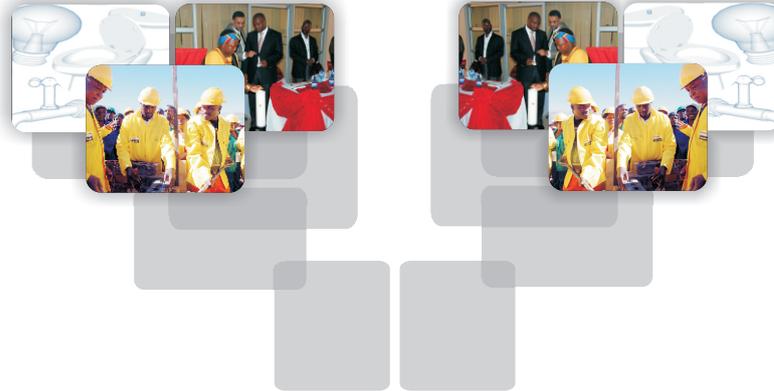


LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

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

SERVICE DELIVERY IMPROVEMENT PLAN 2009/2012



The Heartland of Southern Africa - development is about people!

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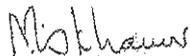
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STATEMENT OF PUBLIC COMMITMENT BY MEC

THE DEPARTMENT COMMITS ITSELF TO:

- Vigorously implement the Five Year Strategic Plan in line with the Public Service Regulations.
- Strengthen support for municipalities in order to allow them to play their constitutional role diligently and effectively, including better planning, monitoring and evaluation at Local government level.
- Facilitate local developmental planning to provide an enabling environment for proper allocation, generation and management of resources in line with the Provincial Growth and Development strategy.
- Continue to assist municipalities to build capacity to allow them to accelerate service delivery, particularly for critical programmes such as Free Basic Services, Housing, Local Economic Development and supporting the Ward Committee System
- Support the training and development of officials and office-bearers particularly the women and youth within the Local Government sphere in order to improve on the capacity to deliver services.
- The provisioning of operation support to Housing functions in terms of applicable legislations and acts.
- Implement the Provincial Multi-Year Housing Delivery Plan
- Rehabilitate dysfunctional infrastructural facilities within the context of economic and social development
- Deepen co-operative governance.
- Facilitated service delivery, economic development and poverty alleviation.
- Develop capacity for mitigation and prevention of disasters.
- Improve client awareness of services rendered and access to remedial/corrective procedures
- Maintain the governmental service standards.
- Improve organizational efficiency and build a culture of service excellence



SOVIET LEKGANYANE

MEC: LOCAL GOVERNMENT AND HOUSING

LIMPOPO PROVINCE

Vision

Sustainable Developmental Local Governance and Integrated Human Settlement.

Mission:

To Establish, Support and Monitor Sustainable Local Governance through:

- Coordinated and Integrated Developmental planning in all spheres of government
- Coordinated and targeted capacity building programmes
- The creation of an environment within which Housing development takes place
- Coordination of Disaster Management Centre

SUB-DEPARTMENT: INTEGRATED SUSTAINABLE HUMAN SETTLEMENT

HOUSING PROJECT MANAGEMENT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD 2009		DESIRED STANDARD	
Manage implementation of Housing project in Rural and Urban areas	Municipality	Quantity	7000 Urban Housing 4210 Rural Housing 2000 unblocking housing Projects	Quality	1000 Urban Housing 13650 Rural Housing 500 unblocking housing Projects
		Quality	Houses constructed to comply with NHBRC standards	Quality:	Houses constructed to comply with NHBRC
		Consultation	Meetings Technical workshops	Consultation	Meeting Technical workshops Workshops beneficiaries on Quality houses
		Access	Deployed in the Local Municipalities Telephonically	Access	Deployed in the Local Municipalities Telephonically . 3g for internet in the Municipalities
		Courtesy	Respond to queries immediately Wearing name tags	Courtesy	Respond to queries immediately Wearing name tags
		Openness & Transparency	Information available to the Citizen	Open & Transparency	Information available the Citizen
		Information	Through media, Reports, Meetings , Internet and email	Information	Through media, Reports, Meetings , Internet and email
		Redress	Respond to queries immediately	Redress	Respond to queries immediately

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD 2009		DESIRED STANDARD	
		Value for Money	Build quality Houses	Value for Money	Build quality Houses
		Time	2009/10	Time	2010/11/12
		Cost	R870 809. 500	Cost	R984 750,000
		Human resources	55	Human Resources:	89

SBU: HOUSING SUBSIDY, CONTRACTS, CLAIMS AND SECRETARIATE HOUSING SECRETARIAT

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Resolve disputes between landlord and tenants	Landlords and tenants in residential market	Quantity	Establish Rental Housing Tribunal
Quality	Handle complaints fairly, impartially and without biasness			Quality:	Handle complaints fairly, impartiality and without biasness
Consultation	Municipalities, CDW's			Consultation	Landlords, tenants, Municipalities, road shows
Access	Telephone, meetings, imbizo, call centre, walk in.			Access	Telephone, meetings, imbizo, call centre, walk in and media
Courtesy	Respect, dignity			Courtesy	Name tags, respect, dignity
Openness & Transparency	Presentations in municipalities			Open & Transparency	Brochures with detail information on how cases are lodged and the responsible officials.
Information	Information through Presentations and workshops.			Information	Establishment of information offices at Municipalities, utilize media for information dissemination, brouchers and posters.

