



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Department of Public Works

Ref: 2/7/3
Enq: MP Manamela
Core Service Standards
Version 2
Rev 002

Sign-off by Acting HOD:

Muthos

Date:

28/03/2011

VISION

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

MISSION

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

CORE VALUES

Professionalism,
Humility
Adherence to Batho Pele Principles

CORE FUNCTIONS

Provide land and office accommodation to government departments
Maintain government buildings
Manage capital works projects
Co-ordinate the implementation of provincial EPWP

ACRONYMS

LDPW:	Limpopo Department of Public Works
IDIP:	Infrastructure Delivery Improvement Programme
IPIP:	Infrastructure Programme Improvement Plan
IPMP:	Infrastructure Programme Management Plan
EIA:	Environmental Impact Assessment
PSC:	Provincial Steering Committee
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 FUNCTION SERVICE STANDARDS (INFRASTRUCTURE OPERATIONS)

Key Services	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.1 Property and Facility Management						
1.1.1 Provision of Immovable Asset						
<ul style="list-style-type: none"> Consultative forums 	All	Effective meetings	User departments	Across the province	monthly	Provincial department forum meetings are held on quarterly basis.
<ul style="list-style-type: none"> Manage service level agreements 	All		User departments	Across the province	monthly	Performance on all service level agreements with consultants is monitored and report generated monthly.
<ul style="list-style-type: none"> Immovable Asset Register 	1	GIAMA	User departments	Across the province	monthly	Custodian Immovable asset register is managed and updated monthly.
<ul style="list-style-type: none"> -C-AMP 	1	GIAMA	Provincial Government		annual	Final C-AMP for the next financial year is submitted to Provincial Treasury by 15 July annually.
<ul style="list-style-type: none"> Vesting 	All	SLA	Departments, Municipalities, Gov. Agencies	Across the Province	6-months	All government building acquired across the province is

							vested within 6-months.
1.1.2 Lease and Municipal Services							
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> Rental management 	All	SLA	Departments, Municipalities, Gov. Agencies	Across the Province	2-months	Rental application of all government accommodation /office space across the province is completed within 2-months.	
<ul style="list-style-type: none"> Rental Collection 	All	SLA	Departments, Municipalities, Government Agencies and Public Servants	Across the province.	monthly	rental collection on all amounts due is collected monthly.	
<ul style="list-style-type: none"> 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	
1.1.3 Provision of Maintenance Management Services							

<ul style="list-style-type: none"> Consultative forums 	All	Effective meetings	Provincial User Department Forum	Across the Province	quarterly	Provincial User forum meetings are held on quarterly basis.
<ul style="list-style-type: none"> Log a call (Request Co-ordinating Center system) 	All	Courteous behaviour.	Cluster government complex & Public Works Offices	Across the Province	5-minutes	Request for government building defects repairs across the Province are logged within 5-minutes.
<ul style="list-style-type: none"> Unscheduled 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.
<ul style="list-style-type: none"> Maintenance 	All	Prompt response Job cards Specifications SABS, NBR	Cluster government complex & Public Works Offices	Across the Province	7-working days	Maintenance to an inspected Cluster government complex & Public Works Offices is executed within 7-working days.
<ul style="list-style-type: none"> Scheduled inspection (Conditions assessment) 	All	Project plan Evaluation report	Cluster government complex & Public Works Offices	Across the Province	Quarterly	Condition assessment is conducted quarterly on Cluster government complex & Public Works Offices.
<ul style="list-style-type: none"> Statutory 	All	NBR	Cluster	Across the Province	Statutes	Statutory assessment

requirement assessment			government complex & Public Works Offices	province	specification	is conducted according to equipment inspection time durations.
<ul style="list-style-type: none"> Scheduled Maintenance 	All	National building regulation (NBR)	Cluster government complex & Public Works Offices	Across the province	annually	Maintenance programme development is implemented annually according to APP on Public Works Portfolio Buildings.
<ul style="list-style-type: none"> Provision for disabled persons 	All	NBR (Part S)	Cluster government complex & Public Works Offices	Across the province	Agreed time frame on APP	Provision for all facilities for disabled persons are erected according to National Building Regulation Part S.
1.1.4 Facility Services						
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Cleaning 	All	Neat and tidy	Public Works Offices	Across the Province	Daily	All offices, toilets, and office furniture are kept clean daily.
<ul style="list-style-type: none"> Security and 	All	24 hrs safety and	Government buildings	Infrastructure Cluster	24 hrs	Equipped trained security personnel

