



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
LOCAL GOVERNMENT & HOUSING

CITIZENS REPORT

2006-07



FOREWORD BY THE MEC



MEC Maite Nkoana-Mashabane

The people of Limpopo, like their counterparts in other provinces, continue to rely on the government for the provision of services, ranging from the delivery of houses, free basic services to economic opportunities.

Critical to this end, we need a well coordinated, committed, reliable and transformed public service that is able to respond to this challenge prescribed by the constitution and other legislations to serve our people with dignity and pride.

When the 2006/07 financial year ended, the Department had completed the Business Re-engineering Process as well as building capacity to deliver services to our citizens.

A year ago, the citizens of Limpopo have entrusted our councilors with a clear mandate to deliver basic services to all. In response to this, we have embarked on the turnaround strategy for Integrated Sustainable Human Settlements and sustainable developmental local governance.

We have improved on our strategic communication with our customers through the 0800 Ntshebele call centre line which has to date received more than 15 000 calls. In our previous financial year, we have been able to spend the budget allocated in advancing the ideals of the Freedom Charter in providing houses for the needy.

Our policy imperative of Breaking New Ground has started to bear fruits in that we have already

purchased strategically located land in Phalaborwa, Polokwane and Lephalale. We are buying this land to integrate our communities in the interest of integration and bringing the poor nearer to places that offer better economic opportunities.

We have laid a solid and sound foundation for the realization of the integrated sustainable human settlements through the acquisition of strategically located land in nodal points as part of our strategy of eradicating the legacy of colonialism and apartheid.

The strategic partnerships forged with Thubelisha, Northam Anglo Platinum, NHBC, Development Bank South Africa and the National Housing Finance will undoubtedly contribute towards the realization of integrated Sustainable Human Settlements.

We have surpassed our housing delivery targets in this Financial Year. In terms of our turnaround time measures, we decided to fast-track payment to our clients to seven days after submission of necessary documentation.

As we continue with transformation of our country and pushing back the frontiers of poverty and underdevelopment, we continue to build on the foundation that we have laid to achieve faster progress towards a better life for all.

MEC Maite Nkoana-Mashabane

STRATEGIC OVERVIEW BY HOD



HOD: Leshabe Rampedi



The financial year 2006/2007 has been quite eventful in that the Department of Local Government and Housing had to contend with ever-increasing challenges associated with an imperative need for accelerated service delivery, job creation and poverty eradication. Our Department is in the process of finalising its organisational transformation process. In contending with our strategic commitment and determination of promoting sustainable developmental local governance and integrated sustainable human settlement, we will meticulously continue to ensure meaningful improvement with regarding to the following:

- Revamping workflow processes, ensuring improved systems and appropriate procedures.
- Establishing proactive, co-ordinated and integrated local government support to ensure that local and district municipalities comply with the MFMA.
- Ensuring tangible results in the areas of spatial planning, land-use scheme and infrastructure planning.
- Aligning local economic development strategies with the PGDS while identifying specific interventions including project consolidate for each district and local municipality.
- Ensuring Integrated Sustainable Human Settlements in response to the housing needs of the people of Limpopo.
- Providing Basic Services such as water, sanitation, electricity, and low-cost housing to communities.
- Acquiring adequate land for housing

development purposes.

- Alignment of our organisational structure with the strategic plan of the department and the performance management system.

In our efforts to strengthen our project management capacity, the department has appointed 36 new project managers whose task is to ensure that various departmental projects are regularly monitored to their logical conclusions. In striving to achieve this, we have partnered with a wide spectrum of strategic stakeholders ranging from the private sector, municipalities to other sector departments. The challenges we are confronted with and the number of planned interventions demand continued involvement of these stakeholders to optimally apply the available resources in our fight against poverty and underdevelopment. All the municipalities have and continue to receive Municipal Infrastructure Grants. Training in grant management and reporting has been done.

As part of our transformation agenda, we shall continuously strive to improve the way we conduct our business. Given the effects of globalisation and the need to stay competitive, we shall strive for innovative and creative approaches as we implement programmes for the next financial year. This we shall do with the intention to improve capacity levels and mitigate threats and risks while accelerating service delivery.

