

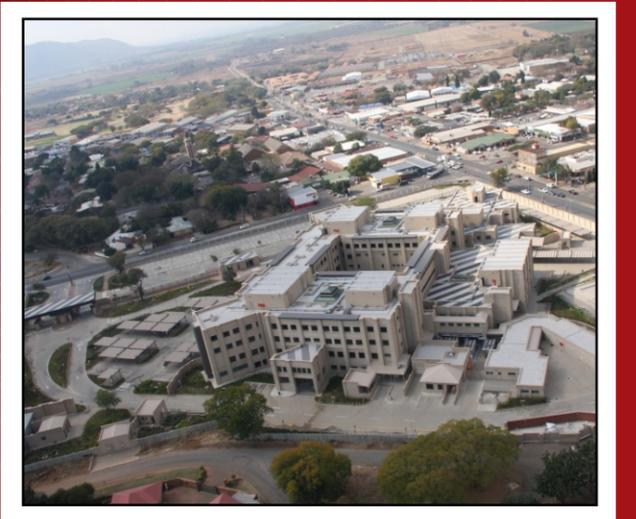


dpwr

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

Service Delivery Charter

This charter was developed to give effect to the provincial concretes of Reconciliation, Healing, Renewal, Saamwerk and Saamtrek through the delivery of services in a manner that is guided by and give effect to the Batho Principles of People First. It recognizes the fact that a collective effort is required to move the Bokone Bophirima Province forward and to deliver a better life for all.



WE BELONG
it's about working
together as teams
with fellow
colleagues



WE CARE
it's about
caring for people
we render
services to



WE SERVE
it's about
going beyond
the call of
duty

PUTTING PEOPLE FIRST

OUR VISION

Delivery and maintenance of quality infrastructure for sustainable growth and development.

OUR MISSION

To provide quality provincial infrastructure and ensure better service delivery.

OUR VALUES

- ✓ Client focus
- ✓ Professionalism
- ✓ Integrity
- ✓ Commitment
- ✓ Valuing of staff and mutual respect at all levels of the organization
- ✓ Accountability
- ✓ Compliance to the Public Service Code of Conduct

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.

OUR COMMITMENT TO YOU:

We will:

- ✓ Address you with respect and in a professional, dignified manner
- ✓ Provide you with assistance that is fair and unbiased
- ✓ Act in a manner that is helpful and appropriate
- ✓ Explain procedures applied
- ✓ Be responsive to the needs of people living with disabilities
- ✓ Provide you with information and advice on our services
- ✓ Provide you with reasons for our decisions
- ✓ Provide you with written feedback on enquiries
- ✓ Provide you with information on processes and procedures to appeal our decisions
- ✓ Submit an annual report on our performance and activities against the standards and targets we have set

You have a right to:

- ü Access service, facilities and information in a manner which meet your requirements
- ü Know the reasons if you are not offered the service you are entitled to
- ü Review and appeal
- ü Lodge a complaint
- ü Privacy and confidentiality

WE RENDER THE FOLLOWING SERVICES TO OUR CLIENTS:

ADMINISTRATIVE SERVICES
Learnerships and internships
Bursaries as part of the development programme aimed at developing scarce skills in the engineering and built environment fields
Outreach programmes aimed at the youth, women and people living with disabilities

PUBLIC WORKS INFRASTRUCTURE SERVICES
Construction of Government buildings for own needs as well as for client Departments, e.g. education and health infrastructure
Acquisition and disposal of Government immovable assets
Management of the lease portfolio
Provision of accommodation for Government Departments
Maintenance of buildings and facilities
Creation of jobs and economic empowerment through infrastructure provision
Contractor development

TRANSPORT INFRASTRUCTURE SERVICES
Construction, rehabilitation and maintenance of the provincial road network
Creation of jobs and economic empowerment through infrastructure provision
Contractor development

COMMUNITY-BASED PROGRAMME
Coordination of the Expanded Public Works Programme in the Province
Facilitation of the development of programmes aimed at contractor development
Provision of support and guidance to Departments, Local Municipalities and public bodies in the implementation of the principles of EPWP

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SERVICE STANDARDS

The Service you can expect from us:

- ✓ Attend to 95% of personal calls 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.
- ✓ 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 within the agreed timeframes in line with EPWP guidelines and the sectoral framework.
- ✓ All assets of the Provincial Government will be acquired, managed and disposed of within applicable 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 patch all potholes within 48 hours or 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.

