



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
PUBLIC WORKS, ROADS & INFRASTRUCTURE

2021/2022
DEPARTMENTAL
SERVICE STANDARDS

The heartland of Southern Africa - development is about people!

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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
COTO:	Committee of Transport Official
C-AMP:	Custodian Asset Management Plan
DALRRD:	Department of Land Reform and Rural Development
DORA:	Division of Revenue Act.
U-AMP:	User Asset Management Plan
NBR:	National Building Regulation
NPLAA:	Northern Province Land Administration Act.
SABS:	South African Bureau of Standards
QMS:	Quality Management System
GIAMA:	Government Immovable Asset Management Act
NEC:	New Engineering Contract
ECSA	Engineering Council of South Africa
JBCC:	Joint Building Contracts Committee
GCC:	General Conditions of Contract
PSLVDC:	Provincial State Land Vesting and Disposal Committee
SD	State Domestic Facility
TMH:	Technical Methods for Highways
TRM:	Technical Recommendation for Highways

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 official 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

INTRODUCTION

The monitoring tool will be used to monitor compliance to Departmental Service Standards and serve as a measure to determine level of excellence within the Department.

WHY THE TOOL

The tool will assist Monitoring and Evaluation to identify performance gaps and enable the unit to put in place remedial actions for non-complying programmes.

HOW IS THE TOOL GOING TO BE APPLIED

This tool will be used on a quarterly basis to monitor compliance to the Departmental Service Standards

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.1 Property & Facility Management						
1.1.1 Land Management						
Immovable Asset Register	1	In Compliance with Treasury Minimum Requirement and GIAMA.	User Departments	Across the Province	Quarterly	The department shall reconcile and update Custodian Immovable Asset Register for all user departments across the province on quarterly basis in accordance with Treasury Minimum Requirement and GIAMA.
Management of C-AMP	1	In compliance with GIAMA and C-AMP Guidelines.	LDPWRI and User Departments	Across the Province	4 th quarter.	The department shall compile and submit the C-AMP for LDPWRI and all user departments across the province in the 4 th quarter to Provincial Treasury in compliance with GIAMA and C-AMP Guidelines.
Vesting applications	All	In compliance with the Constitution of the RSA and Vesting Guidelines.	Provincial State Owned Immovable Assets	Across the Province	Quarterly	The department shall submit the applications quarterly for Vesting Confirmations of Provincial State Owned Immovable Assets to PSLVDC for recommendations to the Minister of DALRRD who will issue out item 28 (1) certificates (108) of 1996, in compliance with Constitution of the RSA and Vesting Guidelines.
Surveying and registration of (SDF's)	All	In compliance with Land Survey Act, Deeds Registry Act and SDF Framework	User Departments	Across the Province	Quarterly	The department shall survey and register SDF's (State Domestic Facilities) for all user departments on quarterly basis across the province in compliance with Land Survey Act, Deeds Registry Act and SDF Framework.
Management of U-AMP	1	In compliance with GIAMA and U-AMP Guidelines.	LDPWRI	Across the Province	1 st quarter	The department shall compile and submit User Asset Management Plan for LDPWRI in the 1 st quarter to Provincial

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						Treasury in compliance with GIAMA and U-AMP Guidelines.
Disposal of State Owned Redundant Immovable Assets	All	In compliance with Northern Province Land Administration Act, Disposal Act, Deeds Registry Act and GIAMA.	Private companies, individuals, other spheres of government and Parastatals	Across the Province	Annually	The department shall dispose all Redundant State Owned Immovable Assets to private companies, individuals, other spheres of government and parastatals across the province annually in compliance with Northern Province Land Administration Act, Disposal Act, Deeds Registry Act and GIAMA.
Section 42 transfers	All	In compliance with Section 42 of the PFMA and GIAMA.	User Departments	Across the Province	Quarterly	The department shall facilitate the transfer of Immovable Assets from all users departments across the province on quarterly basis in compliance with Section 42 of the PFMA and GIAMA.
Transfer of R293 Towns/other State Owned Land Parcels to Municipalities	All	In compliance with GIAMA, State Land Disposal Act, Northern Province Land Administration Act, PFMA and Treasury Regulations.	Municipalities and National Governments	Across the Province	Quarterly	The department shall process all Transfers Gratis (donation) of R293 Towns and other State Owned Land Parcels to Municipalities and national government across the province on quarterly basis in compliance with GIAMA, State Land Disposal Act, Northern Province Land Administration Act, PFMA and Treasury Regulations.
Re-Acquisition of State Immovable Assets.	All	In compliance with Deeds Registry Act, PFMA, Northern Province Land Administration Act and Treasury Regulations.	User Departments	Across the Province	Quarterly	The department shall Re-acquire Immovable Assets from municipalities for all user departments on quarterly basis in compliance with Deeds Registry Act, PFMA, Northern Province Land Administration Act and Treasury Regulations.
Acquisition of Immovable Assets	All	In compliance with Deeds Registry Act,	User Departments	Across the Province	Quarterly	The department shall Acquire Immovable Assets for all user departments on