Leshabe Rampedi: Head of Department

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WHO WE ARE

DEPARTMENT OF LOCAL GOVERNMENT AND HOUSING

OUR MANDATE IS:

TO EFFECTIVELY AND EFFICIENTLY SUPPORT MUNICIPALITIES INCLUDING MONITORING AND EVALUATING THEIR PERFORMANCES.

THE DEPARTMENT IS ALSO RESPONSIBLE FOR CAPACITY BUILDING PROGRAMMES FOR LOCAL MUNICIPALITIES TO ENHANCE EFFECTIVE SERVICE DELIVERY TO COMMUNITIES.

TO ACCELERATE DELIVERY OF INTEGRATED HUMAN SETTLEMENT

VISION

Sustainable Developmental Local Governance and Integrated Human Settlement

MISSION

To establish, Support, Capacitate and monitor Sustainable Developmental Local Governance through:

- The creation of an environment within which housing development takes place.
- Coordinated regional/district planning and development
- The creation of a framework for provincial planning.
- Integrated urban and rural development.
- Coordination of Provincial disaster management.

VALUES

Our foundation is honesty and integrity, thereby building deep trust in all our relationships including amongst ourselves and with our clients. We believe in continuous growth and innovation. We further commit ourselves to adhere to the renowned Batho Pele Principles:

- Access
- Consultation
- Courtesy
- Information
- Redress.
- Value for money.
- Adherence to Service Standards.
- Openness and Transparency.



WHAT WE DO

The Department comprises of three Sub-departments (branches) i.e:

- Integrated Sustainable Human Settlement (ishs)
- Local Governance
- Shared Services

SUB-DEPARTMENT: INTEGRATED SUSTAINABLE HUMAN SETTLEMENT (ISHS)

The Sub-department comprises four programmes that address:

- the full compliment of integrated housing development that includes informal settlement upgrading, rural housing, housing rectification, social amenities and blocked projects,
- social housing initiatives,
- housing administration and property management and
- housing sector performance and municipal support.

SUB-DEPARTMENT: LOCAL GOVERNANCE

The Sub department supports and monitors sustainable developmental local governance through:

- Integrated development planning
- Creation of sound intergovernmental relations framework
- Local economic development
- Municipal capacity building programme
- Disaster management
- Integrated municipal infrastructure planning & development
- Spatial planning and integrated land use

SUB-DEPARTMENT: SHARED SERVICES

The Sub department enhances organisational capacity and capability through the following sub-programmes:

- Strategic human resources management
- Transversal services
- Government Information Technology Office
- Chief Information Office
- Risk and Security management
- Chief Financial Office



INTEGRATED SUSTAINABLE HUMAN SETTLEMENT

Sub-programmes: Project Management, Social Housing, Housing Administration and Property Management and Housing Sector Performance and Municipal Support

Measurable objective: To provide subsidies to qualifying beneficiaries in accordance with housing policy as follows:

- Informal Settlement Upgrading
- Project-Linked Housing
- Social Amenities
- Credit/Finance-Linked Housing
- Rural Housing
- Housing Rectification
- Phased-Development Approach
- Blocked Projects

HOUSING SECTOR PERFORMANCE AND MUNICIPAL SUPPORT

- To provide regulatory framework for housing delivery
- To develop Provincial Multi-Year Housing Plan
- To conduct housing research
- To provide capacity and support to municipalities and other stakeholders with regard to housing delivery
- Acquisition of land

output	Target	Achievements
Acquire strategically located privately owned land	Acquire strategically located privately owned land	3 portions of land identified and acquired
Develop Provincial Multi Year Housing plan	Provincial Multi Year Housing plan	Final draft completed
Enhance capacity for service providers in housing provision	Practical training	9 emerging contractors trained
Awareness on housing policies	Impact assessment	*152 trained in consumer education in districts *10 000 brochures developed and distributed



HOUSING ADMINISTRATION AND PROPERTY MANAGEMENT

To provide subsidies to qualifying beneficiaries in accordance with housing policy and to provide for the efficient and effective management of housing assets within the province:

