



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
PUBLIC WORKS, ROADS & INFRASTRUCTURE



2023/2024
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
FIDIC:	International Federation of Consulting Engineers
U-AMP:	User Asset Management Plan
NBR:	National Building Regulation
NPLAA:	Northern Province Land Administration Act.
SANS:	South African National Standards
SACPCMP:	South African Council for Project and Construction Management Professions
QMS:	Quality Management System
QCP:	Quality Control Plan

LIC:	Labour Intensive Construction
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

- Infrastructure Operations
- Expanded Public Works Programme
- Roads Infrastructure

INTRODUCTION

The Departmental Service Standards will serve as a measure to determine the level of performance and excellence within the Department.

WHY DEPARTMENTAL SERVICE STANDARDS

The Department to identify performance gaps and enable the unit to put in place remedial actions for non-complying programmes. They will also help clarify expectations for clients and employees, drive service improvement, and contribute to results-based performance.

HOW IS THE DEPARTMENTAL SERVICE STANDARDS GOING TO BE APPLIED

The Departmental Service Standards will be monitored on a quarterly basis for compliance.

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 compliance with Treasury Minimum Requirements and GIAMA.
Management of C-AMP	1	In compliance with GIAMA and C-AMP Guidelines.	LDPWRI	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.	User departments	Across the Province	Quarterly	The department shall submit the applications quarterly for Vesting Confirmations of Provincial State Owned Immovable Assets to Provincial State Land Vesting Disposal Committee (PSLVDC) for recommendations to Department of Agriculture Land Reform and Rural Development (DALRRD) who will issue out item 28 (1) certificates (108) of 1996, in compliance with Constitution of the RSA and Vesting Guidelines.
Verification of Immovable Asset		In compliance with Treasury Minimum Requirements and GIAMA	User Departments	Across the Province	Quarterly	The department shall conduct verification of immovable asset register on quarterly basis across the province in compliance with Treasury Minimum Requirements and GIAMA.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
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 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, Disposal Policy 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	Annually	The department shall facilitate Section 42 transfer of Immovable Assets from all user departments across the province annually in compliance with Section 42 of the PFMA and GIAMA.
Transfer of R293 towns/other state owned land parcels	All	In compliance with GIAMA, State Land Disposal Act, Northern Province Land Administration Act, PFMA and	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,

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Treasury Regulations.				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, PFMA and NPLAA and Treasury Regulations.	User Departments	Across the Province	Quarterly	The department shall Acquire Immovable Assets for all user departments on 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.
Provision of Residential Accommodation	All	In compliance with the Departmental Rental Management Policy, PFMA and Treasury Regulation	Approved Applicants	Across the Province	Quarterly	The department shall provide residential accommodation to all approved applicants across the province on quarterly basis in compliance with the Departmental Rental Management Policy, PFMA and Treasury Regulation.
Accommodation Inspections	All	In compliance with Departmental Rental Management Policy	Tenants	Across the Province	Before occupation and vacating	The department shall conduct pre and post inspections on all residents as and when tenants vacate or occupy the property across the province in