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		PFMA and NPLAA and Treasury Regulations.				quarterly basis in compliance with Deeds Registry Act, PFMA and NPLAA and Treasury Regulations.
1.1.2 Lease Management						
Provision of office accommodation.	All	In compliance with GIAMA, PFMA and Treasury Regulations	User Departments	Across the Province	Annually	The department shall provide office accommodation to all user department annually in compliance with GIAMA, PFMA and Treasury Regulations.
Residential lease management	All	In compliance with the Departmental Rental Management Policy.	Provincial Government Employees	Across the Province	Monthly	The department shall manage all residential leases for provincial government employees across the province on monthly in compliance with the Departmental Rental Management Policy.
Rental management	All	In compliance with Departmental Rental Policy.	Applicants	Across the Province	Within 3 months	The department shall process all rental applications of all applicants' across the province within 3 months in compliance with Departmental Rental Policy.
Management of residential accommodation	All	In compliance with the departmental rental policy	Approved Applicants	Across the Province	Monthly	The Department shall provide residential accommodation to all approved applicants across the province on monthly basis in compliance with the departmental rental policy.
Accommodation inspections	All	In compliance with departmental rental policy.	Residential Properties	Across the Province	Before occupation and vacating	The department shall conduct pre and post inspections on all residential properties as and when tenants vacate or occupy the property across the province in compliance with departmental rental policy.
Lease renewal	All	In compliance with the departmental rental policy.	All Tenants	Across the Province	3 Months prior expiry	The department shall renew leases for all tenants three months prior expiry across the province in compliance with the departmental rental policy.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Update the House Register	1	In compliance with the departmental rental policy.	Residential Properties	Across the Province	Monthly	The department shall update the house register for residential properties on monthly basis across the province in compliance with the departmental rental policy.
Tenant audits	All	In compliance departmental rental policy	Residential Properties	Across the Province	Twice a year	The department shall conduct tenant audits twice a year on all residential properties across the province in compliance with departmental rental policy.
Lease Management Report	All	In compliance departmental rental policy.	Residential Properties	Across the Province	Monthly	The department shall compile monthly lease management reports of all residence properties across province in compliance with departmental rental policy.
1.1.3 Municipal Service						
Payment of Rates and Taxes	All	In compliance with Municipal Property Rates Act, GIAMA and Northern Province Land Administration Act and the Constitution.	Government Owned Buildings	Across the Province	Monthly	The department pays rates and taxes in respect of registered properties, immovable assets to government owned buildings on monthly basis in compliance with Municipal Property Rates Act, GIAMA and Northern Province Land Administration Act and the Constitution.
Payment of consumptions of municipal services	All	In compliance with EXCO Decisions 59 of 2001, Municipal Property Rate Act and GIAMA.	Government Owned Buildings	Across the Province	Monthly	The department shall pay consumptions of municipal services in respect of government owned buildings on monthly basis in compliance with EXCO Decisions 59 of 2001, Municipal Property Rate Act and GIAMA.
1.1.4 Provision of Maintenance Management Services						
Inspections of logged calls	All	In compliance with National Building Regulation, GIAMA and	Government Owned Buildings.	Across the Province	5-working days	The department shall conduct inspections of reported defects for all government owned buildings across the province

