



# LIMPOPO

PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

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

## SERVICE DELIVERY CHARTER 2025/26

I BASIKOPO RODGERS MAKAMU, MEC for Department of Cooperative Governance, Human Settlements and Traditional Affairs hereby commit the department to render the following quality services:

### PROVISION OF INTERGRATED SUSTAINABLE HUMAN SETTLEMENTS:

- ◆ With Human Settlements Development Grant – To provide adequate housing through construction of 2923 housing units across all five districts.
- ◆ The migration into urban areas, 1962 sites will be connected to water and sewer.
- ◆ To reduce informal settlements in the province, two informal settlements will be formalized under Fetakgomo Tubatse and Maruleng Municipalities.
- ◆ 70 housing subsidies will be disbursed to the qualifying beneficiaries under the First Home Finance programme.
- ◆ To register 1500 title deeds across the Limpopo Province.
- ◆ Construction of 51 housing units for military veterans.
- ◆ Eradication of 606 mud houses.
- ◆ 250 incomplete housing units will be completed to restore the dignity of the qualifying beneficiaries.

### PROMOTION OF CO-OPERATIVE GOVERNANCE:

- ◆ To continue to provide support to all municipalities to be able to provide seamless service delivery and achieve clean audits.
- ◆ To ensure that water is provided to all communities as we make a clarion call to our water services authorities including municipalities to prioritize and incorporate areas without water in their IDPs and prioritise maintenance of water infrastructure network throughout the water value chain.

### PROVISION OF SUPPORT TO TRADITIONAL AFFAIRS

- ◆ Administrative support to Traditional Leadership institutions in the province by:
- ◆ Recognition of approximately 250 headmen and head women where there are no disputes.
- ◆ Delivering of office furniture for 24 Traditional councils.
- ◆ Procuring of office furniture for 14 Traditional Councils.

### REQUIREMENTS FOR ACCESSING SERVICES

To receive service at all our offices, including Traditional council offices, a South African barcoded identity document or card will be required.

- ◆ The provision of our services is based on the principles of Batho Pele, and we undertake to honor them by adherence to the set principles.



MEC FOR COGHSTA,  
Hon. RODGERS BASIKOPO MAKAMU

### OUR SERVICE STANDARDS

We have set the following minimum standards for the level and quality of services rendered:

- ◆ When you write/call to us we shall:
- ◆ Acknowledge your query/complain within 3 days of receiving it
- ◆ Provide you with a contact name for future queries.
- ◆ Advise you when you can expect a reply.
- ◆ Provide you with telephone, fax number and e-mail address for future correspondences.
- ◆ You have the right to all the Batho Pele principles, especially the following:
- ◆ Courteous behavior always
- ◆ Full information
- ◆ Prompt and efficient service
- ◆ Redress and an apology for lapses in our services
- ◆ Consultation
- ◆ Easy access of our services and offices.
- ◆ Improve organizational efficiency and build a culture of service excellence.

### CONTACT DETAILS:

- 015- 284 5000 (07H30 – 16H30, weekdays only)
- 0800 687 432
- 0800 222 111 (Disaster)

[Service@coghsta.limpopo.gov.za](mailto:Service@coghsta.limpopo.gov.za)

[mediaenquiry@coghsta.limpopo.gov.za](mailto:mediaenquiry@coghsta.limpopo.gov.za)

- 20 Corner rabe and Landross mare street, 28 Market Street, Polokwane

### TRADITIONAL AFFAIRS DISTRICT OFFICES:

- VHEMBE: Old Parliament building, Thohoyandou
- MOPANI: Old Parliament building, Giyani
- SEKHUKHUNE: Old Parliament building, Lebowakgomo
- CAPRICORN: 12-20<sup>th</sup> Industrial, Polokwane, 0700
- WATERBERG: 87 Thabo Mbeki Street, Bosveld building, Mokopane, 0600

MEMBER OF THE EXECUTIVE COUNCIL  
R.B MAKAMU (MPL)



: Limpopo CoGHSTA Official



: L-CoGHSTA-Official



: [www.coghsta.limpopo.gov.za](http://www.coghsta.limpopo.gov.za)

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