



## public works

Department:  
Public Works  
**PROVINCE OF KWAZULU-NATAL**

### Department of Public Works Summary of the uMzinyathi Service Commitment Charter

#### OUR VISION

An inclusive economy through sustainable infrastructure development and property management.

#### OUR MISSION

To improve the lives of the people of KwaZulu-Natal through sustainable infrastructure development and property management

#### SERVICES PROVIDED

- Maintenance of provincial owned buildings
- We provide professional advice/ services
- Assist with provision of various construction related documents
- Assist with the identification of government owned properties.
- Programs which we partake in : Izandla Ziyagezana, Sukumasakhe etc.

#### WHO ARE OUR STAKEHOLDERS

Government Departments, Contractors, Consultants construction industry development board, Professional bodies within the building industry, Organised labour, Oversight structures, Infrastructure implementation agents, Department employees, Service providers in the property management sector and the General public.

#### OUR CORE VALUES

In carrying out its mission, the Department of Public Works will be adhered to the following core values.

- Batho Pele Principles : Putting people first
- The Citizen Charter: A caring government
- Cost Effectiveness : Value for Money
- Quality: We will adhere to prescribed standards
- Professionalism: We will take pride in everything we do.
- Integrity: We will be honest and reliable in all our dealings
- Service Excellence : We will be proactive in responding to the needs of our clients

#### BATHO PELE PRINCIPLE

In providing services to the people of the Province we will be guided by the following principles

##### Consultation

##### Access

##### Courtesy

##### Information

##### Openness and Transparency

##### Dealing with Complaints

##### Value for money

##### Service Delivery Impact

##### Encouraging innovation and Rewarding Excellence

##### Leadership and Strategic Direction

Department of Public Works : uMzinyathi District  
Private Bag x 2007  
Dundee  
3000

71 Karellandmann Street  
Dundee  
3000

Telephone Number : 034-299 8360  
Facsimile Number : 034-212 4261

#### ADDRESSING YOUR QUERIES

Dealing with complaints:

- Officials to respond to telephone queries within one working day.
- We will acknowledge receipt of your complaint within five working days.
- We will investigate and reply to your complaint within sixteen working days.
- Officials to respond to electronic complaints within three working days
- Officials will offer to assist and /or refer queries to the relevant Department or unit where necessary.

#### DO YOU HAVE COMMENTS OR SUGGESTIONS

- The Department will appreciate constructive negative and positive suggestions about our services. The suggestion boxes available in each office can be utilised or you can phone or write to the office.



**Mr C.D. Mqadi**  
**Deputy Director**  
**Umzinyathi District Office**  
**Contact Number : 079 885 5656**  
E- Mail : [Dumisani.mqadi@kznworks.gov.za](mailto:Dumisani.mqadi@kznworks.gov.za)