protection services		security incidents free.				guard all government offices for 24 hrs per day and for the premises where provincial departments share the facilities.
1. 2 Infrastructure (Capital Projects)						
1.2.1 Infrastructure Planning and Design						
Consultative forums	All	-IDMS implementation of the Infrastructure Delivery Management System (IDM toolkit)	Infrastructure Cluster	Polokwane	Monthly	IDIP DWG meetings are held on a monthly basis. (Inter Business Unit meeting).
<ul style="list-style-type: none"> Departmental Working Group (DWG) Provincial Working Group (PWG) 			Provincial Treasury		Monthly	IDIP PWG meetings are held on a monthly basis. (Inter-Departmental meeting)
<ul style="list-style-type: none"> Implementing Agent (IA) and Client Department 			Department of Education and the Department of Health, and Other projects (other provincial departments)		Monthly	Bi-lateral meetings are held on a monthly basis. (Inter-Departmental meeting)
<ul style="list-style-type: none"> Capital works 	IPIP	Service	Client	Across the	Within	All capital works

programme		Level Agreement Implemented according to contract documents	Department	Province	contract period	programmes as on IPIP are implemented across the province within their respective contract periods.
<ul style="list-style-type: none"> Drawings 	All	NBR	Government Departments	Across the province	As on IPIP (annually)	The designing ,planning and the supervision of any building or structure is done in accordance with Part-A of NBR.
<ul style="list-style-type: none"> Structural design 	All	NBR	Government departments	Across the province	As on IPIP (annually)	Structural design is done in accordance with NBR Part-B
<ul style="list-style-type: none"> Provision for disabled persons 	All	NBR SABS	Client Department	Across the Province	Contract period	All facilities for disabled persons are erected according to Part-S of NBR (section 3 of SABS 0040).
<ul style="list-style-type: none"> 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.

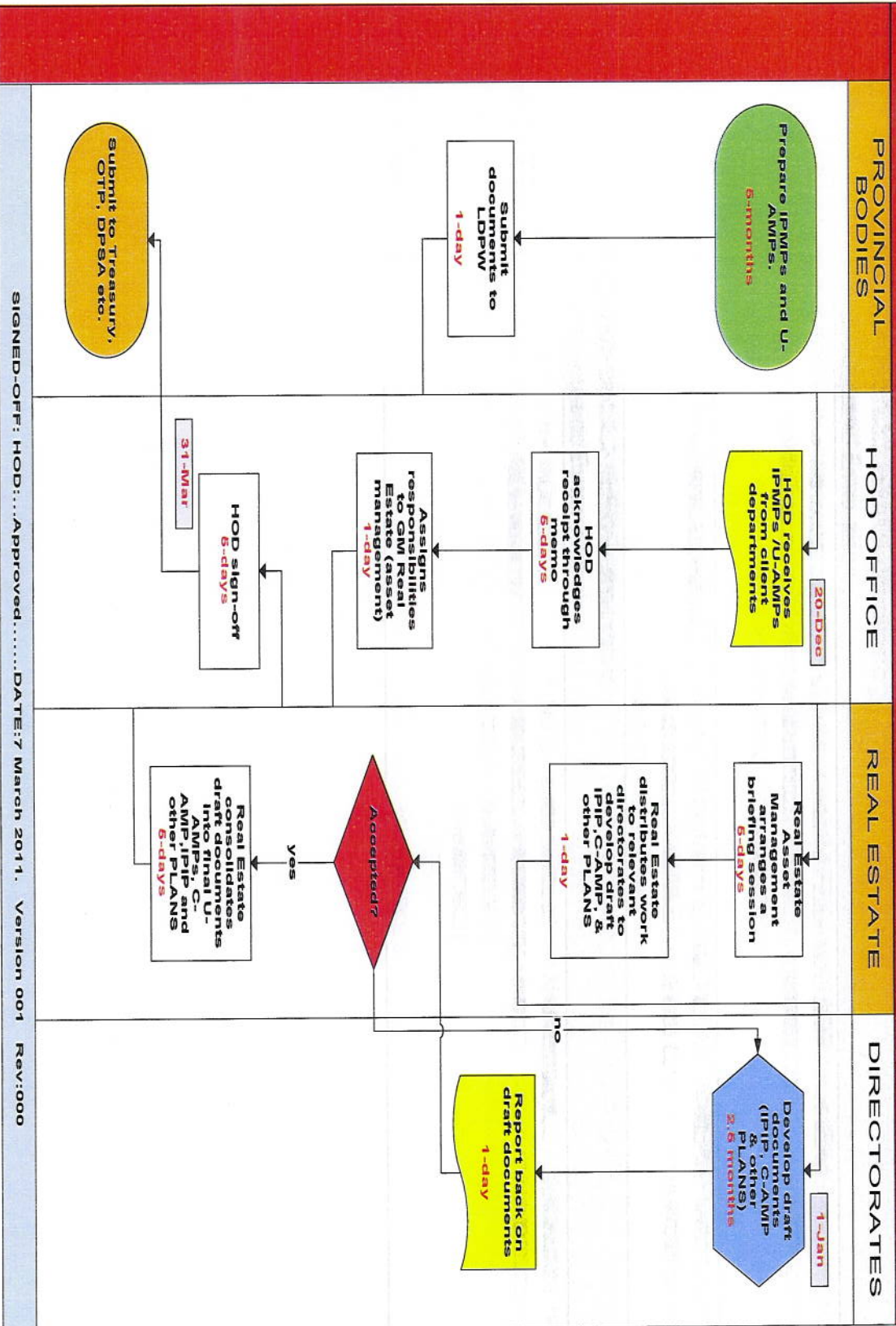
1.2.2 Infrastructure Development /Construction (Districts)							
<ul style="list-style-type: none"> New clinic 	All	Compliance with contract documents	Client Departments	Across the Province	Six months	New clinic takes 8-months to complete.	
<ul style="list-style-type: none"> New 4-classroom block 	All	Compliance with contract documents	Client Departments	Across the Province	3-months	New 4-classroom block takes 3-months to complete.	
<ul style="list-style-type: none"> New 8 -classroom block 	All	Compliance with contract documents	Client Departments	Across the Province	4-months	New 8-classroom block takes 4-months to complete.	
<ul style="list-style-type: none"> 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.	
<ul style="list-style-type: none"> Progress Certification 	All	Completed work (good workmans hip)	Client Department	Across the Province	5 days	Progress Certification for completed work on capital projects is processed within 5 days.	
<ul style="list-style-type: none"> Quality assurance 	All	QMS & quality management plans	Client department	Across the province	Weekly	Quality control at all government projects across the province is conducted according programme quality plan daily	