When you write to us, we pledge to:

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

When you call us, we pledge to:

- ✓ Answer telephones within 5 rings.
- ✓ Identify ourselves by name.
- ✓ Direct your enquiry to the appropriate section/person.
- ✓ 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.
- ✓ Deal with your enquiry promptly.

COMPLIMENTS, COMPLAINTS AND REDRESS MECHANISM

When you have a complaint:

- ✓ 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.
- ✓ 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.

Redress:

- ✓ On receipt, all complaints are registered and acknowledged in writing within 5 working days.
- ✓ In our acknowledgement we will outline the action to be taken.
- ✓ 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.
- ✓ If you are not satisfied, you may refer the matter to higher authority e.g. MEC, Premier, the Public Protector, a Member of the Provincial Legislature etc.

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.
- ✓ Abide by any legal requirements and other obligations that clients are to meet in order to be eligible for service sought.
- ✓ Inform the department if there are changes in your circumstances.
- ✓ Treat staff with courtesy and respect.
- ✓ Respond to requests for information by the department/staff accurately, thoroughly and in a timely manner.
- ✓ Please do not offer us money, gifts or other favours.

Office Hours:

- ✓ Office Hours:
- ✓ Our offices are open from Monday to Friday.
- ✓ Our office hours are 08:00 to 16:30.
- ✓ Lunch break: 12:45 to 13:30.

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WE BELONG

The contact details and physical addresses of our various offices are as follows:

HEAD OFFICE

Telephone

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

Postal Address: Private Bag X 2080
Mmabatho
2735

Website: [www.nwpg.gov.za/public works](http://www.nwpg.gov.za/public%20works)
E-mail: surveypw@nwpg.gov.za

Physical Address: Dr. Modiri Molema Road
Old Parliament Complex
Mahikeng

DISTRICT OFFICES

Ngaka Modiri Molema District

Telephone: 018 388 4452

Postal Address: Private Bag X 80
Mmabatho
2735

Physical Address: Dr. Modiri Molema Road
Old Parliament Complex
Mahikeng

Dr. Ruth Segomotsi Mompati District

Public Works & Transport Infrastructure

Telephone: 053 928 7202 / 053 928 7207

Postal Address: Private Bag X3
Vryburg
8600

Physical Address: 20 Malt Street
Industrial Area,
Vryburg

Corporate Services

Telephone: 053 927 2202/5

Postal Address: Private Bag X3
Vryburg
8600

Physical Address: 48 Market Street
Vryburg

Dr. Kenneth Kaunda District

Public Works & Transport Infrastructure

Telephone: 018 293 9000

Postal Address: Private Bag X918
Potchefstroom
2531

Physical Address: 149 Kruis Street
Potchefstroom
2531

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Corporate Services

Telephone: 018 293 9000
Postal Address: Private Bag X928
Potchefstroom
2531
Physical Address: 131 Kruis Street
Potchefstroom
2531

Bojanala District

Public Works & Transport Infrastructure
Telephone: 014 594 0990 / 014 523 5711/02
Postal Address: Private Bag X82336
Rustenburg
0300
Physical Address: 1697 Zendeling Street
Old Industrial Site
Rustenburg

Corporate Services

Telephone: 014 592 1001/2/3/4 / 014 592 2771
Physical Address: 1697 Waterfall Avenue
Old Industrial Site
Rustenburg

Provincial Call Centre 0800 111 700
National Anti-Corruption Hotline for the Public Service 0800 701 701

Approved by:

PAKISO MOTHUPI
ACCOUNTING OFFICER



Signature

MADODA SAMBATHA
MEMBER OF THE EXECUTIVE COUNCIL



Signature