- Extended discount benefit scheme
- Transfer of Housing Assets
- Sale of housing assets
- Devolution of housing assets to municipalities
- Regulating rental housing within the province
- To provide subsidy administration, claims and secretariat management

output	Target	Achievements
13 268 subsidies allocated	13 268	12 952 beneficiaries approved
4 770 properties to be transferred	4 770	839 properties transferred
176 housing assets identified to be developed by municipalities	176	151 properties transferred
Establishment of toll free Fraud Line	Establishment of toll free Fraud Line	System is installed and operational

SOCIAL HOUSING DEVELOPMENT

To provide subsidies to qualifying beneficiaries in accordance with housing policy:

- People's Housing Process
- Institutional Housing
- Public Sector Hostel Redevelopment
- Emergency and Transitional Housing



output	Target	Achievements
1 018 units to be built	1 018	343 completed
3 022 PHP (old) houses to be completed	3 022	953 completed
508 units to be built (PHA)	508 for Polokwane Housing Association	25 blocks completed (146 units)

HOUSING PROJECT MANAGEMENT

output	Target	Achievements
18 687 old housing units to be completed	18 687	Completed 7 490
150 to be completed (Project Linked)	150	None
7 450 to be completed (Rural Housing Stock)	7 450	Completed 1 217
4 800 to be completed (Informal Settlement Upgrading)	4 800	Completed 2 363
Roads, water and sewer infrastructure developed	Roads, water and sewer infrastructure	Final certificates paid (R4 391 307.91)

LOCAL GOVERNANCE

The Local Governance sub-department comprises the following sub-programmes:

- Municipal Institutional Capacity Building
- Municipal Finance
- Municipal Performance Monitoring and Evaluation
- IGR, Public Participation and Democratic Governance
- Municipal Infrastructure Development

MUNICIPAL INFRASTRUCTURE DEVELOPMENT

- Facilitating and Monitoring the Implementation of Integrated Municipal Infrastructure Programmes.



- Facilitate and monitor the implementation of Provincial Infrastructure Grant (PIG).
- Facilitate and monitor the implementation of integrated electrification programme.
Facilitating the process of indigent policy development and compilation of registers for the 15 PC municipalities.
- Facilitate the development & implementation of O & M plans in municipalities.

output	Target	Achievements
Facilitate & monitor Municipal Infrastructure Programme	Achieve MIG expenditure of 100%	85,8% (R704.503 million)
Facilitate & monitor Provincial Infrastructure Grant	Achieve 100% physical progress on water and 100% electricity	*100% on water projects *100% on electricity projects
Facilitate & monitor Integrated electrification Programme	Achieve 100% expenditure on DME carry over projects	Achieved 100%

LOCAL GOVERNMENT SUPPORT

output	Target	Achievements
Compliance with legislative obligations regarding annual financial reports	30 municipalities to submit annual financial statements	26 submitted by 31 August 2006
Facilitation of the implementation of municipal property rates Act, No. 6 of 2004	*8 municipalities ready to compile valuation rolls *Appointment of members of the property Valuation Appeal Boards for each 5 district municipalities	*All municipalities appointed valuers *Awaiting MEC approval
Ensure municipalities provide service delivery & promote good governance by monitoring performance	Assessment report available	30 copies to the MEC report distributed to HOD, MEC and District Municipalities
Develop adequate provincial capacity to address disaster risk management	*Publicise Disaster risk Framework *Develop ToR to invite service providers	Provincial Disaster Risk Management Framework published and circulated to all provincial stakeholders

IGR, Public Participation and Disaster Management

The programme focuses on the following sub-programs:

- Effective coordination of the intergovernmental relations which is aimed at enhancing the functionality of intergovernmental structures in line with the IGR Act.
- Ensuring effective devolution/ assignment of powers from national/ provincial departments to local governments
- Supporting the IEC in the coordination of the elections processes in the municipalities
- Providing training and support to the Ward Committees

output	Target	Achievements
Enhance integrated planning processes service delivery through effective intergovernmental relations	Facilitate 4 Premier intergovernmental Forum	Participated in all Premier's IGF
Promote public participation through the functioning of ward committees	All ward committees capacitated & functioning	Trained 300 ward committees

