



## SERVICE DELIVERY CHARTER

### PART 1: THE SERVICE DELIVERY CHARTER PREAMBLE

The Department of Public Works, Roads and Transport hereby affirms that the responsibility assigned to the department of the provision, maintenance of safe and efficient roads as well as the integrated transport infrastructure and public works is executed efficiently and effectively

### PART 2: VISION, MISSION AND VALUES

<b>VISION</b>	"An integrated transport system and infrastructure that promotes socio-economic development"
<b>MISSION</b>	To provide an integrated, reliable and cost-effective transport system that meets the development needs of the Province To deliver infrastructure that promotes sustainable economic development and job creation
<b>VALUES</b>	The below-mentioned values are essential to achieving our vision of providing an integrated transport system and infrastructure that promotes socio-economic development

PART 3: OBJECTIVES OF THE CHARTER	PART 4: PURPOSE OF THE CHARTER	PART 5: SERVICES RENDERED
3.1 Improve service delivery; 3.2 Enforce the achievement of departmental service standards; 3.3 Encourage the public to access the departmental performance in relation to service provided; 3.4 Encourage service excellence by public servants; 3.5 Ensure that Batho Pele principles are adhered to.	To define the services rendered by the Department of Public Works, Roads and Transport and the commitment by employees towards the delivery of services	5.1 Manage Corporate Strategy Services 5.2 Manage Financial Management 5.3 Manage Public Infrastructure 5.4 Manage Transport Services 5.5 Manage Expanded Public Works Programme

### PART 6: SERVICE STANDARDS

#### 6.1. SERVICE DELIVERY STANDARDS

SERVICES	QUALITY	QUANTITY	TARGET GROUP	TARGET AREA	TIME FRAME	FULL STATEMENT
Provision of residential accommodation for VIP's	Ensure that accommodation provided to VIP's befits their status in accordance with the Ministerial handbook	All provincial VIP's	Premier, MEC and Members of the Provincial Legislature	Ehlanzeni District	Within 6 months of appointment	The department shall provide accommodation to all VIP's within six months of their appointment in accordance with the Ministerial Handbook
Management of the User asset Management Plan (UAMP)	Ensure that all user departments compile and update their UAMP accordingly	All provincial user departments	User departments	Mpumalanga provincial administration	30 June annually	Ensure that all user departments compile and update their User Asset Management Plans by 30 June annually in accordance with Circular 8 Of 2011.
Maintenance of Riverside Government Complex	Attend to all maintenance problems received	All received cases/problems	All departments	Across the province	Within seven (7) working days of the problem being reported	Ensure that proper maintenance is done within seven working days on all cases reported within the Riverside Government Complex
Co-ordination of Expanded Public Works Programme (EPWP)	Ensure that EPWP projects are monitored accordingly, enterprise development and youth development programs are coordinated accordingly	All provincial departments and State Owned Enterprises	Unemployed youth, emerging contractors, departments	Across the province	On annual basis	Ensure that EPWP projects are monitored accordingly in all provincial departments as well as state owned enterprises and also co-ordinate the enterprise and youth development programmes on annual basis
Management of roads and buildings projects	Ensure that roads and buildings are constructed and maintained according to the approved designs and plans	All new projects All maintenance requests	Provincial roads and government buildings	Across the province	Duration of project scope	Ensure that all roads and building are constructed according to the approved designs and maintenance done according to specifications and plans across the province until they are completed.
Management of auditing services	Ensure that financials and operations are audited and monitored by internal audit prior to the auditor general's audit in accordance with Public Finance Management Act 1 of 1999 Chapter 6 part4(60)	All programmes	Head office and districts	Mpumalanga Province	Monthly	Ensure that all financials and operation are audited bi-monthly by the Internal Audit unit in preparation for the Auditor-General's audit on annual basis as well as the assessment of the management letter by AG
Processing of Operating Licences	Ensure that Operating licences are processed within 1 month after approval has been obtained from the Operating Licence Board.	All applications	Head Office and Districts	Mpumalanga Province	Monthly Basis	Ensure that Operating Licences are processed within one (1) month for all districts as well as Head Office after approval has been granted by the Operating Licence Board.

#### 6.2 GENERIC SERVICE STANDARDS

STANDARD	COMMITMENT
Telephone management shall be efficient	The telephone shall not ring for more than three times without being answered
Display professionalism at all times	Employees shall be identified by their name tags in person and on their office doors Employees shall dress in a manner that is acceptable and descent. Employees shall adhere to official working hours at all times
Effective communication methods shall be used	The department shall communicate with clients through: Telephone / Email / Visit to our offices Sign language services shall be sourced to communicate with the deaf clients. Departmental operations shall be communicated through newsletters and annual reports and can be obtained in all government offices
Payment of service providers	Invoices shall be paid within 30 days from date of receipt of invoice. The department shall issue a letter of apology if this has not been achieved as a redress method
Receiving and dealing with complaints and compliments	Complaints and compliments can be sent through the hotline numbers displayed in all departmental office throughout the province or they can be dropped in boxes placed at receptions in departmental offices The complaints and compliments shall be dealt with by the complaints committee appointed by the Head of the department. An acknowledgment letter shall be written within 7 working days from date of receiving a complaint or compliment.

### PART 7: COMMITMENT ON BATHO PELE PRINCIPLES

The Department is committed to implement Batho Pele principles as follows:

PRINCIPLE	COMMITMENT	PRINCIPLE	COMMITMENT
1. Service standards	We shall ensure proper implementation of the approved service standards	7. Openness and Transparency	Our clients shall be informed on the functioning and the performance of the department through annual reports
2. Consultation	Our stakeholders shall be consulted from time to time when a need arise	8. Information	Our clients shall be provided with accurate information at all times through newsletters, departmental bulletins, websites and radio slots
3. Courtesy	Our clients shall be treated with dignity and respect at all times	9. Encouraging innovative and rewarding excellence	Employees of the department shall be encouraged to be innovative and efficient in dealing with the clients and to always strive to improve performance
4. Redress	A formal apology shall be tendered where we have made a mistake or did not deliver on our promise	10. Customer Impact	Clients and stakeholders shall be given an opportunity to rate our services and suggest improvement on services
5. Access	We shall ensure that our offices are accessible to all including Persons with Disabilities	11. Integrated and co-ordinated approach	.All relevant stakeholders shall be involved during the strategic planning exercise to ensure that linkages and integrated approach is promoted
6. Value for money	Services shall be rendered in an efficient and cost effective manner		

We in return expect our clients to be civil, courteous and respect the dignity of our officials

### PART 8: CONTACT US

We can be contacted in the following addresses:

AREA	PHYSICAL ADDRESS	TELEPHONE	FAX	OPERATING HOURS	CONTACT PERSON
Head Office	Building No 7. Government Boulevard, Mbombela, 1200	013 766 8588 / 013 766 8597	013 766 8449	07h45 - 16h15	Director: Employee Health And Wellness
Ehlanzeni District	18 Bester Street, Mbombela, 1200	017 801 5600	013 752 7808	07h45 - 16h15	Director: District Services
Gert Sibande District	Batho Pele Building, 116 Crn. Joubert and Robertson Street Ermelo, 2350	013 773 0334	017 811 5675 / 017 811 5627	07h45 - 16h15	Director: District Services
Bohlabela District	Thulamahashe Main Street	013 947 2593	013 773 0760	07h45 - 16h15	Director: District Services
Nkangala District	Building 7 & 8 KwaMhlanga Government Complex	013 947 3779		07h45 - 16h15	Director: District Services