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						compliance with the Departmental Rental Management Policy.
Lease Renewal	All	In compliance with the Departmental Rental Management Policy	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 Management Policy.
Update the House Register	1	In compliance with the Departmental Rental Management Policy.	Tenants	Across the Province	As and when	The department shall update the house register for all tenants as and when there is a need across the province in compliance with the Departmental Rental Management Policy.
Tenant Audits	All	In compliance Departmental Management Rental Policy	Tenants	Across the Province	Twice a year	The department shall conduct tenant audits twice a year on all occupants across the province in compliance with the Departmental Rental Management Policy.
1.1.3 Prestige Accommodation						
Provision of Residential Accommodation.	All	In compliance with Ministerial handbook.	All Members of Provincial Legislature (MPL's)	Parliamentary Village	Each electoral cycle or as and when there is a need	The Department shall provide accommodation to all Members of the Limpopo Provincial Legislature per each electoral cycle in compliance with Ministerial Handbook.
Residential Lease Management	All	In compliance with the Ministerial handbook and Departmental Management Rental Policy.	All Members of Provincial Legislature (MPLs)	Parliamentary Village	Each electoral cycle or as and when there is a need	The Department shall manage residential leases for all Members of the Limpopo Provincial Legislature accommodated at the Parliamentary Village in compliance with Ministerial handbook and Departmental Rental Management Policy.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Provision of Household Furniture	All	In compliance with Ministerial handbook.	All Members of Provincial Legislature (MPL's)	Parliamentary Village	Each electoral cycle or as and when there is a need	The Department shall furnish houses and the clubhouse for all Members of Provincial Legislature at the Parliamentary Village in compliance with Ministerial handbook
1.1.4 Municipal Service						
Payment of Rates and Taxes	All	In compliance with Municipal Property Rates Act, GIAMA and Northern Province Land Administration Act, PFMA and the Constitution.	Government Owned Properties	Across the Province	Monthly	The department shall pay rates and taxes in respect of all government owned properties on monthly basis in compliance with Municipal Property Rates Act, GIAMA, Northern Province Land Administration Act, PFMA and the Constitution.
Payment of consumptions of Municipal Services	All	In compliance with EXCO Decisions 59 of 2001, Municipal Property Rate Act, PFMA and GIAMA.	Government shared Buildings and LDPWRI	Across the Province	Monthly	The department shall pay consumptions of municipal services in respect of government shared Buildings and where LDPWRI occupies on monthly basis in compliance with EXCO Decisions 59 of 2001, Municipal Property Rate Act, PFMA and GIAMA.
1.2 Facility Services						
1.2.1 Landscaping Services						
Landscaping	All	In compliance with Occupational Health and Safety Act, Quality Standard Framework and National Environmental Management Act	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, Quality Standard Framework and National Environmental Management Act.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.2.2 Cleaning Services						
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.
1.3 Provincial Departments Infrastructure Management						
1.3.1 Building Maintenance						
Assessment of logged calls	All	In compliance with National Building Regulation, GIAMA and Departmental Maintenance Management Policy.	Government Owned Buildings.	Across the Province	5-working days	The department shall assess all reported defects for all government owned buildings across the province 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 the Departmental Maintenance Management Policy.
Scheduled Maintenance	All	In compliance with National Building Regulation, GIAMA and the 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.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
1.3.2. Inspectorate						
Scheduled inspection	All	In compliance with 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, and Departmental Maintenance Management Policy	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, and Departmental Maintenance Management Policy
Evaluations	All	In compliance with GIAMA, and Departmental Maintenance Management Policy	Cluster Government Complex and LDPWRI Buildings	Across the Province	10 working days	The department shall conduct evaluations on all requests from cluster government complex and LDPWRI buildings across the province within ten (10) working days per facility in compliance in with GIAMA, and Departmental Maintenance Management Policy.
Site Hand Over	All	In compliance with in compliance with specifications, New Engeneering Contract (NEC) Framework for Infrastucture Delivery and Procurment Management and the JBCC	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 with specifications, New Engineering Contract (NEC) Framework for Infrastucture Delivery and Procurement Management and the JBCC.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Monitor Progress	All	In compliance with specifications, the JBCC Contract and SANS	Cluster Government Complex and LDPWRI Buildings	Across the Province	Bi-weekly	The department shall monitor progress on all minor projects for all cluster government complex and LDPWRI buildings across the province bi-weekly in compliance with specifications, the JBCC Contract and SANS.
Practical Completion	All	In compliance with specifications and the JBCC.	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 with specifications and the JBCC.
Final Completion	All	In compliance with specifications and the JBCC.	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 with specifications and the JBCC.
Monitor Performance	All	In compliance with GIAMA and the JBCC	Cluster Government Complex and LDPWRI Buildings	Across the Province	Bi-weekly	The department shall monitor performance of appointed contractors on all outsourced projects for cluster government complex and LDPWRI Buildings across the province bi-weekly in compliance with GIAMA and the JBCC.
1.3.3. Projects for other Departments						
Infrastructure Programme Management Plan(IPMP)	All	In compliance with the Infrastructure Delivery Management System (IDMS)	LDPWRI	Across the Province	2 nd Quarter	The department shall implement the Infrastructure Programme Management Plan (IPMP) for LDPWRI across the province in the

