



# SERVICE DELIVERY IMPROVEMENT PLAN

2012 - 2015

MULTI-AWARD WINNING DEPARTMENT



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
CO-OPERATIVE GOVERNANCE,  
HUMAN SETTLEMENTS AND TRADITIONAL AFFAIRS



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# SERVICE DELIVERY IMPROVEMENT PLAN 2012/15

## THE YEAR 2012/13 IN NUMBERS

<b>13583</b> Number of houses built CRU Rural Upgrading		
<b>22</b> Number of Parliamentary meetings attended by the MEC: Portfolio committee, SCOPA		<b>12009</b> Total number of houses built since 2012/2013
<b>1800</b> Pieces of media coverage gained by CoGHSTA	<b>325 - EEDBS</b> <b>1925 - low cost</b> Number of title deeds transferred	<b>391 238.181</b> Number of unique visits to the <a href="http://www.coghsta.limpopo.gov.za">www.coghsta.limpopo.gov.za</a> website
Number of mixed income housing projects implemented	<b>53</b> Percent of women employed	<b>467</b> Percent of functional wards committees
Number of youth volunteers mobilized for housing development	<b>8 :EXCO</b> Number of Public Participation Programme headed	<b>99</b> Percent of Presidential Hotline and Housing Call Centre queries resolved
	<b>2291</b> Total staff complement	

## LEGISLATIVE AND OTHER MANDATES

### Constitutional Mandates

Section of the Constitution	Direct responsibility in ensuring compliance
Chapter 2, section 26	This section puts direct responsibility to the department in ensuring that everyone has access to adequate housing, which is carried out through the ISHS sub-Department
Chapter 7, section 154	The section directs the provincial government to support and strengthen the capacity of municipalities to manage their own affairs, to exercise their powers and to perform their functions .

### Legislative Mandates

Relevant Act	Key Responsibilities
A. The Public Service Act of 1994 as amended and regulations	To provide for the organization and administration of the public service of the Republic, the regulation of the conditions of employment, terms of office, discipline, retirement and discharge of members of the public service.
B. The Public Finance Management Act 1 of 1999 (as amended) and Regulations	To regulate financial management in the national government and provincial government, to ensure all revenue, expenditure , assets and liabilities of those government are managed efficiently
C. The Housing Act of 1997	The Department in consultation with provincial organization must do everything in its power to promote and facilitate the provision of adequate housing in its province within the framework of national housing policy.
D. The Local Government Municipal Structures Act of 1998	The MEC for local government in a province, by notice in the Provincial 20 Gazette must establish a municipality in each municipal area which the Demarcation Board demarcates in the province in terms of the Demarcation Act.
E. The Local Government Municipal Systems Act of 2000	The MEC for local government in the province may be, subject to any other law Regulating provincial supervision of local government □ Assist a municipality with the planning, drafting, and adoption of mid review of its 5 year integrated development plan.
F. The Disaster Management Act 2002	To provide for an integrated and coordinated disaster management policy that focuses on preventing or reducing the risk of disasters, mitigating the severity of disasters, emergency preparedness, rapid and effective response to disasters and post-disaster recovery; <ul style="list-style-type: none"> <li>• the establishment of national, provincial and municipal disaster management centres;</li> <li>• disaster management volunteers; and</li> </ul>

Relevant Act	Key Responsibilities
G. Development Facilitation Act of 1995	<ul style="list-style-type: none"> <li>• Matters incidental thereto.</li> </ul> To facilitate and speed up the implementation of reconstruction and development programmes and projects in relation to land; and in so doing to lay down general principles governing land development throughout the Republic
H. Traditional Leadership and Governance Framework Act 41 of 2003	To provide for the recognition of traditional communities; to provide for the establishment and recognition of traditional councils; to provide a statutory framework for leadership positions within the institution of traditional leadership, the recognition of traditional leaders and the removal from office of traditional leaders; to provide for houses of traditional leaders; to provide for the functions and roles of traditional leaders; to provide for dispute resolution and the establishment of the Commission on Traditional Leadership Disputes and Claims; to provide for a code of conduct; to provide for amendments to the Remuneration of Public Office Bearers Act, 1998; and to provide for matters connected thereto

## LISTED SERVICES

- Rental units built (CRU - community residential units) and social housing (SH)
- Improve compliance on all governance issues in all 30 municipalities

## SITUATIONAL ANALYSIS AND PROBLEM STATEMENT

- **Have you given a background of the services that the Department is providing and why it is providing these services**

The Department is a strategic Centre for service delivery in Limpopo Province as it is charged with the responsibility of ensuring that houses are built, and water, electricity and sanitation are provided to Limpopo's citizens. All municipalities in Limpopo are service -delivery partners of the department.