DEVELOPMENT PLANNING

Spatial Analysis and Monitoring, and to facilitate sustainable land use management in support of integrated development planning

output	Target	Achievements
Provincial Spatial Development Framework	Phase 1 and 2 reports	Reports done for Phase 1 & 2
Municipal Spatial Development Frameworks	11 municipal SDF's	None, only draft phase 2 of the report
Demarcation of sites for 2005/06	75 General plans	72 completed and (43 of 72 approved by A-G)
Demarcation of sites for 2006/07	87 topographical maps and 87 layout plans	87 topographical maps, 74 layout plans completed & 16 approved by A-G
Township establishment Aganang & Fetakgomo	Structure plans	Draft structure plans for Aganang & Fetakgogmo completed



SHARED SERVICES

STRATEGIC HUMAN RESOURCE MANAGEMENT

Provision of quality human capital that is empowered and motivated

output	Target	Achievements
Filling of vacant posts	140	212 Level 15 = 3 Level 14 = 10 Level 13 = 19 Level 11-12 = 25 Level 8-10 = 39 Level 1 – 7 = 116
Appropriate grading of jobs at all levels	Evaluate 200 job positions	193 jobs amounting to 584 positions evaluated
Administration of bursaries	Award 45 bursaries	45 bursaries awarded
Management of internship programme	80 interns to be recruited	76 recruited
Induction of recruited personnel	Induct 50% of officials	456 out of 720 employees inducted i.e. 63%
Development of approved organizational structures in municipalities	Assist 8 municipalities	5 municipalities assisted with development of organisational structures (Bela Bela, Mutale, Giyani, Letaba, Waterberg)

TRANSVERSAL SERVICES

Seeks to ensure peaceful and conducive working environment and ensuring compliance and legally protecting the interest of the department

output	Target	Achievements
Render EAS services to the 1135 departmental employees including excess	800 employees	Reached 700 employees on voluntary counseling and testing on HIV/ AIDS



output	Target	Achievements
Legislations		<ul style="list-style-type: none"> * Limpopo Housing Bill of 2006 * Published Limpopo Local Government Laws on Rationalisation Amendment Bill in Provincial Gazette * Submitted the Rental housing regulations to State Law advisor
A sound and stable labour relations environment	Finalise 60% of outstanding misconduct cases per quarter	Finalized 10 cases out of 12

GOVERNMENT INFORMATION TECHNOLOGY OFFICE (GITO)

Seeks to deploy technology to improve the department's business processes and ensure cost effectiveness and quicker turnaround times

output	Target	Achievements
Develop and deploy ICT systems to support business units	Provide reliable and responsive ICT infrastructure, equipment and support	3G mobile equipment for management and housing project managers
Implementation of e-Government in municipalities	Installation of information and communication technology infrastructure in municipalities	GCCN connectivity 9 municipalities. Installed GCCN at Giyani, Modimolle, Mookgopong, Thabazimbi ICT infrastructure: Modimolle, Giyani, Blouberg, Vhembe, Thabazimbi

CHIEF INFORMATION OFFICE

Improve the profile of the department and positively keep the public informed and improved records management and customer interface



output	Target	Achievements
Effective communication support to municipalities	Assess communication capacity at municipalities	Assisted 6 municipalities with communication strategies
Public relation and events	Successful departmental events as per events calendar	11 arranged such as: Housing Consumer call Centre Launch, Sanitation Symposium, visit by Malaysian delegation
Design, produce and publish internal newsletter	12 monthly internal newsletters	7 out of 12 monthly newsletter
One-stop shop enquiry management service	Establish Call Centre/ Help Desk	Housing Consumer Call Centre established and launched
Cascade Batho Pele Programmes to municipalities	Train 30 Batho Pele coordinators	57 municipal staff trained in 27 municipalities
Effective corporate records management	Review and endorse Corporate Records Management Policy	Corporate Records Management Policy reviewed
Management of departmental filing system	Review and approve department paper based Staff and general File Plans	Paper based File plans approved by National Archivist

RISK AND SECURITY MANAGEMENT

To promote good governance by implementing risk management, anti corruption measures and the Minimum Information Security Standards (MISS)

output	Target	Achievements
Improved system and accountability	Audit Steering Committee established and functional	<ul style="list-style-type: none"> * ASC established * Coordinated the resolution of internal matter with Provincial Internal Audit * Ensured proper preparations for Audit Committee



output	Target	Achievements
Minimise incidents related to fraud and corruption	80% of the reported cases completed	* 2 cases completed * Coordinated pilot project with DPLG on implementation of Local Government Anti Corruption strategy

CHIEF FINANCIAL OFFICE

To provide corporate financial support services to the department and ensure a procurement framework that is underpinned by BEE objectives, and implementation of the PFMA.

