauthorized Access to the Government Network.</b>	All	In compliance with Legislations. ITIL Gartner reports	IT users	Limpopo Department of Public Works, Roads and Infrastructure	Daily	The Department shall provide maintenance and security for all users in compliance with ITIL, Gartner recommendations departmental data to all users on daily basis



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>COMMUNICATIONS SERVICES</b>						
<b>Public Relations</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The Department shall review and finalize the departmental Communication Strategy in compliance with Communication and Media Policy and communicators hand book by end March each year.
<b>Event Management And Communications Research</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Six weeks	The Department shall plan events to positively portray departmental corporate image in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book six weeks prior to calendar dates.
<b>Publications</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	The Department shall publish Internal and External Publications in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on monthly and quarterly basis.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Internal Communication Tools</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	The Department shall update internal communication tools in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on weekly basis
<b>Media and Library</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	The Department shall promote media relations in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on weekly basis.
<b>Briefing to the Executive Authority</b>	All	In compliance with Communication Strategy, Communication and Media Policy and communicators hand book	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Daily	The Department shall brief the office of the Executive Authority on media trends for improved planning in compliance with Communication Strategy, Communication and Media Policy and Communicators Hand Book on daily basis.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>BATHO PELE</b>						
<b>Service Delivery Improvement Plan</b>	All	In line with the White Paper on Transformation of Service Delivery ( Batho Pele)	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The Department shall develop the Service Delivery Improvement Plan in compliance with the White Paper on Batho Pele by the 31st March each year and monitoring reported on quarterly basis
<b>Excellence Awards.</b>	All	In line with the White Paper on Transformation of Service Delivery ( Batho Pele)	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	End of December each year	The Department shall participate in the Premier's Service Excellence Awards programme in compliance with White Paper on Batho Pele (Service Delivery) on annual basis.
<b>Standards Development</b>	All	In line with the White Paper on Transformation of Service Delivery ( Batho Pele)	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	Fourth quarter each year	The Department shall develop Service Standards In compliance with White Paper on Batho Pele (Service Delivery) during the fourth quarter of each year.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>SUPPLY CHAIN MANAGEMENT</b>						
<b>Demand Management</b>	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	4 working days	The Department shall verify needs and optimum method to fulfill the need for employees and stakeholders upon request in compliance with PFMA/Treasury Regulations within four (4) working days.
<b>Acquisition</b>	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Within 30 days	The Department shall finalize bids for employees and stakeholders in Limpopo Province upon request In compliance with PFMA/Treasury Regulations within 30 days.
<b>Stores/ Warehouse management</b>	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Daily	The Department shall determine the stock levels in compliance with PFMA/Treasury Regulations on daily basis.
<b>Stock Bar coding</b>	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Within 2 days	The Department shall upon delivery of goods stock marking (bar-coded) for Limpopo Department of Public Works, Roads and Infrastructure in compliance with PFMA/Treasury Regulations within 2 days.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Disposal of Redundant Stock</b>	All	According to PFMA/Treasury Regulations	LDPWRI	Across the Province	Ninety (90) days	The Department shall dispose all redundant stock after approval by the Accounting Officer in compliance with PFMA/Treasury Regulations within ninety (90) days.
<b>Disposal Reports</b>	all	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	End of March each year	The department shall produce a detailed disposal report and forwarded to the Provincial Treasury in compliance with PFMA/Treasury Regulations by the 31 March each year
<b>Redundant stock</b>	All	According to PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	90 days	The department shall dispose all redundant stock after approval by the Accounting Officer in compliance with PFMA/Treasury Regulations within (90) days
<b>Disposal Management</b>	all	In compliance with PFMA/Treasury Regulations	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 30 days	The department shall draw a plan for disposal of redundant and obsolete stock is in compliance with PFMA/Treasury Regulations within thirty (30) days of notification



