



LIMPOPO

PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

SERVICE DELIVERY IMPROVEMENT PLAN

2007-08

Vision: value adding immovable provincial infrastructure for a promising economy.

Mission: expanding provincial assets and keeping them appreciating for the next 3-years through accelerated focused service delivery improvement initiatives.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Construction of classrooms <i>(All capital works programmes as approved and funded by client department s will be planned, procured and implemented across the province within agreed time frames).</i>	Department of Education, Local Government, Municipalities.	Quantity:	1 500 <u>per year</u>
Quality:	Per bid documents			Quality:	Bid documents and conformance to sabs
consultation	Monthly meetings			consultation	Joint planning meetings. Formation of committee to develop Infrastructure Development Implementation plan. (idip) 10-year plan with more focus on APP & MTEF. Quarterly reporting system with stakeholders. Holding imbizos twice per annum.

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TOO LONG. SDIP FOR 12 MONTHS

Good

		Access	Established service points.	Access	decentralization and formation of project teams. establish help desks at all 5-districts & H/O. ICT.
		Courtesy	Mediocre customer oriented personnel.	Courtesy	<u>Customer care training for all staff, start with front office.</u> high level of customer oriented personnel.
		Open. & transparency.	Compliance to paia	Open & transparency.	Awareness for access to information. Formalize all site meetings.
		information	Information is in print media and in English.	information	Make information available in all forms of media, <u>especially local radio stations</u> , & local languages. Put bill boards at all sites under construction. <u>Quarterly reporting system with stakeholders.</u>
		Redress	Policy, procedure and flowchart.	redress	Awareness campaign.

S.M.A.R.T. ✓

Good ✓
TIMELINES

How? ✓

MEDIA PLAN ✓

Good ✓


		Value for money	Project constructed according to bid documents.	Value for money	Bid documents & sabs compliance. Introduce Iso 9001 QMS. Project Managers to monitor compliance. Risk management plan for the programme & individual project.
		Time: 0 Cost:0 H.Resources	March 20073-YEARS Qoute Rand amount of budget. Standard items for new staff members. Additional Project Managers <u>28</u>	Time: Cost: H.Resources	March 20083-YEARS Give budget. Standard items for new staff members. Additional Project Managers <u>35</u>



PLANNED INSPECTION SCHEDULE

STRUCTURE	TRADE: BUILDING	TRADE:MECHANICAL	TRADE: ELECTRICAL
Hospitals	4-times per annum	Twice per month	Twice per month
Clinics	4-times per annum	Twice per month	Twice per month
Colleges	4-times per annum	Twice per month	Twice per month
Schools	Once per annum	Once per annum	Once per annum
Offices	4-times per annum	4-times per annum	4-times per annum
Residential Houses	4-times per annum	4-times per annum	4-times per annum
Tribal Offices	4-times per annum	4-times per annum	4-times per annum

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	60% compliance inspection schedule	Quantity:	100% compliance to inspection schedule
Planned inspection (planned inspection will be conducted according to annual plan to government buildings across the province) 	Department of Education, Department of Health, Other government departments, Municipalities.	Quality:	NBR	Quality:	QMS & NBR
		consultation	Adhoc monthly meetings	consultation	Formation of maintenance & inspection committee with key customers. Annual planning meeting during march each year to develop inspection & maintenance plan. Quarterly reporting.
		Access	Decentralized & not integrated call centers at three districts.	Access	One centralized call center where requests /complaints are logged. Additional Inspectors needed.
		Courtesy	Mediocre customer oriented personnel.	Courtesy	high level of customer oriented personnel.
		Open. & transparency.	Compliance to paia	Open & transparency.	Awareness campaign on access to information.

✓ G

✓ G SMART

✓ CUSTOMER CARE TRAINING

How? Why?

		information	Information is in printed media and in English.	information	Make information available in all forms of media & local languages. Put bill boards at all sites under construction.
		Redress	Policy, procedure and flowchart.	redress	Awareness campaign.
		Value for money	Haphazard Inspection.	Value for money	sabs compliance. Introduce iso 9001 QMS.
		Time: Cost: H.Resources	One year Standard items Additional Inspectors	Time: Cost: H.Resources	One year Standard items Additional Inspectors

MEDIA PLAN

COSTS?

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Coordinate	All provincial Departments,	Quantity:	
		Quality:	mediocre	Quality	Satisfactory level

S.M.A.R.T.

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TRAINING?

DETACH?

PCAN

provincial Expanded Public Works Programme (the implementation of all EPWP projects for all provincial government departments and municipalities across the province will be coordinated within agreed time frame)	Local Government, Municipalities,	consultation	Adhoc monthly meetings	consultation	Consult all stakeholders & civic structures as per municipality
		Access	Service points	Access	Imbizos at all district municipalities. EPWP units at all MPCCs.
		Courtesy	Mediocre customer oriented personnel.	Courtesy	high level of customer oriented personnel. High level of interpersonal and organizing skills.
		Open. & transparency.	Compliance to paia	Open & transparency.	Awareness campaign on access to information.
		information	Information is in printed media and in English.	information	Make information available in all forms of media & local languages. Put bill boards at all sites under construction.
		Redress	Policy, procedure and flowchart.	redress	Awareness campaign.
		Value for money	Haphazard Inspection.	Value for money	sabs compliance. Introduce iso 9001 QMS.
		Time: Cost: H.Resources:	One year Standard items Research teams.	Time: Cost: H.Resources	One year Standard items Research teams.

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