Section: 6

CHIEF DIRECTORATE:

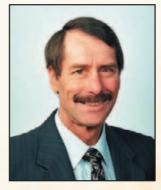
IMPLEMENTATION



Head: Implementation Mr. Chris Hlabisa



Senior Manager: Road Infrastructure, Development & Management **Mr. Wally Bennett**



Senior Manager: Implementation **Mr. Rob Tarboton**



Senior Manager: Durban Region Mr. Siphiwe Majola



Senior Manager: Pietermaritzburg Region Mr. Mossie Mostert



Senior Manager: Empangeni Region Mr. Dumisani Ximba



Senior Manager: Ladysmith Region Mr. Simphiwe Nkosi

The Chief Directorate's core functions are: -

- Provision of a safe, balanced and equitable Provincial Road Network
- Road Traffic Law Enforcement
- Road Traffic Safety
- Good Governance

Services to the public are provided and coordinated by the Regional Directors' Offices in Empangeni, Ladysmith, Pietermaritzburg and Durban. These offices provide easy access to services delivered under one roof as One-Stop-Shops.

PROVINCIAL ROAD NETWORK

Good progress was again achieved with the construction of new roads that extend the Provincial Road Network.

New Gravel Roads

Local Roads: A total of 450km of new Local Roads were constructed in the four (4) regions under the "Local Roads" program. Several of these were built to District Road standards, due to their importance and the facilities served. These higher standard roads are now being declared as District Roads. With the construction of these additional roads, the Department now has more than 3 500km of Local Roads serving communities and facilities in rural areas as part of its Provincial Road Network.

IEC Roads: In mid February 2004, the KwaZulu-Natal Department of Transport was approached by the Independent Electoral Commission (IEC) to secure adequate vehicular access to the 3 518 voting stations in the Province for the April 2004 General Elections.

In consultation with the Independent Electoral Commission (IEC) and the Provincial Treasury, the Department implemented a fast track program to attend to the roads needs to provide access to the voting stations in the Province. The construction was carried out over a period of six weeks up to Election Day on 14th April 2004. A total of 454km of roads have been constructed under this program, of which 224km were completed at the end of the financial year under review.

The IEC road access improvement program has resulted in a major secondary spin-off, mainly to the rural communities. Since the majority of the voting stations in the rural areas were located at or in close proximity to schools, teachers and scholars have drawn significant long-term benefits from the improvements to these roads.

New Blacktop Roads

A total length of 54km of new blacktop roads were completed during the year under various construction programs, which was slightly more than the target set in the Department's strategic plan.

Cabinet Projects: In February 2002, the Provincial Cabinet resolved to support two major road construction projects, namely the construction of Main Road 577 from Duff's Road to Clermont; and Main Roads 700 and 701 which together provide a new link between Ulundi and Empangeni/Richards Bay. The Cabinet resolution was followed up with the allocation of a Provincial Treasury grant for the construction of these roads. This funding was made available from 1st April 2003, with R50million allocated for the 2003/2004 financial year. Work commenced on both projects in April 2003 and good progress was made with the available funding.

P577: This road passes through steep terrain for most of its length and some sections also have a high population density. As at end March 2004, a total of three (3)km of earthworks and three (3) major box culverts had been completed and work was in progress on the layer works on this first section. The total length of this project is fourteen (14)km and includes a new crossing over the Umgeni River.

P700 and P701 Construction commenced at Ulundi under this project and three (3)km of high standard road was constructed and surfaced during the financial year. Good progress was also made with earthworks and drainage works on a further eleven (11)km section. A total of ninety five (95)km of roads is to be constructed and surfaced under this project.

Surfacing of Agricultural Roads: Good progress was achieved with the upgrading and surfacing of a number of roads serving agricultural facilities and a total of twenty (20)km of road was blacktopped under this program.

Bridges and Causeways

Causeways: The strategic plan target for causeways was fifty eight (58) and a total of sixty two (62) new causeways were completed, with the majority of these being built on Local Roads serving rural communities to address the urgent need for safer river and stream crossings.

Bridges: In all, nine (9) new bridges and major box culverts were completed under the various construction programs. Of these three (3) were on roads being built under the African Renaissance Road Upgrading Program and three (3) on the Cabinet Roads projects.

Pedestrian Bridges: Two (2) new pedestrian bridges were built across major rivers i.e Mooi River and Ubivane. These bridges now provide communities with crossing facilities even under flood conditions.