The finalization of the provincial housing demand database should begin to influence the direction to be taken in the housing sector. The Department intends to build 12 815 houses during the 2013/14 financial year. 500 units will be transferred to beneficiaries through the Enhanced Extended Discount Benefit Scheme.

We will continue to intensify our support to municipalities for corruption-free administration by reviewing their anti-fraud and risk plans and assist all municipalities to have enhanced the effectiveness of Internal Audit Units. Continuous improvement in Municipal Financial Management will continue to be among the top on the list of our priorities.

- **Outline the problem or challenge that the Department is facing in the relation to the key services Chosen.**

Since 1994, the department has been able to build 297 342 quality houses through the rural and urban housing programmes. From the fourth general elections of 2009 this department built 59,183 quality houses providing shelter to 220 000 people, through the same programmes. These have resulted in exceeding the target of 32,000 that has been committed nationally by the province, as contained in the Outcomes Delivery Agreement. The department has employed the services of the HDA team in the expectations of hastening the achievements of set targets in the informal settlement upgrade programme in Limpopo province. A report entitled, Informal settlements upgrading programme - preliminary assessment, audit and profiling of informal settlements in five municipalities in Limpopo, has been completed

The Department has a PMU in place and needs to develop a fully -fledged integrated project management system that will institutionalize a project management culture across the department.

- **Provide statistical evidence that will inform the baseline used under quality.**

## **Vision**

Integrated Sustainable Human Settlement.

## **Mission**

To give our clients and stakeholders quality service by living up to our commitments and investing in our people.

## Values

Our values are underpinned by the Batho Pele principles

- Service Excellence

We shall strive to attain recognized standards of service quality, and maintain continuous improvement in service delivery.

- Innovation

We shall toil in the pursuit of excellence and innovation on the use of information and communication technology to enhance public service delivery.

- Integrity

We shall conduct our business with integrity at all times to inculcate a culture of honesty and accountability among all our employees.

- Prudence

We shall exercise prudence and economy in running the business of the department and in pursuance of its goals and the objectives of government.

- Transparency

We shall always ensure transparency in everything we do in order to build trust and confidence with all our stakeholders.

- Fairness and consistency

We shall treat all our beneficiaries, suppliers and employees with fairness and equity at all times.

**Period:** 01 April 2012 - 31 March 2015

SDIP Champions: SERVICE EXCELLENCE

Contact Details: Hensa Towers, Office no. 610, Cnr. Rabe and Landros Mare Street

The following services were identified as focus areas of improvement:

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2011/2012		01/04/ 2012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
Rental units built (CRU-community residential units) and social housing (SH)	Former Hostel residents and Community members earning above R3500-7500.	<b>Quantity:</b>	92 rental units	250	120	250
		<b>Quality:</b>	NHBRC compliance	Maintain NHBRC compliance	Maintain NHBRC compliance	Maintain NHBRC compliance
		Consultation	Meetings and workshops for beneficiaries	Our customers and stakeholders will be consulted through 3 meetings.	Our customers and stakeholders will be consulted through 4 meetings.	Our customers and stakeholders will be consulted through 4 meetings.

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2011/2012		01/04/ 2012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
		Access	Handrail for Disabled people	Applications accessed through municipality as per the advert.  Handrail for Disabled people in some units, social amenities within reach, e.g, crèche, shops, community hall, etc.	Applications accessed through municipality as per the advert.  Handrail for Disabled people in some units, social amenities within reach, e.g, crèche, shops, community hall, etc.	Applications accessed through municipality as per the advert.  Handrail for Disabled people in some units, social amenities within reach, e.g, crèche, shops, community hall, etc.
		Courtesy	Respond to queries within a day	Provide RDP houses for those who could not qualify for rental	Provide RDP houses for those who could not qualify for rental	Provide RDP houses for those who could not