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						2 nd quarter in compliance with Infrastructure Delivery Management System IDMS.
Implement of the Infrastructure Programme Implementation plan (IPIP)	All	In compliance with the Infrastructure Delivery Management System (IDMS)	Client Departments and LDPWRI	Across the Province	3rd Quarter	The department shall develop the Infrastructure Programme Management Plan (IPIP) for client departments and LDPWRI across the province in the 3 rd quarter in compliance with Infrastructure Delivery Management System IDMS
Service Delivery Agreements	All	In compliance Infrastructure Delivery Management System IDMS)	Client Departments	Across the Province	Annually	The department shall develop Service Level Agreements (SDA's) to be signed with client departments annually in compliance with Implement of the Infrastructure Programme Management Plan (IPMP)
Drawings/ Designs	All	In compliance Infrastructure Programme Management Plan (IPMP)	Client Departments and LDPWRI	Across the Province	Annually	The department shall develop drawings for client departments and LDPWRI annually in compliance with Infrastructure Programme Management Plan (IPMP)
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 on construction sites for all LDPWRI and client departments' projects across the province during planning phase in compliance with Environmental Legislation.
Construction of Traditional Offices	All	In compliance with specifications, working drawings, South African National Standards, National Building	Department of Cooperative Governance, Human Settlement and Traditional	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

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Regulation, Tribal Authority Act, Quality Control Plan (QCP) and Municipal Bi-Laws.	Affairs (CoGHSTA)			specifications, working drawings, South African National Standards, National Building Regulation, Tribal Authority Act, Quality Control Plan and Municipal Bi-Laws.
Construction of Department of Transport Facilities	All	In compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws.	Department of Transport	Across the Province	24 months	The department shall construct all offices for Department of Transport in compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws. across the province within 24 months.
Construction of New Libraries	All	In compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation, Municipal Bi-Laws.	Department of Sport, Arts and Culture	Across the Province	12 months	The department shall complete construction of new Libraries for Sport, Arts and Culture across the province with 12 months in with specifications, working drawings, South African National Standards (SANS), National Building Regulation, Municipal Bi-Laws.
Progress Certification	All	In compliance with Joint Building Contract Committee and Service Delivery Agreement (SDA)	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 and Service Delivery Agreement (SDA).
Quality assurance	All	In compliance with Quality Management Plans (QMS) and South African	Client Departments	Across the Province	Bi-weekly	The department shall conduct quality control for all active client departments' projects across the province bi-weekly in compliance with Quality Management Plans (QMS)

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		National Standards (SANS)				and South African National Standards (SANS).
Project Inspection	All	In compliance with Specifications, Construction Programme and Bills of Quantities.	Client Departments	Across the Province	Bi-weekly	The department shall ensure that all projects under construction for client departments projects and client departments are subjected to bi-weekly inspection across the province in compliance with Specifications, Construction Programme and Bills of Quantities.
1.4 Infrastructure Operations						
1.4.1 Health Infrastructure Management						
Implement of the Infrastructure Programme Implementation plan (IPIP)	All	In compliance with the Infrastructure Delivery Management System (IDMS)	Department of Health	Across the Province	3 rd Quarter	The department shall develop the Infrastructure Programme Management Plan (IPIP) for Department of Health across the province in the 3 rd quarter in compliance with Infrastructure Delivery Management System IDMS
Service Delivery Agreements	All	In compliance Infrastructure Delivery Management System (IDMS)	Department of Health	Across the Province	Annually	The department shall develop Service Level Agreements (SDA's) to be signed with Department of Health annually in compliance with Implement of the Infrastructure Programme Management Plan (IPMP)
Drawings/ Designs	All	In compliance Infrastructure Programme Management Plan (IPMP)	Department of Health	Across the Province	Annually	The department shall develop drawings for Department of Health annually in compliance with Implement of the Infrastructure Programme Management Plan (IPMP)
Environmental Impact Assessment		In Compliance with Environmental Legislation.	Department of Health	Across the Province	During planning phase	The department shall undertake the EIA on construction sites for all Department of Health's projects