Provincial Road Maintenance

A high standard of road maintenance is necessary on the Provincial Road Network to ensure safety and to protect the integrity of the network. Good progress was made under the various maintenance programs undertaken, although in future years, these programs will need to be expanded considerably to preserve the integrity and asset value of the road network.

Blacktop Road Re-habilitation: A conditional grant was received from the Provincial Treasury for re-habilitation of roads and through a combination of this funding and periodic maintenance funding, a total of 15km of heavy re-habilitation and 110 km of light re-habilitation was completed.

Although the total length of road re-habilitated exceeded the strategic plan target by a large margin, the amount of work that could be completed was still lower than the annual requirement for the length of blacktop roads maintained by the Department. There is still a considerable backlog of urgent re-habilitation work on the network and the backlog is continuing to increase. The re-habilitation programs will require considerable expansion in future years to address the backlogs.

An increased amount of light re-habilitation work was done at the expense of some of the programed heavy re-habilitation work. This resulted from the necessity to repair a longer length of road which was done to a lower standard than desirable. This action effectively delayed the required heavy re-habilitation work for a period of time. However, it should be noted that this does contribute to an overall increase in the backlog of required re-habilitation work.

Metal Pipe Replacement: Inspections have identified a number of large diameter metal pipes that are either badly corroded or have partially collapsed under road fills. Several of these metal pipes were replaced with large concrete pipes or concrete box culverts.

Blacktop Road Re-sealing: A total of 674098m² of road was resealed during the year which was considerably higher than the original target in the strategic plan and substantially higher than the previous year's output. This activity contributes to the presentation of the blacktop roads and the high output emphasises the importance being placed on this type of work. The output achieved is however still lower than the requirements to maintain the integrity of the blacktop road surfaces, and outputs in future years will still need to be increased considerably.

Re-gravelling: The output achieved with the re-gravelling of Provincial Roads was nearly double that of the previous year and this was made possible by the allocation of additional funding from the Provincial Treasury specifically for this activity. A total of 1190km of road was completed under the re-gravelling program. In spite of this high total output, it will still be necessary to increase the re-gravelling rate even further in future years to address the considerable backlogs that have built up.

Zibambele Contractor Maintenance: The routine maintenance of the Local Roads, as well as a portion of the District Roads and some Main Roads, is undertaken by Zibambele contractors. Under this program, the poorest of the poor households residing near these roads are given a contract to maintain a section thereof. During the year the number of Zibambele contractors increased to 17 104 and the length of roads maintained under this program increased to 11 118km.

Road Outputs

Dry weather conditions during the first portion of the financial year facilitated good progress being made on road construction projects and maintenance activities. However, towards the end of the financial year some delays were experienced on some projects when the normal amount of rainfall returned for the last quarter of the financial year.

The following table summarises the outputs against targets set in the Department's strategic plan for the road network. This table reflects generally good progress in relation to the targets.

Table: Road Outputs-Actual versus Planned Targets

ACTIVITIES	UNITS	ЕМР	LSM	РМВ	DBN	CABINET	ARRUP	2003/4 TOTAL	2003/4 TARGETS
Construct surfaced roads	Km	2	0	17	0	3	32	54	63
Light Rehabilitation	m ²	100,417	260,323	159,784	25,000			545,524	173,050
Heavy Rehabilitation	m ²	59,349	56,000	33,868	95,254			244,471	265,600
Reseal tarred roads	m ²	174,997	183,712	97,601	217,788			674,098	425,000
Blacktop patching	m ²	35,753	29,603	21,835	38,210			125,401	61,600
Construction of local roads	Km	161	108	76	105			450	340
Construction of IEC roads	Km	96	68	32	28			224	-
Blade Roads	Km	31,941	17,813	10,455	19,016			79,225	51,250
Regravelling	Km	355	236	453	146			1190	1200
Construct causeways	No	26	6	16	14			62	58
Construct Bridges	No	1	1	3	0	3	3	11	3

Maintenance Outputs

The following table compares the maintenance outputs for the indicated financial years.

