

# ROADS & TRANSPORT

SDIP FOR: (Insert name of department/branch/component)

FOR THE PERIOD 1 APRIL 2007 TO 31 MARCH 2008

**Vision:** Provide the service vision of the department/branch/division.

**Mission:** Explain "How" the vision will be achieved.

NEED TO CONSULT, ETC. WITH THESE PEOPLE.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	50 Km	Quantity:	100Km
Maintenance of road from Polokwane to Moketsie	Road users; communities	Quality:		Quality:	
		• Consultation	Monthly meetings with agencies; Quarterly meetings with municipalities; Izimbizo	• Consultation	PLUS annual customer satisfaction survey; Improve feedback through key stakeholders
		• Access		• Access	
		• Courtesy	BP change engagement programme (40%)	• Courtesy	100% of employees trained on BP change engagement;
		• Open & Transparency		• Open & Transparency	
		• Information	Seminars and road shows; local radio and dialogues	• Information	?
		• Redress	Complaints mechanism; Suggestion boxes	• Redress	Make it more efficient - appoint a dedicated person
		• Value for Money	Within budget	• Value for Money	Within budget PLUS M&E
		Time:	March 2007	Time:	March 2008
		Cost:	R?	Cost:	R?
Human Resources:		Human Resources:			

BE SPECIFIC

How?

TIMELINES? CUSTOMER CARE

?

**Signed:** ..... (Minister/MEC)

**Date:** .....

**Signed:** ..... (DG/HOD)

**Date:** .....