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Departmental Maintenance Management Policy.				within 5 working days in compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.
Unscheduled maintenance	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	Government Owned Buildings.	Across the Province	7-working days	The department shall execute unscheduled maintenance on reported defects for all government owned 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.	Government Owned Buildings.	Across the Province	Annually	The department shall implement scheduled maintenance for all identified government owned buildings across the province annually in compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.
1.1.5 Facility Services Landscaping Services						
Landscaping	All	In compliance with Occupational Health and Safety Act and Quality Standard Framework.	LDPWRI Buildings including shared buildings	Across the Province	Daily	The department shall keep clean all Landscaping for LDPWRI buildings including shared buildings across the province on daily basis in compliance with Occupational Health and Safety Act and Quality Standard Framework.
Cleaning	All	In compliance with Occupational Health and Safety Act and Environmental Health Act.	LDPWRI	Across the Province	Daily	The department shall keep all offices, toilets, and office furniture clean for LDPWRI across the province on daily basis in compliance with Occupational Health and Safety Act and Environmental Health Act.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.2 Infrastructure (Capital Projects)						
1.2.1 Infrastructure Planning and Design						
Capital works programme	All	In compliance with the Service Level Agreement and IPMP	Client Departments	Across the Province	4 th Quarter	The department shall implement Capital Works Programmes for client departments across the province in the 4 th quarter in compliance with Service Level Agreement and IPMP.
Provision for Facilities for Disabled Persons	All	In compliance with National Building Regulation and SABS	Client Departments	Across the Province	Within the contract period.	The department shall erect facilities for disabled persons in all client 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 compliance with Environmental Legislation.
1.2.2 Infrastructure Development/Construction						
Construction of health facilities	All	In compliance with Joint Building Contract Committee, specifications, working drawings, South African Bureau of Standards, National Building Regulation	Department of Health	Across the Province	12 months	The department shall complete the construction of all Health Facilities for the Department of Health across the province within 12 months in compliance with Joint Building Contract Committee, specifications, working drawings, South African Bureau of Standards, National Building Regulation.
Construction of Traditional offices	All	In compliance with specifications, working drawings, South African Bureau of Standards, National Building Regulation	Department of Cooperative Governance, Human Settlement and Traditional Affairs (CoGHSTA)	Across the Province	12 months	The department shall construct all Traditional Offices for Department of Cooperative Governance, Human Settlement and Traditional Affairs (CoGHSTA) across the province within 12 months in compliance with Specifications, working drawings, South African Bureau

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						of Standards, National Building Regulation.
Construction of Agricultural office	All	In compliance with specifications, working drawings, South African Bureau of Standards, National Building Regulation	Department of Agriculture and Rural Development	Across the Province	12 months	The department shall construct all offices for Department of Agriculture and Rural Development in compliance with specifications, working drawings, South African Bureau of Standards, National Building Regulation across the province within 12 months.
Construction of offices for Department of Transport	All	In compliance with specifications, working drawings, South African Bureau of Standards, National Building Regulation	Department of Transport	Across the Province	12 months	The department shall construct all offices for Department of Transport in compliance with specifications, working drawings, South African Bureau of Standards, National Building Regulation across the province within 12 months.
Progress certification	All	In compliance with Joint Building Contract Committee	Client Departments	Across the Province	5 days	The department shall submit all progress certificates received to client departments across the province within 5 days in compliance with Joint Building Contract Committee New Engineering Contract.
Quality assurance	All	In Compliance with QMS & quality management plans and SABS	All Government Owned Buildings	Across the Province	Bi-weekly	The department shall conduct quality control for all active government owned building projects across the province bi-weekly in compliance with QMS & Quality Management Plans and SABS.
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 projects and client departments are subjected to bi-weekly inspection across the province in compliance with Specifications, Construction Programme and Bills of Quantities.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.2.3. Inspectorate						
Scheduled inspection	All	Project plan Evaluation Report	Cluster Government Complex and LDPWRI Buildings	Across the Province	Quarterly	The department shall conduct schedule inspections on all 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.
Evaluations	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	7 working days	The department shall conduct evaluations on all request from cluster government complex and LDPWRI buildings across the province within seven(7) working days in compliance with GIAMA.
Site hand over	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	7 working days	The department shall hand over site on all minor projects for all cluster government complex and LDPWRI buildings across the province within seven (7) working days in compliance GIAMA.
Monitor progress	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	Bi-weekly	The department shall monitor progress on minor project for all cluster government complex and LDPWRI buildings across the province bi-weekly in compliance GIAMA.
Practical completion	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	On completions	The department shall hand over practical completion certificate on minor projects for all cluster government complex and LDPWRI building across the province on completion of a project in compliance GIAMA.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Final completion	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	3 months after practical completion	The department shall hand over final completion certificate on minor projects for all cluster government complex and LDPWRI buildings across the province 3 months after practical completion in compliance GIAMA.
Monitor performance	All	In compliance GIAMA.	Cluster Government Complex and LDPWRI Buildings	Across the Province	Monthly	The department shall monitor performance of appointed contractors on all outsourced projects for cluster government complex and LDPWRI Buildings across the province on a monthly basis in compliance with GIAMA.

