



**LImpopo**  
**PROVINCIAL GOVERNMENT**  
REPUBLIC OF SOUTH AFRICA

**Department of Public Works**

**CORE SERVICE STANDARDS**  
**2012/2013**



*Re a Sana*

## **VISION**

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

## **MISSION**

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

## **CORE VALUES**

Professionalism,

Happy People

## **CORE FUNCTIONS**

Provide land and office accommodation to government departments

Maintain government buildings

Manage capital works projects

Co-ordinate the implementation of provincial EPWP

LDPW: Limpopo Department of Public Works IDIP

IDIP: Infrastructure Delivery Improvement Programme

IFIP: Infrastructure Programme Improvement 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

ISO: International Organization for Standardization

## 1. CORE FUNCTIONS STANDARDS (INFRASTRUCTURE OPERATIONS)

Key Service	Quality	Quantity	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>						
Consultative forums	all	Effective meetings	User departments	Across the province	Monthly	Provincial User Department Forum meetings are held on quarterly basis.
Manage service level agreements	all		User departments	Across the province	Monthly	Performance on all service level agreements with consultants is monitored and reports generated monthly.
Immovable Register	1	GIAMA	User departments	Across the province	Monthly	Custodian Immovable asset register is managed and updated monthly.
C-AMP	1	GIAMA	Provincial Government	Across the province	Annually	Final C-AMP for the next financial year is submitted to Provincial Treasury by 15 July annually.
Vesting	all	SLA	Departments, Municipalities, Gov. Agencies	Across the Province	6-months	All government building acquired across the province are vested within 6-months.
<b>1.1.2 Lease and Municipal Services</b>						
Lease management	all	SLA	Departments, Municipalities and Gov. Agencies	Across the Province	2-months	Leasehold agreement of all government building across the province is concluded within 2-months
Rental management	all	SLA	Departments, municipalities	Across the	2-months	Rental application of all



Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
Rental Collection	all	SLA	Departments, Municipalities, Government Agencies and Public Servants	Across the province.	Monthly	Rental collection on all amounts due is collected monthly.
Payment of rates and taxes	all	GIAMA	Departments, municipalities, Gov. Agencies	Across the Province	1-month	Payments of rates and taxes for government departments across the province is done monthly
<b>1.1.3 Provision of Maintenance Management Services</b>						
Consultative forums	all	Effective meetings	Provincial User Department Forum	Across the Province	quarterly	Provincial User Department Forum meetings are held on quarterly basis.
Log a call (Request Co-ordinating Center system)	all	Courteous behaviour.	Cluster government complex & Public Works Offices	Across the Province	5-minutes	Requests for government building defects repairs across the Province are logged within 5-minutes.
Inspection	all	Prompt response, National building regulation(NBR)	Cluster government complex & Public Works Offices	Across the Province	5-working days	Inspection for each logged call is conducted to Cluster government complex & Public Works Offices across the province within 5-working days.
Unscheduled Maintenance	all	Prompt response Job cards Specifications SABS, NBR	Cluster government complex & Public Works Offices	Across the Province	7-working days	Unscheduled Maintenance to an Inspected Cluster government complex & Public Works Offices is executed within 7-working days.
Statutory Requirement	all	NBR	Cluster government	Across the	Statutes	Statutory assessment is

Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
assessment			complex & Public Works Offices	province	Specificiation	conducted according to equipment inspection time durations.
Scheduled Maintenance	all	National building regulation(NBR)	Cluster government complex & Public Works Offices	Across the province	Annually	Maintenance programme is implemented annually according to APP on Public Works Portfolio Buildings.
Provision of Facility for disabled persons	all	NBR (Part S)	Cluster government complex & Public Works Offices	Across the province	Agreed time frame on APP	Provision of all basis facilities for disabled persons are erected according to National Building Regulation Part S.
<b>1.1.4 Facility Services</b>						
Landscaping	all	Neat and tidy	Cluster government complex & Public Works Offices	Across the Province	Daily	All grounds at government buildings which the department of public works is responsible for, are kept neat and tidy daily.
Cleaning	all	Neat and tidy	Public Works Offices	Across the Province	Daily	All offices, toilets, and office furniture are kept clean daily.
Security and protection services	all	24 hours safety and security incidents free.	Government buildings	Infrastructure Cluster	24 hours	Equipped trained security personnel guard all government offices for 24 hours per day and for the premises where provincial departments share the facilities.
<b>1.2 Infrastructure (Capital Projects)</b>						
<b>1.2.1 Infrastructure Planning and Design</b>						
Consultative forums	all	IDMS	Infrastructure Cluster	Polokwane	Monthly	IDIP DWG meetings are held on a monthly basis.
• Departmental Working Group						(Inter Business Unit



Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
(DWG) <ul style="list-style-type: none"> <li>Provincial Working Group (PWG)</li> <li>Implementing Agent (IA) and Client Department</li> </ul>			Provincial Treasury  Department of Education and the Department of Health, and Other projects (other provincial departments)		Monthly  Monthly	meeting). IDIP PWG meetings are held on a monthly basis. (Inter-Departmental meeting)  Bi-lateral meetings are held on a monthly basis. (Inter-Departmental meeting)
<b>Capital works programme</b>	IP/P	Service Level Agreement. Implemented according to contract documents	Client Department	Across the Province	Within contract period	All capital works programmes as on IP/P are implemented across the province within their respective contract periods.
Drawings	all	NBR	Government Departments	Across the province	As on IP/P (annually)	The designing, planning and the supervision of any building or structure is done in accordance with Part-A of NBR.
Structural Design	all	NBR	Government Departments	Across the province	As on IP/P (annually)	Structural design is done in accordance with NBR Part-B
Provision for Facilities for disabled persons	all	NBR SABS	Client Departments	Across the Province	Contract period	All facilities for disabled persons are erected according to Part-S of NBR (section 3 of SABS 0040).
Environmental impact assessment	all	Compliance with environmental legislation	Client Department and communities	Across the Province	Within 6 months of the planning phase	EIA is undertaken within 6 months of the planning phase of all projects.

Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
<b>1.2.2 Infrastructure Development/ Construction (Districts)</b>						
Construction of new clinics	all	Compliance with contract documents	Client Departments	Across the Province	8- months	Construction of new clinics at all projects across the province take 8-months to complete.
New 4-classroom block	all	Compliance with contract documents	Client Departments	Across the Province	3- months	Construction of a New 4-classroom blocks take at all projects across the province take /3-months to complete.
Construction of new 8 - classroom blocks	all	Compliance with contract documents	Client Departments	Across the Province	4- months	Construction of New 8-classroom blocks at all projects across the province take 4-months to complete.
Bids adjudication	Average of 10 bids	Correctness of documents	Client Departments	Across the Province	One day	Adjudication of an average of 10-bids takes a day.
Progress Certification	all	Completed work (good workmanship)	Client Departments	Across the Province	5 days	Progress certification for completed work on capital projects is processed within 5 days.
Scheduled inspection	all	Project plan Evaluation report	Cluster government complex & Public Works Offices	Across the Province	Quarterly	Scheduled inspection is conducted on Cluster government complex & Public Works Offices quarterly.
Conditions assessment	all	According to GIAAMA	All government buildings	Across the province	3-year cycle	Condition assessment is conducted on all government buildings across the province after every 3-year according to GIAAMA prescripts.



Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
Quality assurance	all	QMS & quality management plans	Client departments	Across the province	Weekly	Quality control at all government projects across the province is conducted according programme quality plan daily
Material quality testing	all	NBR, Manufacturer specifications	Client departments	Across the province	On arrival	All material at all projects across the province is subjected to quality test on arrival. Clause A-13 of NBR.
Workmanship quality tests	all	documents	Client departments	Across the province	Daily	All work under construction at all projects across the province is subjected to daily quality inspection.
Project risk control	all	Risk plan	Client departments	Across the province	Monthly	All projects under construction across the province are subjected to monthly risk audits.
Communication	all	Communication strategy	Client departments	Across the province	Monthly	Progress on all projects under construction across the province is communicated monthly to all relevant stakeholders through meetings, websites and newsletters.
Uploading project information on PMIS	all	Credible information	Client departments	Across the province	Weekly	Construction project progress information is uploaded on PMIS for all projects under construction across the province on a weekly basis.
<b>1.3 Expanded Public Works Programme</b>						
<b>1.3.1 EPWP Planning and Support</b>						

Key Service	Quality	Quantity	Target Group	Target Area	Time Period	Full Statement
PSC Forum	all	Effective meetings	Municipalities, and Gov. departments	Across the province	Quarterly	PSC forum meetings are held monthly.
Sector Forums	all	Effective meetings	Municipalities, and Gov. departments	Across the province	Monthly	Sector meetings are held monthly
EPWP M&E forum	all	Effective meetings	Municipalities, and Gov. departments	Across the province	Quarterly	M&E meeting are held quarterly
National Youth Service	As on business plan	Robust screening process targeting FET Colleges	Unemployed youth	Across the province	Annually	500- Unemployed youth are placed on NYS programme annually.
Projects Implementation	As on business plan	NBR & environmental prescripts	LDPW EPWP projects	Across the province	Annually	A minimum of 6-projects are implemented annually.
<b>1.3.2 EPWP Monitoring and Evaluation</b>						
Monitoring & Evaluation	As on business plan	AFREA & SAMEA Guidelines	LDPW EPWP projects	Across the province	Annually	All EPWP and Projects in LDPW are subjected to quarterly monitoring and evaluation.
Outcome Impact Evaluation	As on business plan	AFREA & SAMEA Guidelines	LDPW EPWP projects	Across the province	3-year cycle	Outcome Impact evaluation is conducted on EPWP after every 3-years
<b>1.3.3 EPWP Innovation and Empowerment</b>						
Contractor Development	As on business plan	Robust screening process targeting FET Colleges	Unemployed youth	Across the province	Bi-annually	Emerging Contractors are placed on contractor development programme bi-annually.