<ul style="list-style-type: none"> Material testing 	All	NBR, Manufacturer specifications	Client department	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.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Communication 	All	Communication strategy	Client department	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.

1.3 Expanded Public Works Programme							
1.3.1 EPWP Planning & Support							
<ul style="list-style-type: none"> PSC forum 	All	Effective meetings	Municipalities, and Gov. departments	Across the province	the quarterly	PSC forum meetings are held monthly.	
<ul style="list-style-type: none"> Sector forums 	All	Effective meetings	Municipalities, and Gov. departments	Across the province	the monthly	Sector meetings are held monthly	
<ul style="list-style-type: none"> EPWP M&E forum 	All	Effective meetings	Municipalities, and Gov. departments	Across the province	the quarterly	M&E meetings are held quarterly	
<ul style="list-style-type: none"> National Service Youth 	As on business plan	Robust screening process targeting FET Colleges	Unemployed youth	Across the province	the annually	500- unemployed youth are placed on NYS programme annually.	
<ul style="list-style-type: none"> Projects Implementation 	As on business plan	NBR & environmental prescripts	LDPW EPWP projects (extreme poverty areas).	Across the province	the annually	A minimum of 6- projects are implemented annually.	
1.3.2 EPWP Monitoring and Evaluation							
<ul style="list-style-type: none"> Monitoring & Evaluation 	As on business plan	AFREA & SAMEA Guidelines	LDPW EPWP projects	Across the province	the annually	All EPWP and Projects in LDPW are subjected to quarterly monitoring and evaluation.	

<ul style="list-style-type: none"> Impact Reporting 	As on business plan	AFREA & SAMEA Guidelines	LDPW projects	EPWP	Across the province	3-year cycle	Impact reporting on EPWP is done after every 3-years
1.3.3 EPWP Innovation and Empowerment <ul style="list-style-type: none"> Contractor Development 	As on business plan	Robust screening process targeting FET Colleges	Unemployed youth		Across the province	Bi-annually	Contractors are placed on development programme bi-annually.

DEVELOPING IPIP PMP 002 (A.2.3)



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