



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Department of Public Works

CORE SERVICE STANDARDS

2014/2015



Re a Sana

VISION

A leader in the provision and management of provincial government land and buildings.

MISSION

Optimal utilization of resources in the provision and management of provincial land and buildings and the coordination of the implementation of Expanded Public Works Programme.

CORE VALUES

Professionalism,

Happy People

CORE FUNCTIONS

Provide land and office accommodation to government departments

Maintain government buildings

Manage capital works projects

Co-ordinate the implementation of provincial EPWP

LDPW :	Limpopo Department of Public Works
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
ISO:	International Organization for Standardization

1. CORE FUNCTIONS STANDARDS (INFRASTRUCTURE OPERATIONS)

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Property & Facility Management						
Provision of Immovable Assets						
Manage 34 Security Service Level Agreements for Security Contracts	34	In line with SIFRA	Public Works Buildings and MEC's Residence	Across the Province	Monthly	Performance on all 34 security service level agreements for Public Works Buildings and MEC's Residence across the province is monitored on a monthly.
Immovable Asset Register	1	GIAMA	All Government Departments	Across the Province	Monthly	1 Custodian Immovable asset register for all government departments across the province is reconciled and updated monthly in accordance with GIAMA.
Management of C-AMP	1	GIAMA Treasury Instruction No 3 of 2013	LDPW	Across the Province	09 May 2014	1 C-AMP for Limpopo Department of Public Works across the province is submitted to Provincial Treasury by 09 May 2014 in accordance with GIAMA and Treasury Instruction Note No 3 of 2013.
Vesting applications	All	RSA constitution	Provincial State owned property	Across the Province	3 years	All vesting application across the province for Provincial State owned properties are recommended by Provincial State Land Disposal Committee (PSLDC) within 6 month of submission.
Management of U-AMP	1	GIAMA, Treasury Instruction Note No 3 of 2013	LDPW	Across the Province	10 th April 2014	1 User Asset Management Plans for LDPW across the province is submitted to Provincial Treasury by 10 th April 2014 in accordance with GIAMA, Treasury Instruction Note No 3 of 2013.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Lease and Municipal Services						
Lease Management	87	SLA, Lease Review report	All Government Buildings	Across the Province	14-months	87 Leasehold agreement of all government building across the province is concluded within 14-months in accordance with Service Level Agreement and Lease Review report.
Rental Management	All	Rental Policy	All Government Buildings	Across the Province	3-months	Rental application of all government accommodation /office space across the province is completed within 3-months in accordance with Rental Policy.
Rental Collection	2 100	SLA, Rental Policy	All Government Buildings	Across the Province	Monthly	Rental collection on all amounts due is collected monthly in accordance with Service Level Agreement and Rental report.
Reconciling of the rental and determination of debt.	1	Rental Report	All Government Buildings	Across the Province	Monthly	1 Rental payments and debt report for all government buildings across the province are reconciled on a monthly basis.
Payment and reconciling of rates and taxes	1 103	GIAMA	All Government Departments	25 Local Municipal areas	Monthly	Payments and reconciling rates and taxes for 1 103 government departments in 25 local municipal areas is done monthly in accordance with GIAMA.
Provision of Maintenance Management Services						
Log a call (Request Co-ordinating Centre system)	1	Courteous behaviour.	All government buildings	Across the Province	5-minutes	1 request for all government building defects or repairs across the Province is logged within 5-minutes and calls are answered in a courteous behaviour.
Inspections of logged calls	1	National Building Regulation	All government buildings	Across the Province	5-working days	Inspections for 1 logged call is conducted to all government buildings across the province within 5-working days in accordance with National Building

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Unscheduled Maintenance	1	Correctly completed Job cards Specifications South African Bureau of Standards, National Building Regulation	All government buildings.	Across the Province	7-working days	1 Unscheduled Maintenance to all government buildings, across the province is executed within 7-working days in accordance with correctly completed Job cards, Specifications, South African Bureau of Standards and National Building Regulation.
Scheduled Maintenance	13	Specifications, working drawings, South African Bureau of Standards, National Building Regulation	Public Works buildings and Traditional Offices.	Across the Province	Annually	13 Scheduled Maintenance for Public Works buildings and Traditional Offices across the province are implemented annually in accordance with Specifications, working drawings, South African Bureau of Standards, National Building Regulation.
Facility Services						
Landscaping	11 024 Hectors	Neat and tidy buildings	Public Works Buildings	Across the Province	Daily	11 024 hectors of landscaping for Public Works buildings across the province is kept Neat and tidy on a daily basis.
Cleaning	All	Neat and tidy buildings	Public Works Offices	Across the Province	Daily	All offices, toilets, and office furniture are kept clean daily.
Security and protection services.	All	24 hours safety and security incidents free.	All Government buildings	Infrastructure Cluster	24 hours	Equipped trained security personnel guard all government offices for 24 hours per day and for the premises where provincial departments share the facilities.
Infrastructure (Capital Projects)						
Infrastructure Planning and Design						
Capital works programme	5	Service Level Agreement. Implemented according to	Client Departments	Across the Province	Within contract period 4 th Quarter	5 Capital works programmes as on Service Level Agreement and IPMP for client departments are implemented across the province during the 4 th quarter