Maintenance of Road Infrastructure

Measurable Objective	Performance Measure	Targets for 2003/04	Actual Outputs 2000/01	Actual Outputs 2001/02	Actual Outputs 2002/03	Actual Outputs 2003/04
Input						
Maintenance as % of Program 3 budget	Percentage	51.6%	62.6%	67.9%	63.6%	50.7%
Output						
Light rehabilitation	Number of km ²	0,173,050	0,6486,00	2,1244,00	0,265,067	0,545,524
Heavy rehabilitation	Number of km ²	0,265,600			0,284,771	0,244,471
Reseal tarred roads	Number of km ²	0,425,000	2,381,960	3,308,800	0,626,820	0,674,098
Perform blacktop patching	Number of km²	0,061,600			0,081,755	0,125,401
Blade Gravel roads	Number of km	51,250			62,401	79,225
Re-Gravel roads	Number of km	1,200	371	581	614	1,190

Table: Construction of Road Infrastructure by Region:

Regions of Province	Planned Targets 2003/04	Actual Outputs 2000/01	Actual Outputs 2001/02	Actual Outputs 2002/03	Actual Outputs 2003/04
Empangeni					
Highways (no of km)					
Surfaced roads (no of km)	38,5	22	0	28	30
Gravel roads (no of km)	195	294	206	207	258
Unsurfaced dirt roads (no of km)					
Bridges with span > 2 metre (No)	6	0	0	7	3
Causeways (No)	23	-	41	35	26
Ladysmith					
Highways (no of km)					
Surfaced roads (no of km)	4,5	16	36	5	2
Gravel roads (no of km)	145	178	197	155	177
Unsurfaced dirt roads (no of km)					
Bridges with span > 2 metre	1	2	1	1	0
Causeways (No)	11	-	27	16	6

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IMPLEMENTATION

Table: Construction of Road Infrastructure by Region:

Regions of Province	Planned Targets 2003/04	Actual Outputs 2000/01	Actual Outputs 2001/02	Actual Outputs 2002/03	Actual Outputs 2003/04
Pietermaritzburg					
Highways (no of km)					
Surfaced roads (no of km)	9,0	21	15	0	20
Gravel roads (no of km)	77	109	56	77	109
Unsurfaced dirt roads (no of km)					
Bridges with span > 2 metre	1	0	1	3	5
Causeways (No)	14	-	14	9	16
Durban					
Highways (no of km)					
Surfaced roads (no of km)	11,0	10	0	3	2
Gravel roads (no of km)	112	69	107	80	130
Unsurfaced dirt roads (no of km)					
Bridges with span > 2 metre	0	24	0	1	3
Causeways (No)	10	-	21	17	14
Province					
Highways (no of km)					
Surfaced roads (no of km)	63	69	51	36	54
Gravel roads (no of km)	529	650	566	519	674
Unsurfaced dirt roads (no of km)					
Bridges with span > 2 metre	8	26	2	12	11
Causeways (No)	58	-	103	77	62

Table: Socio-economic Outputs

Activities	Units	ЕМР	LSM	РМВ	DBN	Cabinet	ARRUP	2003/4 Total	2003/4 Strat Plan Target
Employment opportunities created	Person days	60,292	62,723	50,590	51,565	29,763	87,725	342,658	115,000
Zibambele maintenance program	No. of contractors	6,417	4,633	2,705	3,364	-	-	17, 119	17,390

Emerging Contractors

As part of the Vukuzakhe Program, emerging contractors were used over the full spectrum of road construction and maintenance activities undertaken by the Regions. There is a general shortage of contractors for road work in South Africa and the Vukuzakhe program is making an impact through the development of new contractors that are becoming experienced and skilled as road contractors. The numbers of emerging contractors utilised are shown in the table below and, as can be seen, with the exception of the Stage three (3) contractors, the numbers of emerging contractors utilised has exceeded the targets in the strategic plan.

Table: Emerging Contractor Opportunities – Number Of Contracts By Stage

CONTRACT LEVEL	ЕМР	LSM	РМВ	DBN	CABINET	ARRUP	2003/04 TOTAL	2003/04 STRAT PLAN TARGET
Stage 1	225	132	95	30	9	58	549	418
Stage 2	94	43	60	7	5	13	222	217
Stage 3	12	45	13	5	4	22	101	123
Stage 4	0	0	0	5	3	32	40	7

Road Traffic Law Enforcement

In spite of the serious shortage of traffic officers experienced throughout the year, outputs on most activities either exceeded or were close to the strategic plan targets.

The shortage of staff combined with other factors did however result in a significant reduction in the number of vehicles weighed and the number of government vehicles inspected in comparison to the target. Steps were initiated during the year to address the staff shortage as well as the other factors and an improvement is anticipated for the next financial year.

