

# PUBLIC WORKS - NORTH WEST

## NORTH WEST DEPARTMENT OF PUBLIC WORKS

### SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)

**Vision:** Sustained and substantial investment in physical public infrastructure

**Mission:** To provide and maintain all provincial land and building infrastructure in an integrated sustainable manner

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KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
To provide coordinate the Expanded Public Works Programme in the Province  <i>R</i>	All public bodies in the Province	<b>Quantity:</b>	50	<b>Quantity:</b>	80
		<b>Quality:</b>		<b>Quality:</b>	
		• Consultation	<b>Through:-</b> Through Sector meetings, Provincial Steering Committee meetings, Cluster Meetings, Workshops, conferences	• Consultation	<b>In addition:-</b> Introduce working sessions and provide input platform in the process; Integration of meetings; Walk ins and EPWP Business Plan
		• Access	<b>Through:-</b> Offices (physical); signage available; access friendly to people with disabilities	• Access	<b>In addition:-</b> Visits to various public bodies
		• Courtesy	<b>Through:-</b> Telephone rings within 5 rings; acknowledge letter within 5 days	• Courtesy	<b>In addition:-</b> Suggestion boxes introduced; introduce feedback questionnaires
		• Open & Transparency	<b>Through:-</b> Service charter,	• Open & Transparency	<b>In addition:-</b> Inform service beneficiaries about budget and information related to the service through a plan which will be availed annually in the website
• Information	<b>Through:-</b> Government accommodation policy is available on website, brochures and leaflets and website	• Information	<b>In addition:-</b> Introduce more leaflets, brochures; newsletters; information sessions twice annually		

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		<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<b>Through:-</b> Dept provides written apology to aggrieved service beneficiaries; information is provided in the service charter on who to contact in case of dissatisfaction	<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<b>In addition:-</b> Introduce a complaints mechanism (you can be specific e.g. help desk, hotline, etc.) Comply with PAJA (respond to queries within 90 days); Respond to queries within 30 days
		<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	<b>Through:-</b> Compliance within relevant prescripts: Public Finance Management Act Administrative Justice Act	<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	<b>In addition:-</b> SMME development; improve planning; improve contract management
		<b>Time:</b>	March 2007	<b>Time:</b>	March 2008
		<b>Cost:</b>	<b>Consider:-</b> R2 million	<b>Cost:</b>	R4 million
		<b>Human Resources:</b>	5	<b>Human Resources:</b>	10

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**NORTH WEST DEPARTMENT OF PUBLIC WORKS**  
**SERVICE DELIVERY IMPROVEMENT PLAN (SDIP)**

**Vision:**

**Mission:**

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Quantity:	150 OFFICES	Quantity:	250 OFFICES
To provide accommodation for government departments <i>to for</i> 	Provincial Governments	Quality:		Quality:	
		<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	Through:- Office accommodation committees that meets bi-monthly; telephone; emails; written correspondence;	<ul style="list-style-type: none"> <li>• Consultation</li> </ul>	In addition:- Introduce working sessions and provide input platform in the process; Integration of meetings; Reports on funded vacancies submitted to PDW monthly; one-on-one meetings
		<ul style="list-style-type: none"> <li>• Access</li> </ul>	Through:- Offices (physical); signage available; access friendly to people with disabilities	<ul style="list-style-type: none"> <li>• Access</li> </ul>	In addition:- Introduce call centres; improve signage
		<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	Telephone rings within 5 rings; acknowledge letter within 5 days	<ul style="list-style-type: none"> <li>• Courtesy</li> </ul>	In addition:- Suggestion boxes introduced; introduce feedback questionnaires
		<ul style="list-style-type: none"> <li>• Open &amp; Transparency</li> </ul>	Through:- Service charter;	<ul style="list-style-type: none"> <li>• Open &amp; Transparency</li> </ul>	In addition:- Inform service beneficiaries about budget and information related to the service through a plan which will be availed annually in the website
		<ul style="list-style-type: none"> <li>• Information</li> </ul>	Through:- Government accommodation policy is available on website	<ul style="list-style-type: none"> <li>• Information</li> </ul>	In addition:- Introduce leaflets, brochures; newsletters; information sessions twice annually

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*Behavior SMART*

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		<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<b>Through:-</b> The provision of written apology to aggrieved service beneficiaries; information is provided in the service charter on who to contact in case of dissatisfaction	<ul style="list-style-type: none"> <li>• Redress</li> </ul>	<b>In addition:-</b> Introduce a complaints mechanism (you can be specific e.g. help desk, hotline, etc.) Comply with PAJA (respond to queries within 90 days); Respond to queries within 30 days	GA
		<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	<b>Through:-</b> Compliance within relevant prescripts: Public Finance Management Act Administrative Justice Act	<ul style="list-style-type: none"> <li>• Value for Money</li> </ul>	<b>In addition:-</b> SMME development; improve planning; improve contract management	GA
		<b>Time:</b>	March 2007	<b>Time:</b>	March 2008	GA
		<b>Cost:</b>	Consider: R20 million	<b>Cost:</b>	R22 million	GA
		<b>Human Resources:</b>	20	<b>Human Resources:</b>	22	GA