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						across the province during planning phase in compliance with Environmental Legislation.
Construction of Health facilities	All	In compliance with Joint Building Contract Committee, specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws.	Department of Health	Across the Province	18 months	The department shall complete the construction of all Health Facilities for the Department of Health across the province within 18 months in compliance with Joint Building Contract Committee, specifications, working drawings, South African Bureau of Standards, National Building Regulation.
Construction of New EMS	All	In compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws.	Department of Health	Across the Province	16 months	The department shall complete the construction of new EMS for the Department of Health across the province within 16 months in compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws..
Upgrading of Existing Hospitals	All	In compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws.	Department of Health	Across the Province	36 months	The department shall complete the upgrading of existing Hospitals for the Department of Health across the province within 36 months In compliance with specifications, working drawings, South African National Standards (SANS), National Building Regulation and Municipal Bi-Laws.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Progress Certification	All	In compliance with Joint Building Contract Committee and Service Delivery Agreement (SDA)	Department of Health	Across the Province	5 days	The department shall submit all progress certificates received to Department of Health across the province within 5 days in compliance with Joint Building Contract Committee and Service Delivery Agreement (SDA).
Quality assurance	All	In Compliance with Quality Management Plans (QMS) and South African National Standards (SANS)	Department of Health	Across the Province	Bi-weekly	The department shall conduct quality control for all active Department of Health's projects across the province bi-weekly in compliance with Quality Management Plans (QMS) and South African National Standards (SANS).
Project Inspection	All	In compliance with Specifications, Construction Programme and Bills of Quantities.	Department of Health	Across the Province	Bi-weekly	The department shall ensure that all projects under construction for Department of Health projects and client departments are subjected to bi-weekly inspection across the province in compliance with Specifications, Construction Programme and Bills of Quantities.
1.4.2 Education Infrastructure Management						
Implement of the Infrastructure Programme Implementation plan (IPIP)	All	In compliance with the Infrastructure Delivery Management System (IDMS)	Department of Education	Across the Province	3 rd Quarter	The department shall develop the Infrastructure Programme Management Plan (IPIP) for Department of Education across the province in the 3 rd quarter in compliance with Infrastructure Delivery Management System IDMS
Service Delivery Agreements	Al	In compliance Infrastructure Delivery Management System IDMS)	Department of Education	Across the Province	Annually	The department shall develop Service Level Agreements (SDA's) to be signed with Department of Education annually in compliance with

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						Implement of the Infrastructure Programme Management Plan (IPMP)
Drawings/ Designs	All	In compliance Infrastructure Programme Management Plan (IPMP)	Department of Education	Across the Province	Annually	The department shall develop drawings for Department of Education annually in compliance with Implement of the Infrastructure Programme Management Plan (IPMP)
Environmental Impact Assessment		In compliance with Environmental Legislation.	Department of Education	Across the Province	During planning phase	The department shall undertake the EIA on new sites for all Department of Education's projects across the province during planning phase in compliance with Environmental Legislation.
Upgrading of Schools	All	In compliance with specifications, working drawings, South African National Standards, National Building Regulation and Municipal Bi-Laws	Department of Education	Across the Province	18 months	The department shall complete the upgrading of schools for the Department of Education across the province within 18 months in compliance with specifications, working drawings, South African National Standards, National Building Regulation and Municipal Bi-Laws
Progress Certification	All	In compliance with Joint Building Contract Committee and Service Delivery Agreement (SDA)	Department of Education	Across the Province	5 days	The department shall submit all progress certificates received to Department of Education across the province within 5 days in compliance with Joint Building Contract Committee and Service Delivery Agreement (SDA).
Quality assurance	All	In compliance with Quality Management Plans (QMS) and South African	Department of Education	Across the Province	Bi-weekly	The department shall conduct quality control for all active projects for Department of Education across the province bi-weekly in compliance with Quality Management Plans (QMS)