1.3 Roads Infrastructure

1.3.1 Roads Maintenance

Re-gravelling of unpaved roads	All	In compliance with Road Maintenance Manual, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, Standard Specifications for Roads and Bridge works for state Road Authorities, Technical Methods for Highways, Technical Recommendations for Highways and New Engineering Contract.	Road users	Identified areas in the province.	Annually	The department shall re-gravel unpaved roads on all identified areas across the province annually in compliance with Road Maintenance Manual, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, Standard Specifications for Roads and Bridge works for state Road Authorities, Technical Methods for Highways, Technical Recommendations for Highways and New Engineering Contract.
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Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Black top / pothole patching	All	In compliance with Road Maintenance Manual, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, Standard Specifications for Roads and Bridge works for state Road Authorities, Technical Methods for Highways, Technical Recommendations for Highways and New Engineering Contract.	Road users	Identified areas in the province	Annually	The department shall patch blacktop in all identified areas across the province annually in compliance with Road Maintenance Manual, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official COTO, Standard Specifications for Roads and Bridge works for state Road Authorities, Technical Methods for Highways, Technical Recommendations for Highways and New Engineering Contract.
Blading of gravel roads	All	In compliance with Road Maintenance Manual, Technical Methods for Highways and Technical Recommendations for Highways	Road users	Identified areas in the province	Annually	The department shall blade all gravel roads across the province annually in compliance with Road Maintenance Manual, Technical Methods for Highways and Technical Recommendations for Highways.
1.3.2 Roads Mechanical Services						
Licensing of construction fleet	All	In compliance with National Road Traffic Act 96 of 1993	LDPWRI	Across the province	Quarterly	The department shall facilitate registration and licensing of all road related equipment for LDPWRI across the province on quarterly basis in compliance with National Road Traffic Act 96 of 1993.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Fleet operations	All	In compliance with National Road Traffic Act 96 of 1993	LDPWRI	Across the province	Quarterly	The department shall manage all fleet operations in the LDPWRI across the province on quarterly basis in compliance with National Road Traffic Act 96 of 1993.
Fleet maintenance and repairs	All	In compliance with National Road Traffic Act 96 of 1993 and RT 46 Transversal Contract	LDPWRI	Across the province	Quarterly	The department shall maintain and repair all road related equipment on quarterly in the LDPWRI across the province on quarterly basis in compliance with National Road Traffic Act 96 of 1993 and RT 46 Transversal Contract.
Fleet availability	All	In compliance with Road Maintenance processes/requirements and RT 57 Transversal Contract	LDPWRI	Across the province	Quarterly	The department shall ensure availability of graders and overall fleet machinery for routine maintenance LDPWRI across the province on quarterly basis in compliance with Road maintenance processes/requirements and RT 57 Transversal Contract.
1.3.3 Environmental Management Services						
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 on all Household and routine maintenance Projects for LDPWRI across the province on monthly basis in compliance with National Environmental Management Act (NEMA).
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 on 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