During the latter portion of the year vacant managerial and supervisory posts were filled and the processing of applications for the traffic officer vacancies was initiated.

For the second year in a row, the outputs for remedial work at hazardous locations were considerably higher than the strategic plan targets. This was again due to the good co-ordination of efforts within the regions

Table: Road Traffic Outputs

ACTIVITIES	UNITS	ЕМР	LSM	РМВ	DBN	2003/04 TOTAL	2003/04 STRAT PLAN TARGET
Minor hazardous location improvements	Number	0	0	2	6	8	8
Major hazardous location improvements	Number	0	0	0	2	2	2

Good Governance

Major steps were taken in developing and implementing the Department's vision of establishing "one-stop shops" to bring service delivery closer to the Department's customers. Eleven Cost Centre offices were established under new Cost Centre Managers, whose role is to provide and co-ordinate Departmental service delivery within the geographic area under their control. The boundaries of these areas coincide with the District and Metropolitan Municipal boundaries and the Cost Centre Managers report to the nearest Regional Director.

There are a number of smaller area offices (Mechanical Workshops and Road Traffic Inspectorate Stations) within each Cost Centre area and the administrative responsibilities of these smaller offices have been transferred to the Cost Centre offices. This allows the area offices and stations to concentrate on their core service delivery functions.

The four Regional Offices were also strengthened to enhance service delivery on a de-centralised basis.

Some of these offices won awards at the annual Premier's Good Governance award ceremony held towards the end of 2003. These awards are presented in recognition of service excellence and all Departments compete for these.

Silver Award

The RTI Station in Pietermaritzburg received a Silver Award in recognition of the outstanding level of service commitment and customer care shown by the staff of this office.

Bronze Awards

Premier Services Excellence Bronze Awards were received by the following offices:

- Estcourt Area Office
- Pietermaritzburg Area Office

The following are a few examples of the types of projects undertaken during the year under review:

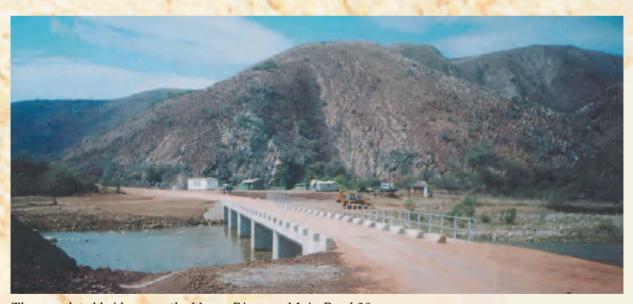
The Nsuze River Bridge - Empangeni Region

A new road bridge was completed in September 2003 across the Nsuze River between Nkandla and Jamesons Drift in central KwaZulu-Natal. The new bridge replaces the old causeway which was frequently flooded during the wet season. The community to the west of the river was, as a result, cut off from Nkandla and the nearby surfaced road for days at a time.

The new bridge is approximately fifty (50) metres long and has a five (5) span reinforced concrete deck providing a single vehicle lane with a pedestrian walkway along one side. Construction began on the 7th January 2003 and was completed in 9 months.

Owing to the difficult nature of the much folded geological formation in the area a significant portion of the project was the specialised piled foundations comprising nearly 65% of the value of the project (R3,8m). For the rest, local labour was recruited and trained to place concrete, trim excavations and construct gabion baskets. The local women gathered stone from the river for the gabion baskets and constructed these very neatly. A total of six hundred and thirty (630) man-days of work were done by locally recruited labourers.

The local Rural Roads Transport Forum (RRTF), represented by Mr T S Lange, was involved from the beginning of the project, attending site meetings, facilitating local liaison and assisting with the recruitment of local labour.



The completed bridge over the Nsuze River on Main Road 90



The Old Causeway at The Nsuze River On Main Road 90

D820 Between Mkuze and Nibela — Empangeni Region

Road D820 serves the community between Mkuze, Jozini to KwaJobe and Nibela. It is used for agricultural and tourism purposes and serves more than fifteen (15) schools, ten (10) shops, clinics and tribal courts and is presently being blacktopped. Of the total length of 26,5km, a length of 10,5km has now been surfaced and 6km of this was completed during the 2003/04 financial year.