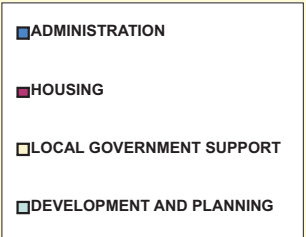
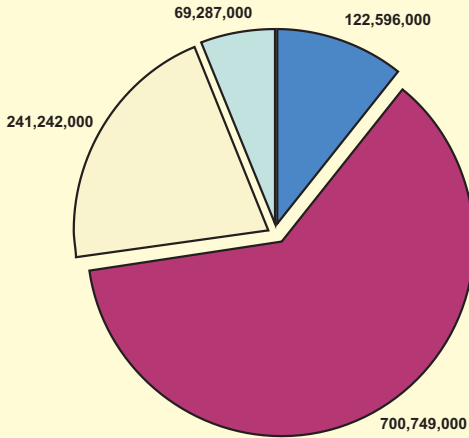
The above objective is rendered through the following sub-programmes:

- Supply Chain Management
- Budget and Compliance
- Expenditure and Housing Finance
- Accounting and Systems

output	Target	Achievements
Ensure Accurate, Timeous and Reliable Financial Information and Implementation of Sound Financial Systems	Improve compliance on monthly closure	Month-end closure reports for 12 months approved by the CFO compiled and submitted to the Provincial Treasury by the 15th of each month to comply with the provision of the PFMA
Effective and Efficient Budget Planning, Implementation, Monitoring & Reporting.	Provide early warning reports to SBUs	By year end, an amount of R1,086 826 was spent, representing 95,8% of the total appropriated funds. Only 4,2% under-spending was realised during the 2006/07 FY.
Effective and Efficient Departmental Expenditure Management	Improve turnaround time for payment of claims and creditors to 14 day	All claims processed within 8 days of receipt.
To implement a Supply Chain Management system that promotes broad based black economic empowerment	Disburse 90% of awards to HDI's	84% of awards has been given to HDI's

BUDGET 2006/07

R 1,133.905,000



SUMMARY PER PROGRAMME	FINAL ADJUSTED BUDGET	ACTUAL EXPENDITURE	BALANCE	% SPENT
ADMINISTRATION	R 121 877 000.00	R 114 652 000.00	R 7 225 000.00	94 %
ISHS (HOUSING)	R 700 749 000.00	R 695 154 000.00	R 5 595 000.00	99 %
LOCAL GOVERNANCE	R 241 242 000.00	R 215 588 000.00	R 25 654 000.00	89 %
DEV PLANNING	R 69 318 000.00	R 60 711 000.00	R 8 607 000.00	88 %
STATUTORY	R 719 000.00	R 719 000.00	-	100 %
TOTAL	R1 133 905 000.00	R1 086 824 000.00	R 47 081 000.00	96 %



TRANSFORMATION ISSUES

1. STATEMENT OF PUBLIC COMMITMENT: 2007/08

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 boosting planning, monitoring and evaluation at local government level
- Facilitate local developmental planning to provide an enabling environment for proper allocation, generation and management of our 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 important programmes such as Free Basic Services, Housing, Local Economic Development and supporting the Ward Committee system
- Support the human resources development of officials and office-bearers within the local government sphere in order to accelerate service delivery – particularly women and young people
- The provisioning of operational support to housing functions in terms of applicable legislations and acts
- Implement the Provincial Multi-Year Housing Delivery Plan
- Rehabilitate dysfunctional infrastructural facilities with the notion of economic and social development
- Deepen co-operative governance
- Facilitate 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

2. Batho Pele Principles and how we achieved them

The following are our internal and external customers, existing consultation arrangements and proposed ways of improving on the existing principles if there is a need for improvement.

