



**LIMPOPO**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF  
**EDUCATION**

**2022/23 Service Delivery Charter**

**Who are we?**

We are the Limpopo Department of Education whose mandate is enshrined in the Constitution of the Republic of South Africa, Act 108 of 1996 as amended. Sec 28(2) endorses the paramount importance of the best interests of the child in every matter concerning the child.

**Vision**

Excellence in provisioning of innovative quality basic education.

**Mission Statement**

To provide quality and innovative education programmes for learners in Grade RR to 12

**Values**

Limpopo Department of Education will always strive to demonstrate the following values:

- **Excellence:** to be result oriented, cost effective, ensure superior performance and strive for client/stakeholder satisfaction;
- **Professionalism:** carry out work with respect for others' rights as enshrined in the Constitution, accountability to authority and responsibility to clients;
- **Innovative:** introducing or using new ideas or methods in carrying out one's responsibilities; and
- **Integrity:** uncompromising adherence to moral and ethical principles which leads to doing the right thing in all circumstances, even if no one is watching.

**Where are we found?**

**Physical Address**

The Department has one Provincial Office, based in Polokwane, which is located at three places viz:

- Cnr. 113 Biccard and 24 Excelsior Streets, Polokwane, where the MEC and Head of Department are located, Tel : 015 290 7600
- Human Resource Management at 33 Biccard Street, Polokwane, Tel: 015 284 6500

Cnr 113 Biccard & 24 Excelsior Street, POLOKWANE, 0700, Private Bag X 9489, Polokwane, 0700  
Tel:015 290 7600, Fax 015 297 6920/4220/4494

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- Curriculum Delivery and Management at Rentmeester Building, Hans Van Rensburg Street, Polokwane, Tel: 015 291 2561

**Postal Address**

**Website:** [www.edu.limpopo.gov.za](http://www.edu.limpopo.gov.za)

Private Bag x 9489  
Polokwane  
0700

**District offices**

NAME OF DISTRICT	PHYSICAL ADDRESS	CONTACT NUMBERS
Capricorn North district	Corner Yster Street & Bleiberg, Ladana, Polokwane	015 285 7300
Capricorn South district	Old Parliament building, Lebowakgomo	015 633 9701
Sekhukhune South district	Old Parliament building, Lebowakgomo	015 633 7154
Sekhukhune East district	2013 Aloe Street, Aloe Rich West, Burgersfort	013 231 0100
Mopani East district	Old Parliament building Giyani Main Road, Giyani	015 811 7700
Mopani West district	27 Peace Street, Tzaneen	015 811 7700
Vhembe East district	Old Parliament building, Block D, Thohoyandou	015 962 2883
Vhembe West district	Old Parliament building, Block D, Thohoyandou	015 962 2883
Waterberg district	Corner Thabo Mbeki and Rivier Streets, NTK Building, Modimolle	014 718 1500
Mogalakwena district	Mokopane EMPC, Ruphus Seakamela Street, Mahwelereng	015 483 7500

**Operating hours**

We operate from 7h30 am to 16h30 pm during weekdays

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## Statement of Public Service Commitment

I, Ms. Mavhungu Lerule - Ramakhanya - MEC for Education in Limpopo, hereby commit my department to:

- increase learner participation, interest and excellence in Maths, Science and Technology by introducing Dinaletsana, which are primary feeders to Dinaledi schools;
- resource and bring back the glory days of our eight Agricultural schools with the aim of training young farmers who will venture in the field of Agriculture, as one of the key economic pillars of the Province;
- continue with the provisioning of outdoor equipment to promote the play-based learning methodology;
- provide story books for Grade 3 learners, for both home language and English in Quintiles 1-3 to strengthen reading for pleasure as well as attainment of foundational competencies such as reading, writing and enumerating as basic skills for further learning;
- accelerate the provisioning of tablets and laptops to schools, prioritizing Quintile 1-3 as part of rolling out the e-Learning strategy;
- serve meals to learners in 3 601 public ordinary Quintiles 1-3 primary, secondary and 35 special schools and appoint 10 460 voluntary food handlers;
- fill school – based promotion posts so as to enhance the capacity of the SMTs in driving curriculum management and school governance responsibilities;
- to undertake major upgrades and additions to 62 schools across the 10 Education Districts in the Province to ensure major improvement of the teaching and learning environment particularly for schools in the rural areas; and
- Complete the construction of 08 schools including a Rivoni Special School for the Blind.

## How we handle complaints

The following numbers can be used to lodge complaints:

- Premier's Hotline System – 0800864729
- Presidential Hotline system - 17737

OR

You can write to: The Head of Department, Private Bag x 9489, Polokwane, 0700

Cnr 113 Biccard & 24 Excelsior Street, POLOKWANE, 0700, Private Bag X 9489, Polokwane, 0700  
Tel:015 290 7600, Fax 015 297 6920/4220/4494

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## Citizen's rights

You have the right to all eight Batho Pele Principles especially the following:

- To be **Consulted** about the level and quality of the services we provide;
- **Access** to our services, information and all institutions;
- To be treated with **Courtesy** and consideration; and
- **Redress** - To be offered an apology, a full explanation and a speedy effective remedy if the promised standard of service is not achieved.

## Citizens' obligations

We expect you:

- To be civil, courteous and respect the dignity of our officials and protect our learners against any form of violence and abuse all times,
- To contribute towards the improvement of education system through any kind of suggestions and inputs to the provincial policies.

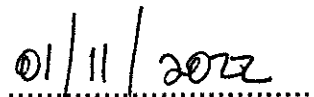
**We Belong!**

**We Care!**

**We Serve!**



MEC Mavhungu Lerule- Ramakhanya  
Department of Education



Date

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