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		National Standards (SANS)				and South African National Standards (SANS).
Project Inspection	All	In compliance with Specifications, Construction Programme and Bills of Quantities.	Department of Education	Across the Province	Bi-weekly	The department shall ensure that all projects under construction for Department of Education projects are subjected to bi-weekly inspection across the province in compliance with Specifications, Construction Programme and Bills of Quantities.
1.5 Roads Infrastructure						
1.5.1 Roads and Bridges 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 and South	Road users	Across 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 and South African Council for Project and Construction Management Professions (SACPCMP).

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		African Council for Project and Construction Management Professions (SACPCMP).				
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 (NEC) and International Federation of Consulting Engineers (FIDIC).	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 and Contract Federation of Consulting Engineers (FIDIC).

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
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.
1.5.2 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.
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 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

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						processes/requirements and RT 57 Transversal Contract.
1.5.3 Environmental and Disaster Management						
Environmental Management for In-House Road Maintenance	All	In compliance with National Environmental Management Act (NEMA)	LDPWRI Projects/ Programmes	Across the province	Monthly	The department shall conduct Environmental Assessment on all In-House Road Maintenance Projects/Programmes 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 and Construction Regulation 2014, Labour Workplace Regulation	LDPWRI Projects	Across the province	Monthly	The department shall ensure and 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 and Construction Regulation 2014, Labour Workplace Regulation.
Disaster Management	All	In compliance with Disaster Management Act and Construction Regulation	LDPWRI and RAL Projects/ Programmes	Across the province	Monthly	The department shall ensure and monitor compliance to Disaster Management on all Projects/ Programmes implemented by LDPWRI and RAL across the province on monthly basis in compliance with Disaster Management Act and Construction Regulation.
1.5.4 Roads Project Implementation						
In-house based Routine Road	All	In compliance with EPWP Ministerial Determination,	Citizens within Limpopo Province	Across the province	Monthly	The department shall implement all In-house-based Routine Road Maintenance Projects for LDPWRI

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Maintenance Projects		Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, New Engineering Contract (NEC) and International Federation of Consulting Engineers (FIDIC).				across the province for citizens within Limpopo Province on monthly basis in compliance with EPWP Ministerial Determination, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, New Engineering Contract (NEC) and International Federation of Consulting Engineers (FIDIC).
In-house Programmes	All	In compliance with EPWP Ministerial Determination with EPWP Ministerial Determination, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, New Engineering Contract (NEC) and International Federation of	Citizens within Limpopo Province	Across the province	Monthly	The department shall implement all In-house programmes for LDPWRI across the province for citizens within Limpopo Province on monthly basis in compliance with EPWP Ministerial Determination, Engineering Council of South Africa (ECSA), General Conditions of Contract for Civil Works (GCC), Committee of Transport Official, COTO, New Engineering Contract (NEC) and International Federation of Consulting Engineers (FIDIC)

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Consulting Engineers (FIDIC)				
Creation of work opportunities through Labour Intensive Construction Methods (LIC)	All	In compliance with EPWP Ministerial Determination and Labour Intensive Construction Guidelines (LIC).	Citizens within Limpopo Province	Across the province	Annually	The department shall create work opportunities through Labour Intensive Construction methods in LDPWRI across the Province for citizens annually in compliance with EPWP Ministerial Determination and Labour Intensive Construction Guidelines (LIC).
1.6 Expanded Public Works Programme						
1.6.1 EPWP Innovation and Empowerment						
Creation of work opportunities	All	In compliance with Ministerial Determination, EPWP Guidelines and Provincial EPWP Policy and Code of Good Practice	Citizens within Limpopo Province	Across the province	Annually	The department shall create Work Opportunities in LDPWRI EPWP Projects across Limpopo Province annually through empowerment programme utilizing Integrated Grant in compliance with Ministerial Determination, EPWP Guidelines and Provincial EPWP Policy and Code of Good Practice.
National Youth Service	All	In compliance with Ministerial Determination, EPWP Guidelines, Provincial EPWP Policy and Code of Good Practice.	Citizens within Limpopo Province	Across the province	Annually	The departments shall create Work Opportunities through National Youth Service Programme (NYS) for citizens within Limpopo Province annually in compliance with the Ministerial Determination, EPWP Guidelines, Provincial EPWP Policy and Code of Good Practice.
1.6.2 EPWP Monitoring and Reporting						
Monitoring & Reporting	All	In compliance with EPWP Implementation	EPWP projects	Across the Province	Quarterly	The department shall monitor and report EPWP Projects across the Limpopo Province on quarterly basis

