



SERVICE CHARTER

DEPARTMENT OF PUBLIC WORKS AND INFRASTRUCTURE

VISION

- Leader in provincial infrastructure delivery, coordination and socio-economic investment

MISSION

- A custodian of provincial government immovable assets and a coordinator and provider of sustainable infrastructure resulting in socio-economic transformation and development.



VALUES

- Commitment
- Integrity
- Accountability
- Professionalism
- Service Excellence
- Transparency
- Innovation
- Fairness

OUR PLEDGE

- We will offer professional services that meet the required standards
- We will provide all the necessary information as prescribed by the regulatory and legislative framework
- We will respond to all the enquiries within 48 hours.
- We will have a zero tolerance policy on abuse, misuse, fraud or misconduct.
- We will treat our clients with utmost respect and sincerity
- We will at all times strive to maintain Service Delivery Standards

YOUR OBLIGATIONS

- To be courteous and civil and respect the dignity of officials you encounter
- To always provide valid, accurate and reliable information

SERVICES OFFERED

- Provide Unplanned Maintenance of State Owned Buildings and Other Related Structures.
- Provision of valid; complete and accurate information on immovable asset register
- Provide residential accommodation as per the Departmental policy on the allocation of state housing policy
- Provide office accommodation for Provincial Governments Departments
- Provide Construction Project Management services to the client Departments
- Providing job opportunities and empowerment for the unemployed through the Expanded Public Works Programm

SERVICE STANDARDS

- All emergency maintenance defects shall be resolved within 24 hours of reporting to DPWI as per the regulated standards
 - All simple day to day maintenance defects shall be resolved within 3 days of reporting to DPWI as per the regulated standards
 - All complex day to day maintenance defects shall be resolved within 7 days of reporting to DPWI as per the regulated standards
- All request for information on Immovable Asset will be provided within 1 day of receipt in line with the immovable asset management policy and the standard operating procedure
 - All residential application received shall be acknowledged within 1 day of the receipt of the application and be completed within 3 months prior to occupation upon availability of residential property in line with the approved policy on the allocation of state housing
 - All office accommodation shall be provided as per User Requirements inline with the building norms and standards
- All construction projects shall be delivered within the specific time, quality and budget
- Each project of the Expanded Public Works Programme shall adhere to a specific quota for participants from HDIs such as 50% women, 30% youth and 2% of people living with disability.

COMPLAINTS

- We welcome your suggestions for improving our services, programs and facilities. If you are unhappy about the services provided by officials of the Department or its agencies, you may:
- Raise your concern directly with the official concerned;
- Ask the manager/ supervisor at the office where you were attended to and lodge a complaint;
- Contact and inform the Customer Care Unit / Communications Desk;
- Write your dissatisfaction, your name, address and telephone or cell number and deposit in our complaints box found throughout our offices.
- We will address all complaints in terms of the Promotion of Access to Information Act (PAIA), 2000 (Act 2 of 2000); and
- If not satisfied you may escalate your complaint in writing as follows:
- 1st line escalation: District Director of the District(See contacts of the district offices)
- 2nd line escalation: Accounting Officer of the Department, and
- 3rd line escalation: Member of the Executive Council

Districts Contact Details

Head Office	- Tel: 040 602 4000
Amathole District	- Tel: 043 705 4300
Buffalo City Metro	- Tel: 043 705 4300
Chris Hani District	- Tel: 045 807 6600
Joe Gqabi District	- Tel: 051 611 9800
O.R Tambo District	- Tel: 047 505 2700
Alfred Nzo District	- Tel: 039 254 6700
Sarah Baartman District	- Tel: 041 390 9111
Nelson Mandela Bay Metro-	Tel: 041 390 9111