



the dr&pw

Department:  
Roads and Public Works  
NORTHERN CAPE PROVINCE  
REPUBLIC OF SOUTH AFRICA



## SERVICE DELIVERY CHARTER

### VISION

Trendsetters in infrastructure delivery to change the economic landscape of the province.

### MISSION

To provide and maintain all provincial land, buildings and road infrastructure in an integrated, sustainable manner.

### VALUES

The mission and vision statement are driven by the following set of values:

Equity, Communication, Honesty and Integrity, Ubuntu, Human Resource Development, Accountability, Transparency, Commitment and Loyalty, Work ethic, Client Focus and Punctuality.

The Batho Pele principles and all government legislated directives as well as all national and provincial priorities are the driving force behind our service delivery strategy.

### OUR VALUES AND CUSTOMER SERVICE

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.

### UNDERSTANDING OUR VISION AND MISSION

The aim of the Department of Roads and Public Works is to promote and support good governance in the department, manage and maintain the provincial property portfolio according to the needs of client departments, provide and maintain integrated road infrastructure that is safe and functional and to alleviate poverty and create work opportunities.

### THE SPECIALISED SERVICES WE PROVIDE:

The activities of the department are organised according to the following programmes:

- **Administration**

- **Public Works**
- **Property Management**
- **Transport Infrastructure**
- **Community Based Programmes**
- **Contractor Development**
- **Fleet Management**

## **OUR CUSTOMERS AND OUR STAKEHOLDERS**

Our customers and our stakeholders include anyone or any organisation we provide a service to or who has an interest in what we do. They include national and provincial government departments, district and local municipalities, mining and farm houses, traditional houses, service providers, the general public, cidb and the Auditor-General.

## **OUR COMMITMENT TO YOU**

- 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.
- Provide you with information and advice on our services.
- Provide you with information on processes and procedures to appeal our decisions.
- Deal with every complaint/enquiry or request immediately. If we cannot assist, we will refer you immediately to someone else who is capable and has the authority to do so.

## **You have a right to:**

- Access services, facilities and information.
- Lodge a complaint.
- Privacy and confidentiality.

**APPROVED/ NOT APPROVED**



MR. Kholekile NOGWILI

**HEAD OF THE DEPARTMENT**

| SERVICE DELIVERY CHARTER AND STANDARDS

2016-08-01

DATE



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## SERVICE DELIVERY STANDARDS

### **The Service you can expect from us:**

- 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 within our department will be coordinated within the agreed timeframes in line with EPWP guidelines and the sectoral framework.
- 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 maintain our roads as per regulations or soon as possible within our means.
- We will process all correct and legitimate invoices and pay them within 30 days from date of receipt, provided all procurement procedures were followed.

### **When you call us, we will:**

- Answer telephones promptly and within 5 rings.
- Identify ourselves by name.
- When answering calls, staff will be courteous, polite and refrain from chewing and eating.
- 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 take down your details and will get back to you within 24 hours.
- Deal with your enquiry promptly.

**When you write to us, we will:**

- Acknowledge receipt of your letter within 3 working days.
- Reply within 10 working days, or else explain to you why we cannot.

**Office Hours:**

- Open from Monday to Friday.
- Open for services at 07:30 to 16h00.
- Lunch break: 13:00 to 13h45.
- Close at 16h00 during the week.
- Closed on weekends and public holidays.

**APPROVED/ ~~NOT APPROVED~~**



MR. Kholekile NOGWILI

HEAD OF THE DEPARTMENT

2016-08-01

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Roads and Public Works  
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P.O. Box 3132, KIMBERLEY 8300  
9-11 Stokroos Street  
Tebogo Leon Tume Complex  
Squarehill Park KIMBERLEY  
Tel: 053 839 2100, Fax: 053 839 2291

Enquiries: Mr. Kholekile Nogwili

Date: 01 August 2016

Mrs. Anne Mpotsoang  
Chief Director: Corporate Services  
Department of Roads and Public Works  
P.O. Box 3132  
Kimberley  
8300

**ACTING: YOURSELF**

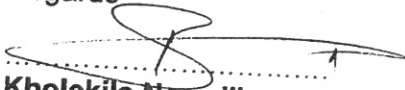
By virtue of the provision of Section 32 of the Public Service Act of 1994, you are hereby appointed to act in the capacity of the Head of Department and shall be responsible for performing the functions of the said post.

You are therefore required to execute these functions according to the delegations of the Head of Department.

Please note that this acting capacity is not coupled with any additional remuneration.

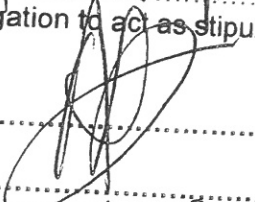
Your acting period: 01 August 2016

Regards

  
Kholekile Nogwili  
HEAD OF DEPARTMENT  
DATE: 01 August 2016

**Acceptance of delegation to act as Head of Department.**

I, Anne Mpotsoang hereby accept / ~~do not accept~~ the  
delegation to act as stipulated in the above letter.

  
DATE: 2016-08-01