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
		contract documents IPMP				of each financial year.
Management of Drawings	19	National Building Regulation	Department of Sports Arts and Culture	Across the Province	As on IPMP (annually)	19 drawings for the department of Sports Arts and Culture across the province are done annually as on the IPMP in accordance with National Building Regulation.
Management of Structural Design	9	National Building Regulation	Department of Sports Arts and Culture	Across the province	As on IPMP (annually)	Structural design for department of Sports Arts and Culture across the province is done annually in accordance with National Building Regulation
Provision for Facilities for disabled persons	All	National building regulation and SABS	Government Departments	Across the Province	Contract period	All facilities for disabled persons for all government departments across the province are erected according to National Building Regulation
Environmental impact assessment	All	Compliance with environmental legislation	Government Departments	Across the Province	During planning phase	EIA for all government departments across the province is undertaken during planning phase of all projects.
Infrastructure Development/ Construction (Districts)						
Construction of new clinics	All	Compliance with contract documents	Department of Health	Across the Province	9- months	Construction of new clinics for department of Health across the province takes 9-months to complete in accordance with Compliance with contract documents.
New 4-classroom block	All	Compliance with contract documents	Department of Education	Across the Province	4- months	Construction of New 4-classroom blocks for department of Education across the province takes 4-months to complete in accordance with Compliance with contract documents.
Construction of new 8 -classroom blocks	All	Compliance with contract documents	Department of Education	Across the Province	6- months	Construction of New 8-classroom blocks for department of Education across the province takes 6-months to complete in accordance with Compliance with contract

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Progress Certification	All	Completed work (good workmanship)	Client Departments	Across the Province	5 days	Progress certification for clients departments across the province is processed within 5 days.
Scheduled inspection	All	Project plan Evaluation report	Cluster government complex & Public Works Offices	Across the Province	Quarterly	Scheduled inspection on Cluster government complex & Public Works Offices across the province is conducted on quarterly basis in accordance with project plan and evaluation report.
Conditions Assessment	All	According to GIAMA	All government buildings	Across the Province	5-year cycle	Condition assessment is conducted on all government buildings across the province after every 5-year according to GIAMA prescripts.
Quality assurance	All	QMS & quality management plans	Client departments	Across the Province	Bi-weekly	Quality control at all government projects across the province is conducted bi-weekly according QMS & quality management plans (SABS)
Material quality testing	All	National Building Regulation, Manufacturer specifications and designed drawings	Client departments	Across the Province	Upon executions of the task	All material at all projects across the province is subjected to quality test upon execution of task in terms of National Building Regulation. (concrete, soil filling, electricity)
Project risk control	All	Risk plan	Client departments	Across the Province	Monthly	All projects under construction for client departments across the province are subjected to monthly risk audits.
Expanded Public Works Programme						
EPWP Monitoring and Evaluation						
Projects Implementation	500	National Building Regulation & Environmental Prescripts.	LDPW EPWP projects.	Across the Province	Annually	500 jobs created utilising Incentive Grant Funds on LDPW EPWP Projects across the province annually in accordance with NBR and Environmental Prescripts.

Key Service	Quantity	Quality	Target Group	Target Area	Time Period	Full Statement
Monitoring & Evaluation	1	AFREA & SAMEA Guidelines	LDPW EPWP projects	Across the Province	Annually	1 provincial validated Monitoring and Evaluation report is compiled on LDPW EPWP Projects across the province annually in accordance with AFREA and SAMEA Guidelines.
Outcome Impact Evaluation	1	AFREA & SAMEA Guidelines	LDPW EPWP projects	Across the Province	5-year cycle	1 Outcome Impact evaluation is conducted on LDPW EPWP Projects across the province after every 5-years in accordance with AFREA and SAMEA Guidelines.

RECOMMENDED/ NOT RECOMMENDED




 ACTING: HEAD OF DEPARTMENT
 MR. R.W. MUTHAPO

12 May 2014

 DATE

APPROVED



 ACCOUNTING OFFICER
 SECTION 100 (1) (B)

13/5/14

 DATE