2.1. CONSULTATION



Employees Organisations	Quarterly meetings with Labour Forum.	Status quo to prevail during 2007/08 financial year.
External Customers	Existing Consultation arrangements for 2006/07	Status quo to prevail during 2007/08 financial year.
Office of the Auditor-general	Presentation of the annual report before the end of June every year. Response to audit queries.	Status quo to prevail during 2007/08
Property Developers	Monthly meetings with HOD and ISHS Branch.	Status quo to prevail during 2007/08.
District and Local Municipalities	MEC/Mayors' Intergovernmental Forum held quarterly. Inter-governmental Relations Forum and Transformation Conferences are held annually.	Status quo to prevail during 2007/08.
Provincial Departments	Participation of Department in all Provincial events. Participation in other Provincial Fora such as Social Sector, Economic and G & A Clusters, Batho Pele. HIV/Aids, Gender Desk and others.	Status quo to prevail during 2007/08
National Departments	Monthly meetings, workshops, summits and Inter-Departmental Task Team ((ISRDP)	Status quo to prevail during 2007/08.
Professional Engineers	Monthly meetings with HOD and ISHS Branch SBUs dealing with Housing issues.	Status quo to prevail during 2007/08.
Professional Town Planners	Ad hoc meetings with relevant SBU.	Status quo to prevail during 2007/08.



Donor Organisations (UNDP, EU, DFID)	Project Steering Committee meetings on Donor funding held monthly	Status quo to prevail during 2007/08.
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INTERNAL CUSTOMERS

Member of the Executive Council	Quarterly Management meetings. Annual general meeting (Imbizo), Departmental Service Excellence Awards. Use of suggestion boxes.	Status quo to prevail during 2007/08.
All employees of the Department	General Staff meetings Imbizo. HIV/Aids awareness programmes. Departmental Service Excellence Awards. Suggestion boxes. Open days, Public Service week and Africa Day	Status quo to prevail during 2007/08.
Management	Monthly Branch meetings. Weekly Management Meetings(both Executive and ordinary) All consultation arrangements as in one and two above.	Status quo to prevail during 2007/08.
Legislature of the Province	Quarterly presentations to portfolio Committees. Involvement of Portfolio Committee during annual Strategic Plan review sessions Response to questions posed to the MEC by MPLs. Submission of Departmental Strategic and Annual Performance plans to legislature.	Status quo to prevail during 2007/08.



2.2. INFORMATION

This principle concentrates on the circulation/distribution of information within and outside the Department.

The following information dissemination mechanisms are applicable for internal customers:

- Circulars
- Staff meetings
- Intranet
- Departmental Newsletter
- Electronic system (emails, intranet etc)
- Departmental Izimbizo

Information mechanisms for external customers:

- Electronic and print media.
- Summits.
- Project launches.
- Izimbizo.
- Inter-governmental Relations Forum
- Press conferences.
- Departmental website
- Media briefings
- Housing Consumer Call Centre

New arrangements for information dissemination for external customers are:

- Website
- Electronic document management system.
- Quarterly newsletter.
- Slots on the electronic media (radio and television)
- My Councillor & I public engagement campaign

2.3. ACCESS

- Signage placed at the Departmental buildings for easy identification.
- Staff members are provided with name-tags which are linked to the access control system.
- Help Desk Services have been established at 23 and 28 Market street Office buildings. Plans are under way to establish such services at Tempest Building Offices.
- Staff members are required to display their name-tags while on duty.
- All entrances to the department are manned by Security.
- Visitors are required to register at reception and provided with visitors' cards to access the department.



CHALLENGES

- Not all buildings are user-friendly to people with disability.
- Congestion of our entrance at no.12-20th Avenue Building-Ladanna-hence reception desk cannot be accommodated together with the security personnel.
- The departmental offices are fragmented due to lack of adequate office space at a central place.

WAYS OF IMPROVEMENT

- Adequate office space for officials at 28 Market Street has been created through utilization of “open plan” structure.
- The process of acquiring new office block is currently underway through the construction of an office block which will take plus-minus 22 months
- Replacement of name-tags with magnetic name-plates has already started by providing all SMS members with name badges which will ultimately cascade to all levels of officials.
- Fitting of lifts at 28 Market street has been completed. The Rent Meester building has been vacated with our staff moving to Tempest Building in Ladana.