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Redress	Handle complaints of landlord and tenants fairly, impartiality and without biasness	Redress	Give an apology where a standard was not met
		Value for Money	Economic use of scarce resources	Value for Money	Economic use of scarce resources
		Time	Twelve months	Time:	Three years 2009-2012
		Cost	+400 000.00	Cost:	2m
		Human Resources	7 Officials	Human Resources	12

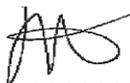
SBU: HOUSING SUBSIDY ADMIN, CONTRACTS AND CLAIMS

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Approval of Housing subsidies	Communities	Quantity	Approve 13650 Units
		Quality	Housing Policy and Housing Act	Quality	Housing Policy and Housing Act
		Consultation	Batho Pele day Imbizos Launching Community awareness	Consultation	Batho pele day, Imbizos, Launching Community awareness
		Access	Website Internet Call Centre Visit to our Offices	Access	Telephone, meetings, imbizo, call centre, walk in and media
		Courtesy	Listening attentively to their complaints. Consulting Municipalities telephonically about their complaints.	Courtesy	Listening attentively to their complaints. Consulting Municipalities telephonically about their complaints
		Openness & Transparency	Accurate information is provided.	Openness & Transparency	Accurate information is provided.
		Information	Outlining qualification criteria.	Information	Distribution of Housing pamphlets about housing related matters.
		Redress	Resolution of Housing issues in the most possible and effective manner	Redress	Suggestion box on housing related matters.
		Value for Money	Providing homes	Value for Money	Providing adequate houses
		Time	2009	Time:	2010/11/12
		Cost	500.000	Cost:	1m
		Human Resources	33 Officials	Human Resources:	9 extra Officials

SUB-DEPARTMENT: LOCAL GOVERNANCE: MID

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
Facilitating and Monitoring the provisioning of basic services (water, sanitation, electricity, roads and refuse removal) to communities.	Municipalities and Communities	Quantity:	<ul style="list-style-type: none"> • 29 Municipalities on Municipal infrastructure grant allocation (R1.185bn budget), • Integrated National electrification programme (R143.917 m budget) • 50% of MIG projects implemented as EPWP 	Quantity:	<ul style="list-style-type: none"> • 29 Municipalities on Municipal allocated infrastructure grant allocation (R1.465bn budget) • Integrated National electrification programme allocated (R133.876m budget) • 100% of MIG projects implemented as EPWP • All municipalities register projects to commit 100% of their 2010/11 MIG allocation
		Quality	Division of Revenue Act, MIG process and procedure manual	Quality:	Division of Revenue Act, MIG process and procedure manual
		Consultation	<ul style="list-style-type: none"> • Monthly reporting meetings • Site Visits 	Consultation	<ul style="list-style-type: none"> • Monthly reporting meetings
		Access	All related reports are distributed to municipalities and other relevant stakeholders	Access	All related reports are distributed to municipalities and other relevant stakeholders

KEY SERVICE	SERVICE BENEFICIARY	CURRENT STANDARD		DESIRED STANDARD	
		Courtesy	<ul style="list-style-type: none"> Responded to all MIG correspondence within 14 days of receipt. Responded to 80% of all stakeholder queries 	Courtesy	<ul style="list-style-type: none"> Respond to all MIG correspondence within 7 days of receipt. Respond to all stakeholder complaints.
		Openness & Transparency	Inconsistent distribution of consolidated MIG reports to some stakeholders	Open & Transparency	Distribute consolidated MIG reports to all relevant stakeholders by the 15 th of every month
		Information	MIG related information are distributed to relevant stakeholders when required	Information	MIG related information to be posted on the departmental website and news letter monthly MIG related information to be distributed to relevant stakeholders monthly
		Redress	Not all failures to meet the service delivery standards are explained	Redress	If the promise of service delivery is not met, municipalities and other stakeholders should be offered an explanation and remedial action
		Value for Money	Incomplete projects business plans and progress reports	Value for Money	Project business plans and progress reports are compliant with all MIG requirements
		Time	March 2009	Time:	March 2010/11/12
		Cost	INEP budget: R 196.081 m	Cost:	INEP budget: R 234.8 m
		Human Resources	8	Human Resources:	13

Signed:  (DG/HOD)

Date:

Signed:  (Minister/MEC)

Date:



Write to:

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

28 Market Street
Polokwane,
Private Bag X9485
Polokwane,
0700

Tel: (015) 294 2000

Website: www.limpopo-dlgh.gov.za

For general housing queries, please call toll free: **0800 Ntsebele 687 432**
If a disaster occurs within your community please call toll free: **0800 222 111**

The heartland of southern Africa - development is about people!