



dpwr

Department:
Public Works and Roads
North West Provincial Government
Republic of South Africa



PUTTING PEOPLE FIRST

SERVICE DELIVERY CHARTER

ABOUT US

We are Department of Public Works and Roads. We promote the value of citizenship and cultural diversity. Our work is underpinned by our guiding principles of people first: Batho Pele. We are committed to having well-trained and supported staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealings with clients.

OUR VISION

Delivery and maintenance of quality infrastructure that supports and promotes sustainable growth and development.

MISSION

To provide for the management of provincial land, building and roads infrastructure through sustained investment.

OFFICE HOURS:

Our offices are open from Monday to Friday only.
We open our offices for service at 08h00
Lunch break : 12h45 to 13h30
We close our offices at 16h30

OUR CHARTER

The charter tells you about:

- ↔ Our information and services.
- ↔ Our commitment to provide you with a quality service.
- ↔ Our service standards.
- ↔ How you can give a compliment or lodge a complaint.
- ↔ How you can help us help you

OUR VALUES

- Client focus
- Professionalism
- Integrity
- Commitment
- Valuing of staff
- Mutual respect at all levels of the organization
- Accountability

Compliance and adherence to the Code of Conduct for Civil Servants

In accordance with the Departmental values our staff is required to perform their duties in an impartial and professional manner, being open and accountable for their actions and having the highest ethical standards. Under the Public Service Code of Conduct they will behave at all times in a way that upholds our values.

We render the following services:

- ↔ Routine and scheduled maintenance – all public buildings.
- ↔ Capital Works Programme.
- ↔ Coordination of the Expanded Public Works Programme.
- ↔ Asset Management.
- ↔ Provision of office and residential accommodation.
- ↔ Roads construction and maintenance.

OUR CONTACT INFORMATION

You may make an appointment by telephone, in writing or in person.

Head Office

Telephones:
Office of MEC : 018 3881454
Office of Head of Department : 018 3881435

Postal Address:
Private Bag X 2080
Mmabatho
2735

Physical Address:
Dr. Modiri Molema Drive
Old Parliament Complex
Mmabatho

DISTRICT OFFICES

Ngaka Modiri Molema District
Dr. Modiri Molema Drive
Old Parliament Comp
Mmabatho
2735

Postal Address
Private Bag X80
Mmabatho
2735





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Telephone : 018 388 4452
Fax : 018 388 4313
E-mail : tmathibe@nwpg.gov.za

Private Bag X2181
Mafikeng
2745

Telephone : 018 – 381 7791
: 018 – 381 8602
Fax. : 018 – 381 1622/0908
E-Mail : jbogopane@nwpg.gov.za

Dr. Ruth Segomotsi Mompati District Public Works Infrastructure and Transport Infrastructure

20 Malt Street
Industrial Area. Office No. 8&9
Vryburg
8600

Tel : 053-928 7202/ 053-928 7207
Fax : 053-927 4062
E-mail : mokgosik@nwpg.gov.za/pgerber@nwpg.gov.za

Corporate Services

48 Market Street
Vryburg
8600
1st floor, office No. 113 and 114

Telephone : 053-927 2202/5
Fax : 053-927 3389
E-mail : sapolus@nwpg.gov.za

Dr. Kenneth Kaunda District Public Works Infrastructure and Transport Infrastructure

149 Kruis Street
Potchefstroom
2531

Telephone : 018 293 9000
Fax : 018-297 8393
E-mail : GillK@nwpg.gov.za

Private bag X 918
Potchefstroom
2531

Corporate Services

131 Kruis Street
Potchefstroom
2531

Telephone : 018-293 7693
Fax : 018-297 4331
E-mail : Collet_Anthony@nwpg.gov.za

Private Bag X928
Potchefstroom
2531

Bojanala District: Public Works Infrastructure and Transport Infrastructure

Zendeling Street
Old Industrial Site,
Rustenburg
0299

Telephone : 014 594 0990/014 592 087
Fax : 086 621 7134/014 5925248
E-mail : tndlovu@nwpg.gov.za or De_Witte@nwpg.gov.za

Corporate Services

1697 Waterfall Avenue
Old Industrial Site
Rustenburg
0299

Telephone : 014 592 1001/6 or 014 592 2771
Fax : 014 592 3697
E-mail : pselekolo@nwpg.gov.za