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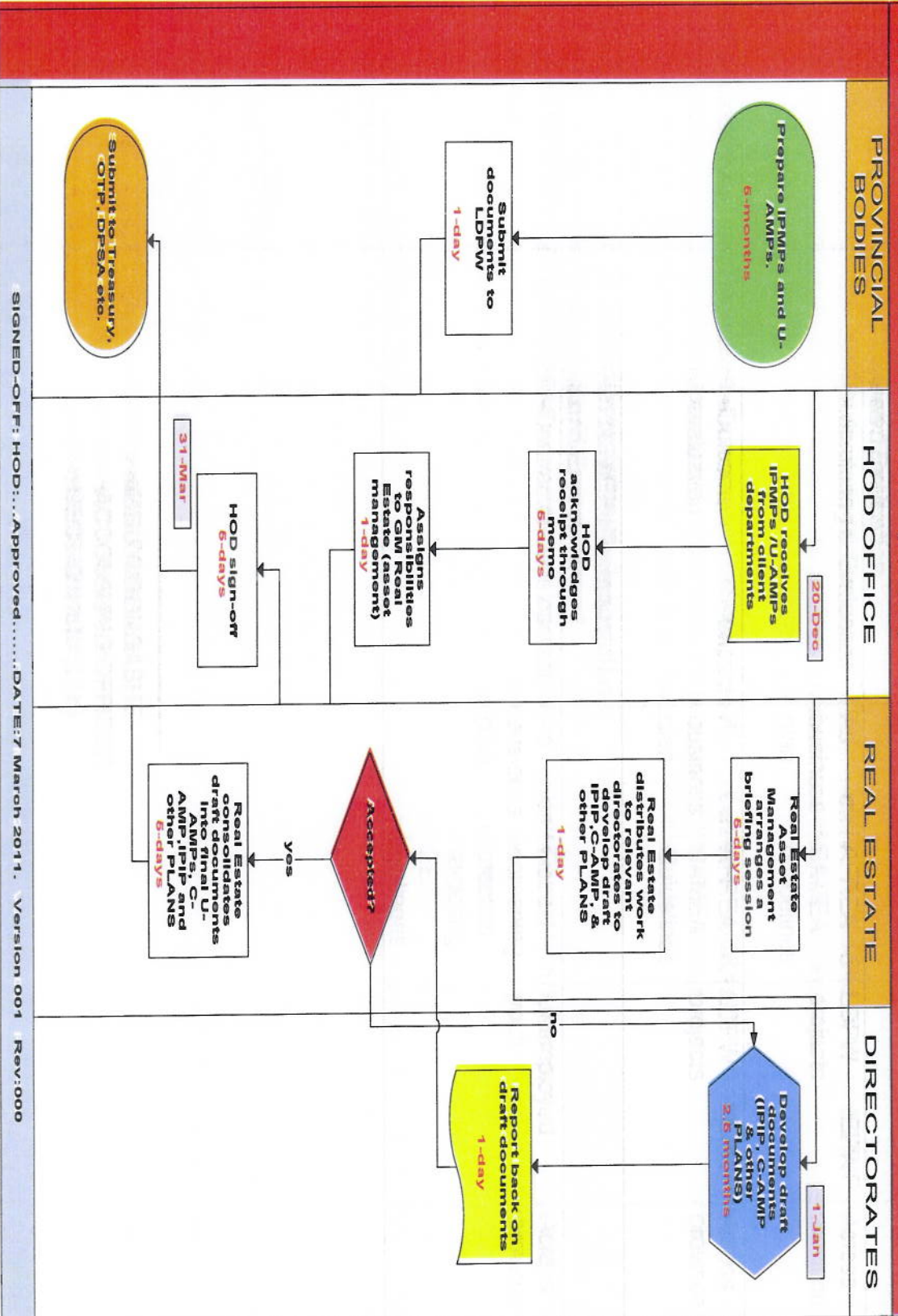
ACCOUNTING OFFICER

SECTION 100 (1) (B)

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DEVELOPING IPIP PMP 002 (A.2.3)



SIGNED-OFF: HOD:.....Approved:.....DATE:7 March 2011. Version 001 Rev:000