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						implemented by LDPWRI and RAL across the province on monthly basis in compliance with Disaster Management Act.
1.3.4 Professional Services and SDI						
Road Agency Limpopo projects	All	In compliance with Road Infrastructure Strategic Framework of South Africa, Technical Methods for Highways (TMH) Division Of Revenue Act. (DORA).	Road Agency Limpopo	Across the province	Monthly	The department shall monitor the implementation of all Road Infrastructure Programmes and Road Agency Limpopo (RAL) projects across the province on monthly basis in compliance with Road Infrastructure Strategic Framework of South Africa, Technical Methods for Highways (TMH) Division Of Revenue Act (DORA).
Infrastructure plans	All	In compliance with Road Infrastructure Strategic Framework of South Africa, Technical Methods for Highways (TMH) Division Of Revenue Act. (DORA).	Road Agency Limpopo	Across the province	Monthly	The department shall manage, coordinate, and monitor the development and implementation of Infrastructure Plans for Infrastructure Programmes and Road Agency Limpopo (RAL) across the province on monthly basis in compliance with Road Infrastructure Strategic Framework of South Africa, Technical Methods for Highways (TMH) Division Of Revenue Act (DORA).
1.3.5 Roads Project Implementation						
Households-based projects	All	In compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act. (DORA)	Citizens within Limpopo Province	Across the province	Monthly	The department shall implement all Households-based Projects for LDPWRI across the province for citizen within Limpopo Province on monthly basis in compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
In-house projects	All	In compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act (DORA)	Citizens within Limpopo Province	Across the province	Monthly	The department shall implement all In-house Projects for LDPWRI across the province for citizen within Limpopo Province on monthly basis in compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act.
Creation of job opportunities	All	In compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act (DORA)	Citizens within Limpopo Province	Across the province	Annually	The department shall create Job Opportunities in LDPWRI across the province for citizen within Limpopo Province on annual basis in compliance with Ministerial Determination and EPWP Policy Guidelines and Division Of Revenue Act.
1.4. Expanded Public Works Programme						
1.4.1 EPWP Innovation and Empowerment						
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 for citizen within Limpopo 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 Work Opportunities through National Youth Service Programme (NYS) across the province for citizens within Limpopo Province annually in compliance with the Ministerial Determination and EPWP Policy Guidelines.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.4.2 EPWP Monitoring and Evaluation						
Monitoring & evaluation	All	In compliance with EPWP Implementation Policy Guidelines, and EPWP M&E Framework.	EPWP projects	Across the Province	Quarterly	The department shall monitor and evaluate EPWP projects across the province on quarterly basis in compliance with EPWP Implementation Policy Guidelines and EPWP M&E Framework.
Implementing bodies reporting under Provincial EPWP (26 Municipalities, 9 Departments)	All	In compliance with EPWP Policy Guidelines and 5 year EPWP Business Plan	EPWP projects	Across the Province	Quarterly	The department shall monitor compliance of Implementing Bodies across the province on quarterly basis in compliance with EPWP Policy Guidelines.

GENERIC SERVICE STANDARDS

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Courtesy	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.
Signage	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.
Telecommunication	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.

Telephones	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.
Service delivery complaints and redress	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 are finalized within 30 working days.
Information	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	Departmental Information is readily available in all provincial languages at all service points and confidential information is supplied on request within 30 working days.
Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Mail	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.
Meetings	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 and apologies are submitted 2 days	Invitations to meetings are issued within 7 working days before the scheduled meetings and apologies submitted 2 days before the date of the meeting.

APPROVED / NOT APPROVED



MR. D.T. SEROKA
HEAD OF DEPARTMENT

08/04/2021
DATE



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
PUBLIC WORKS, ROADS & INFRASTRUCTURE

HEAD OFFICE CONTACT DETAILS

Private Bag X9490
POLOKWANE
0700
43 Church Street & 42 Paul Kruger Street
Tel: (015) 284 7001/2/3
Email: newsroom@dpw.limpopo.gov.za

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 Limpopo Department of Public Works, Roads & Infrastructure
Roads Agency Limpopo
www.dpw.limpopo.gov.za  @limpopo_works
www.ral.co.za
 @LDPWRI
@RoadsAgency  **YouTube** Roads Agency Limpopo



EXPANDED PUBLIC WORKS PROGRAMME

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