Postal Address
Private Bag X82336
Rustenburg
0300





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SERVICE DELIVERY CHARTER

OUR COMMITMENT TO YOU

You will be treated in a courteous manner by officials wearing name tags
In assisting you staff will:

- ☞ Address you directly with respect
- ☞ Act in a friendly and helpful manner
- ☞ Explain the procedure involved and ensure your understanding of the position
- ☞ Attend to 95% of personal callers within 15 minutes of arrival (without an appointment),
- ☞ If you have an appointment we aim to see you within 10 minutes of your appointment time
- ☞ We aim to provide access to people with disabilities. If access is not available we will visit you at home
- ☞ We will provide you with information and advice in our services
- ☞ We will be open and transparent about how our actual performance compares with our standards of service

THE SERVICE YOU CAN EXPECT FROM US:

- ☞ All requests for routine maintenance work for all clients will be logged and acknowledged within 48 hours
- ☞ All scheduled maintenance projects, as agreed in the service level agreement for all clients will be planned, procured and implemented across the province within agreed timeframes as per regulations and guidelines
- ☞ The implementation of all EPWP projects for all departments and municipalities across the province will be coordinated with in the agreed timeframes in line with EPWP guidelines and sectoral framework
- ☞ All assets of the provincial government will be acquired, managed and disposed of within the agreed as per policies or regulations
- ☞ All office and residential accommodation for the provincial government will be acquired, leased and managed within the agreed timeframes as per regulations and guidelines
- ☞ We will blade all gravel roads at least once in a quarter.
- ☞ We will patch all potholes soon as possible within our means.
- ☞ We will regularly cut grass and tree/ bushes in the road reserves that obstruct the view of motorists/drivers during rainy season.
- ☞ We will process all correct and legitimate invoices and pay them within 30 days from date of receipt, provided all procurement rules were followed properly.

WHEN YOU WRITE TO US, WE PLEDGE TO:

1. Acknowledge your letter and advise you of progress within five working days
2. Update and inform you of progress until service has been delivered

When you have a complaint:

3. Please inform us immediately, if things go wrong and you do not receive a good service you can lodge a complaint in a prompt, courteous and efficient manner.
4. You can provide a compliment, complaint or suggestion about any aspects of the services provided by or funded by the department:
 - ☞ You may write a letter
 - ☞ Drop an e-mail on our website www.nwpg.gov.za/Public Works:
 - ☞ Telephonically
 - ☞ By visiting our offices.

5. On receipt, all complaints are registered and acknowledged in writing within 5 working days.
6. In our acknowledgment we will outline the action to be taken.
7. We will carry out a full investigation, give an explanation and if any mistake has been made we will apologise in writing and put the matter right immediately. Depending on the nature and complexity of your complaint, we will resolve all complaints within 21 days or we will work with you until the issue has been resolved.
8. If you are not satisfied, you may refer the matter to the Public Protector or member of Legislature.

When you call:

9. Your call will be answered within 5 rings.
10. We will identify ourselves by name.
11. Direct your enquiry to the appropriate section/person.
12. If the person you wish to speak to is not available, another official will deal with your query or will return your call within 24 hours
13. Deal with your enquiry promptly.

YOUR RIGHTS

You have a right to:

- ☞ Access service, facilities and information in a manner which meet your requirements
- ☞ Know the reasons if you are not offered the service you are entitled to
- ☞ A free copy of the rules for the services you applied for
- ☞ Review and appeal
- ☞ Lodge a complaint
- ☞ Privacy and confidentiality

HOW YOU CAN HELP US HELP YOU

- ☞ Tell us if you have special needs
- ☞ Let us know if you need an interpreter to use our services
- ☞ To abide by any legal requirements and other obligations that clients are to meet in order to be eligible for service sought
- ☞ To provide full and accurate information about where you live and about yourself and your family and all required personal information such as identity number
- ☞ Inform the department if there are changes in your circumstances
- ☞ To treat staff with courtesy and respect
- ☞ To respond to requests for information by the department/staff accurately, thoroughly and in a timely manner
- ☞ Do not offer us money, gifts or other favours.