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>TRANSPORT MANAGEMENT</b>						
<b>Petrol Cards</b>	All	In compliance with Transport Policy on Government and Vehicles/ Road Traffic Act RT 46 Contract.	LDPWRI	Across the Province	Before end of March each year	The Department shall renew of all government vehicle petrol cards by the 1st March each year in compliance with RT 46 Contract. .
<b>Vehicle License</b>	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Month before expiry date	The Department shall renew all government vehicle license disks in compliance with Departmental Transport Policy on GG vehicles 3 months before the expiry date.
<b>Inspections of Government Vehicles</b>	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Once a month	The Department shall conduct inspections on all government vehicles to determine the conditions of the car in compliance with Departmental Transport Policy on GG. Vehicles on monthly basis and annually during October-December month.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Inspections of Subsidized Vehicle</b>	All	Transport Policy on Government and subsidizes Vehicles/Road Traffic Act	LDPWRI	Across the Province	Every month	The Department shall conduct inspections on subsidized vehicles when fuel claims are submitted in compliance with the Departmental Transport Policy on monthly basis on Subsidized vehicles.
<b>Claims for Subsidized Vehicles</b>	All	Transport Policy on Government and subsidizes Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within 7 working days	The Department shall process payment on all fuel claims received for subsidized vehicles in compliance with RT68 Contract within 7 working days.
<b>Accidents / damages/ loss</b>	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within 24 hours	The Department shall report all damages/ accidents/ loss with government vehicles to South African Police Services by the employee involved in compliance with Circular No.04 OF 2000 within 24 hours.
<b>Maintenance of Government Vehicles</b>	All	Transport Policy on Government and Vehicles/Road Traffic Act	LDPWRI	Across the Province	Within two weeks	The Department shall attend to 100% of the job cards opened for maintenance and repairs of active departmental vehicles in compliance with RT 46 Contract. Within two weeks.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>FINANCE</b>						
<b>Salary Administration</b>	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	monthly	Salaries to employees in Limpopo Department of Public Works, Roads and Infrastructure is done according to PFMA and Treasury Regulation monthly
<b>Allowances</b>	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 14 days	Salary related allowances for employees in Limpopo Department of Public Works, Roads and Infrastructure are done according to PFMA and Treasury Regulation within 14 working days upon receipt.
<b>PERSAL Cheques</b>	All	According to PFMA and Treasury Regulation	Employees and third parties	Limpopo Department of Public Works, Roads and Infrastructure	monthly	PERSAL cheques for employees and third parties paid through cheques in Limpopo Department of Public Works, Roads and Infrastructure are collected and distributed monthly
<b>PERSAL reports and pay slips</b>	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	5 days before pay date	Persal reports and pay slips for employees must be distributed to the beneficiaries 5 days before pay date.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>IRP5 certificates</b>	All	According to PFMA and Treasury Regulation	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 14 days upon receipt.	IRP5 certificates are distributed to employees in Limpopo Department of Public Works, Roads and Infrastructure According to PFMA and Treasury Regulation within 14 days after receipt.
<b>Expenditure Management</b>	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within 30 days	Payments due to creditors in RSA are settled within 30 days according to PFMA and Treasury Regulation from the date of receipt of an invoice.
<b>Payment stubs</b>	All	According to PFMA and Treasury Regulation	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within days	Payment stubs are printed and distributed within 7 days after disbursement of payments.
<b>Budget administration</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Tabling of Limpopo provincial departmental budgets by political heads is done annually according to PFMA, Treasury Regulation and Guidelines.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Closing of books</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	1 <sup>st</sup> week of May each year	Closing of books (appropriation accounts) by Provincial departments is finalized during the 1 <sup>st</sup> week of May each year according to PFMA and Treasury Regulation and Guidelines.
<b>Annual Financial Statements</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	31 <sup>st</sup> May each year	Preparations and submission of Annual Financial Statements by Provincial departments by 31 <sup>st</sup> May each year to Treasury and Auditor General according to PFMA and Treasury Regulation and Guidelines.
<b>Early Warning Report</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	15 <sup>th</sup> of each month	Early Warning Report by Provincial departments to Treasury is submitted by the 15 <sup>th</sup> of each month according to PFMA, Treasury Regulation and Guidelines.
<b>Financial reports to EXCO</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	Submission of Financial reports to EXCO by Provincial departments is done quarterly according to PFMA, Treasury Regulation and Guidelines.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>GFS and MTEF budget</b>	All	According to PFMA and Treasury Regulation and Guidelines.	Provincial departments	Limpopo Department of Public Works, Roads and Infrastructure	1 <sup>st</sup> week of December.	Finalization of GFS and MTEF budget factoring in Adjustment Budget and submission by Provincial department to Treasury according to PFMA, Treasury Regulation and Guidelines is done on the 1 <sup>st</sup> week of December.
<b>Closing of books</b>	All	According to PFMA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Closing of books in departments is done monthly
<b>Revenue and System</b>	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 24 hours	Banking of revenue collected is done within 24 hours in line with the departmental policies and regulations
<b>Employees Inspections</b>	All	According to PFMA DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Bi-monthly	Inspections are conducted bi-monthly at all collection points according to PFMA and DORA
<b>Transfer of Revenue</b>	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	Weekly transfer of revenue collected by departments to Provincial Revenue according to PFMA and DORA



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>Revision and adjustment of revenue estimates/targets</b>	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	September each year	Revision and adjustment of revenue estimates/targets is done during the month of September each year according to PFMA and DORA.
<b>Spot check at collection points</b>	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Weekly	Spot check at collection points is done on weekly basis according to PFMA and DORA.
<b>Rotation of cashiers</b>	All	According to PFMA and DORA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Rotation of cashiers is done after twelve months of appointment according to PFMA and DORA
<b>FINEST and PERSAL user id's</b>	All	According to PFMA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within 3 days	FINEST and PERSAL user id's are issued within 3 days
<b>BAS user IDs</b>	All	According to PFMA	Employees	Limpopo Department of Public Works, Roads and Infrastructure	Within a day	BAS user IDs is issued within a day



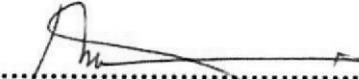
KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
<b>RISK MANAGEMENT</b>						
<b>Risk assessment</b>	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Annually	The Risk assessment is conducted annually
<b>Risk Management Committee</b>	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Quarterly	Risk Management Committee meetings are held on a quarterly basis
<b>Anti-fraud and corruption Cases</b>	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Reported cases of suspected fraud and corruption are finalized on monthly basis.
<b>Compliance plan</b>	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Compliance plan is developed annually
<b>Audit responses</b>	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Audit responses are consolidated monthly.



KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Compliance Plan	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Annually	Compliance plan is developed annually
Audit Responses	All	In line with PFMA	Employees/Service Providers	Limpopo Department of Public Works, Roads and Infrastructure	Monthly	Audit responses are consolidated monthly.
Legal Prescripts	All	In line with legal prescripts	Internal and external stakeholders	Limpopo Department of Public Works, Roads and Infrastructure	Within 15 working days upon detection	Ensure compliance of legal prescripts by stakeholders within 15 days upon Detection of non-compliance in Limpopo.

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**ACTING: HEAD OF DEPARTMENT**  
**MR. E.P. MUSHWANA**

04/05/2018  
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**DATE**