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2011/2012		01/04/ 2012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
						qualify for rental
		Openness & Transparency	Information available to citizens	Information distributed in all reception areas, adverts through local and national news papers and annual report	Information distributed in all reception areas, adverts through local and national news papers and annual report	Information distributed in all reception areas, adverts through local and national news papers and annual report
		Information	Through reports, media statements, meetings and internet	Newsletters, reports, media statements and meetings	Through reports, media statements, meetings and internet	Through reports, media statements , meetings and internet
		Redress	Respond to queries	Provide RDP houses for those	Provide RDP houses for those	Provide RDP

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2011/2012		01/04/ 2012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
			within a day, often via call center	who could not qualify for rental  One complaints and commendation report	who could not qualify for rental  One complaints and commendation report	houses for those who could not qualify for rental  One complaints and commendation report
		Value for Money	Build quality houses that are suitable for accommodating families.	Sustain quality and enhance with improved modern designs, and increased access to social amenities	Sustain quality and enhance with improved modern designs and increased access to social amenities	Sustain quality and enhance with improved modern designs and increased access to social amenities

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD		
		2011/2012		01/04/ 2012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
		<b>Time:</b>	2011/12	2012/13	2013/14	2014/15
		<b>Cost:</b>	R 1620 467	R1562 444	R1 683 676	R1 757 975
		<b>Human Resources:</b>	08	36	36	36

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DISIRED STANDARD		
		2011/2012		01/04/ 20012-31/03/2013	01/04/2013-31/03/2014	01/04/2014-31/03/2015
Improve compliance on all governance issues in all 30 municipalities	30 Municipalities					
		<b>Quantity:</b>	5 unqualified reports (2 clean audits)	15	25	30
		<b>Quality:</b>	All legislation	All legislation	All legislation	All legislation

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DISIRED STANDARD		
			affecting municipalities	affecting municipalities (Clean audit)	affecting municipalities (Clean audit)	affecting municipalities (Clean audit)
		Consultation	Meetings and workshops with municipal officials	Through MEC's mayor's forum and HOD & Mm's forum .	Through MEC's mayor's forum and HOD & Mm's forum	Through MEC's mayor's forum and HOD & Mm's forum.
		Access	Documents availability at ease	Provide guidance in relation to records management, i.e, filing systems and archiving - to ensure easy access of documents. filing system.	Provide guidance in relation to records management, i.e, filing systems and archiving - to ensure easy access of documents. filing system.	Provide guidance in relation to records management, i.e, filing systems and archiving - to ensure easy access of documents. filing system.
		Courtesy	Respond to queries immediately and within 5 working days	Reception, telephone, treating all request with diligence and urgency	Reception, telephone, treating all request with diligence and urgency	Reception, telephone, treating all request with diligence and urgency
		Openness & Transparency	Information available to	Information available to	Information available to	Information available to

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD		DISIRED STANDARD		
			municipalities	municipalities through reports, media statements, meetings and intranet,all activities and programmes for municipalities.	municipalities through reports, media statements, meetings and intranet,all activities and programmes for municipalities.	municipalities through reports, media statements, meetings and intranet,all activities and programmes for municipalities.
		Information	Through reports, media statements, meetings and internet	Information published in the main languages spoken in the area Through reports, meetings and internet	Maintain the standard	Maintain the standard
		Redress	Respond to some queries immediately and others within 5 working days, often via call center	Timeous communication and rectification of errors within 5 working days	Maintain the standard	Maintain the standard
		Value for Money	Improved implementation of public	Credible IDP's	Credible IDP's	Credible IDP's

KEY SERVICES	SERVICE BENEFICIARY	CURRENT STANDARD	DISIRED STANDARD			
			governance and audit outcomes in municipalities			
		<b>Time:</b>	2011/12	2012/13	2013/14	2014/15
		<b>Cost:</b>	244 713	247 157	259 487	273 326
		<b>Human Resources:</b>	43	43	43	43

Signed: \_\_\_\_\_ (HOD)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_ (MEC)

Date: \_\_\_\_\_







**0800 NTSHEBELE**  
HOUSING CONSUMER CALL CENTRE



0800 687 432 (Housing enquiries)



0800 864 729 (Premier Hotline)



17737 (Presidential Hotline)



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