2.4. COURTESY

- Departmental staff reveals their identity and that of the section when answering all calls from internal and external customers.
- Switchboard operators identify themselves and the department when answering external calls.
- All calls are answered within three rings as per Service Standards provisions.
- In the event where an outside caller could not be successfully assisted due to the unavailability of the relevant official, the call reverts to the switchboard where the operator will take particulars of the caller and deliver the message at the appropriate time. Improvements plans are in the pipe-line to install voice-mails to all extensions.
- All service Delivery complaints are acknowledged in writing within five days of receipt and referred to the relevant Sub-department. The complainant is updated fortnightly on the progress made in pursuit of his/her complaint.
- A housing Consumer Call Centre which is a Toll-free number has been established to ensure that the housing consumer has access to information without coming physically to the department.

WAYS OF IMPROVEMENT

- The department has developed standard letter to acknowledge receipt of correspondence received through Registry.
- A register is maintained by Client Services Division to record and monitor progress made in terms of queries/enquiries received and it is updated fortnightly.



2.5. OPENNESS AND TRANSPARENCY

- The Strategic Plan and Annual report are published and tabled before the Portfolio Committee on Local Government and Housing annually, submitted to Provincial legislature, Provincial Treasury, Places of Legal deposits like National Parliament and NCOP as per legislative directives or on request.
- Non-governmental organizations and Service providers have access to all permissible departmental reports.
- Citizen's Report, SDIP and Service Standards are published and distributed to external clients annually on Batho Pele Day.
- Departmental Annual Report is published before the end of August every year and distributed to the relevant stake-holders.
- Departmental budget is tabled annually before the Legislature.
- The Department appears before Select Committee on Public Accounts Portfolio Committee on Local Government when called upon to do so.
- Programmes to encourage openness and transparency are entrenched through Izimbizo, Batho Pele Day, Road-shows and launching programmes.
- The Department has a website which is updated regularly.

WAY OF IMPROVING

- All the reports of the department which require public access to be posted on the website.
- The department to operate an internal library which will serve as a resource and information centre for both internal and external clients. However, this library will not have loaning services facilities of the posted material.

2.6. VALUE FOR MONEY

- All officials have been allocated pin codes which they use whenever they make official and private calls. There are also monthly limits which have been put in place to control telephone expenses in respect of different categories. Private calls are paid for at the end of every month.
- Utilisation of government vehicles is under strict management and control measures, vehicles are inspected every month.
- All subsidized vehicles are inspected monthly on submission of claims.
- Goods and services are procured through the departmental policy in order to receive best value for money.
- Departmental equipment has been bar-coded to prevent unnecessary loss.
- Defrauding the department is closely monitored by Risk and Security SBU and those found guilty are dealt with appropriately.
- The Department managed to spend 84% of its allocated budget.



2.7. REDRESS

- All public complaints and Service delivery complaints are registered on receipt, acknowledged within five working days and attended to within fourteen days of receipt. The longest period taken to finalise complaints is 30 days
- Feedback to the complainant on a reported case is given on fortnightly basis until the case is resolved /finalized.
- In an event where cases take longer than anticipated, the aggrieved party is always given reasons in writing for the delay in finalizing the matter.
- Complaints received through the Call Centre take a maximum of 31 days to be resolved
- Where service delivery has not met the set service standard, an apology is always extended to the client with reasons given for the deviation and an assurance that the shortcoming will not repeat itself.

2.8. SERVICE STANDARDS

- Departmental Service Standards are compiled and published annually.
- Monitoring is done through the Office of the Premier and Service Centre SBU within the department on quarterly basis based on SBUs' performance reports and Provincial Batho Pele Forum monthly meetings.
- The department conducts Customer Satisfaction survey for external clients twice a year.
- Internal survey for compliance is done quarterly through analysis of reports submitted by SBUs and advice Management regarding deviant performance.
- Transformation Committee which will be transversal in nature and oversee the overall implementation of Standards and other Service Delivery instruments throughout the Departmental SBUs has been established.
- Reviews of Service Standards, SDIP and Annual Performance plans are done every year
- Both Domain and Provincial Transversal Service Standards were reviewed.
- Service Excellence Policy of the Department has been compiled



Write to:

**DEPARTMENT OF
LOCAL GOVERNMENT AND HOUSING**

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**