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		Guidelines, Ministerial Determination, EPWP Guidelines and Provincial EPWP Policy				in compliance with EPWP Implementation Guidelines, Ministerial Determination, EPWP Guidelines and Provincial EPWP Policy.
Implementing bodies reporting under Provincial EPWP (35 public bodies)	All	In compliance with Ministerial Determination, EPWP Guidelines. Provincial EPWP Policy and 5 year EPWP Business Plan	Municipalities and Departments	Across the Province	Quarterly	The department shall monitor and report compliance of Implementing Bodies across Limpopo Province on quarterly basis in compliance with Ministerial Determination, EPWP Guidelines. Provincial EPWP Policy and 5 year EPWP Business Plan.
1.6.3 Planning and Support						
Coordinate the implementation of EPWP and provide support.	All	In compliance with Ministerial Determination, EPWP Guidelines, Provincial EPWP Policy, DORA and Code of Good Practice.	Municipalities and Departments	Across the Province	Monthly	The department shall coordinate the implementation of EPWP and provide support to Departments and Municipalities within the Limpopo Province in compliance with Ministerial Determination, EPWP Guidelines, Provincial EPWP Policy, DORA and Code of Good Practice.
1.7 Entity Oversight						
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

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
						(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).

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

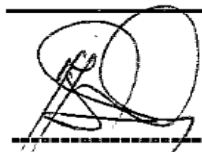
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DEPARTMENTAL SERVICE STANDARDS: FINANCIAL MANAGEMENT

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
PROCUREMENT MANAGEMENT						
Demand Management	All	In compliance to PFMA and Treasury Regulations	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	31 st March each year.	Procurement Plan for the Department of Public Works, Roads and Infrastructure is submitted to Provincial Treasury by the 31 st March each year in compliance with PFMA and Treasury Regulation.
Demand Management	All	In compliance to PFMA and Treasury Regulations	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	2 working days	Verification for optimum method to fulfill the needs of Directorate/End-users in the Limpopo Department of Public Works, Roads and Infrastructure are determined within two (2) working days upon request in compliance with PFMA and Treasury Regulation.
Acquisition	All	In compliance to PFMA and Treasury Regulations	LDPWRI	Limpopo Department of Public Works, Roads and Infrastructure	Within 90 days	Bids for Limpopo Department of Public Works, Roads and Infrastructure are finalized within ninety (90) days in compliance with PFMA and Treasury Regulation.

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
LOGISTICS AND ASSETS MANAGEMENT						
Purchase order authorization	All	In compliance to PFMA and Treasury Regulations	Creditors	Across the Province	Within one (1) working day	The department shall authorize purchase orders in the LDPWRI within one (1) working day in compliance to PFMA and Treasury Regulations
FINANCE						
Expenditure Management	All	In compliance to PFMA and Treasury Regulations	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within fifteen (15) working days	Payments due to creditors in RSA are settled within fifteen (15) working days from the date of receipt of an invoice in compliance with PFMA and Treasury Regulation.
Payment stubs	All	In compliance to PFMA and Treasury Regulations	Creditors	Limpopo Department of Public Works, Roads and Infrastructure	Within ten (10) working days	Payment stubs are printed and distributed within ten (10) working days after it has been audited in compliance with PFMA and Treasury Regulation.

APPROVED/NOT APPROVED



**MR. SEROKA D.T.
HEAD OF DEPARTMENT**

17/04/2023
DATE