



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
**PUBLIC WORKS, ROADS  
AND INFRASTRUCTURE**

## CORE SERVICE STANDARDS

2018/2019



*Re a Sana*

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

## **VISION**

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

## **MISSION**

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

## **VALUES**

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

**Accountability:** Every 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 official 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 official shall dedicate their energy and time to serve with distinction and offer quality service to the public.

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

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

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

## **CORE FUNCTIONS**

Construction Management

Property and Facility Management

Infrastructure Planning and Design

Expanded Public Works Programme

Roads Infrastructure

1. CORE FUNCTIONS STANDARDS (INFRASTRUCTURE OPERATIONS)

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



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

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

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



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

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

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



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



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

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

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



Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Fleet availability	All	In compliance with National Road Traffic Act and RT 57 Contract	LDPWRI Employees	Across the province	Quarterly	The Department shall ensure the availability of graders and overall fleet machinery for routine maintenance across the province on quarterly basis in compliance with National Road Traffic Act and RT 57 Contract
<b>1.3.3 Environmental Management Services</b>						
Environmental Management for Household and routine Maintenance Projects	All	In compliance with National Environmental Management Act (NEMA)	LDPWRI Projects	Across the province	Monthly	The Department shall conduct environmental assessment for all Household, routine maintenance projects for LDPWRI across the province on monthly basis in compliance with National Environmental Management Act (NEMA).
Monitoring of compliance to Occupational Health and Safety Act	All	In compliance with Occupational Health and Safety Act	LDPWRI Projects	Across the province	Monthly	The Department shall monitor compliance to Occupational Health and Safety in all road construction and maintenance projects for LDPWRI across the province on monthly basis in compliance with Occupational Health and Safety Act.
Disaster management	All	Disaster Management Act.	LDPWRI and RAL Projects	Across the province	Monthly	The Department shall monitor compliance to disaster management on all projects implemented by LDPWRI and RAL across the province on monthly basis in compliance with Disaster Management Act.
<b>1.3.4 Professional Services and SDI</b>						



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

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

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

~~APPROVED/NOT APPROVED~~

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

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