A newly surfaced section of D820

Ubumbano Road and the Ezinsileni Causeway - Empangeni Region

Prior to the construction of this causeway and approach road, the community was served by a track that became impassable in wet weather. The new causeway and road provide a much improved access to the community that has more than eight hundred (800) houses, three (3) schools, two (2) shops, a tribal court and two (2) clinics. This road also serves as a link between the Nibela and Makhasa Tribal Areas, as well as agricultural and tourist facilities in the area.



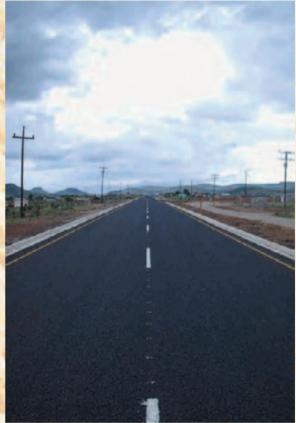
The Ezensileni Causeway nearing completion on the Ubumbano Road

This thirty (30) meter long causeway is located in the KwaMakhasa Tribal Area (Mduku) on the Sifanyawo River and was completed in a period of eight (8) weeks at a cost of R305,562 including materials and plant. Twenty (20) local persons were employed by the Vukuzakhe contractor on this project and it was completed in December 2003.

P700 and P701 between Ulundi and Richards Bay - Empangeni Region

This is one of the two projects being built under the Cabinet projects program. The total length of this project is ninety five (95)km and work commenced on 1st April 2003. To date, three (3)km of road has been completed at the Ulundi end and earthworks are well advanced on a further eleven (11)km of road.





Completed sections of Main Road 700 in Ulundi

Obivane Pedestrian Bridge - Empangeni Region

The lack of an all weather crossing over the Obivane River from Ophuzane to the VukuZame Primary School on the opposite bank of the river has resulted in frequent and major disruption to the schooling in the area. Teachers and scholars frequently had to remove their shoes and wade through thigh deep water to get to school.



The Obivane Pedestrian Bridge has a total span of 100m

In December 2003 the Department made an undertaking to provide an all weather crossing over the Obivane River. An access road was immediately constructed and the design of a pedestrian bridge was initiated. The design of the bridge was done in record time with the contract for construction of the bridge being awarded at the end of January 2004. The pedestrian bridge was completed by end March 2004.

Application of Rejuvenating Seal: Ladysmith Region

Within the Ladysmith Region, 90km of road was treated with a rejuvenating seal that helps to prolong the life of the blacktop surfacing. This work included the application of SP2000 rejuvenating seal on 28km of Main Road 10-1 between Estcourt and Gourton.



Team Spreading The SP2000 Rejuvenator On Main Road 10 – 1

Mooi River Pedestrian Bridge: Ladysmith Region

A pedestrian bridge was built over the Mooi River to serve the Mkhuphuli community in the Msinga RRTF area. It is situated approximately 10km downstream from Keates Drift and access to this bridge is off D1268 at km 16 near Mkhuphuli store.

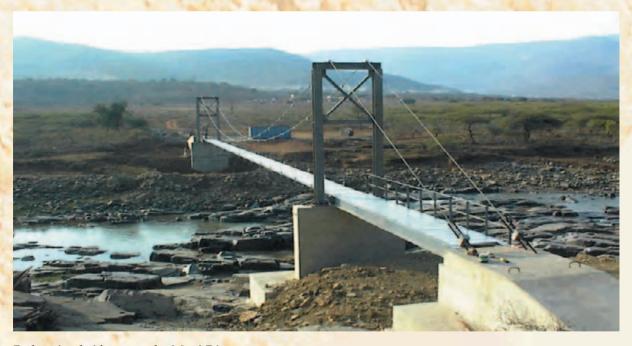
This is a densely populated area which is involved in market gardening on a large scale and the area has also been identified for a Low Cost Housing project to serve the community.

The Mkhuphuli and Nhlezi communities live on either side of the Mooi River. Shopping facilities and access to public transport to Keates Drift and the greater Greytown area are on the Southern Bank and the well-known Nhlezi School is on the Northern Bank. The existing crossing over the Mooi River consisted of a Ferryboat, which was launched from an anchor point across the river by means of a rope. This system was limited to fine weather conditions in the past, and has resulted in the unfortunate deaths of students, by drowning.

The overall span across the two abutments is 74m long with a nominal span of 54m between the piers. The Bridge literally hangs off thirty two(32) mm single strand main cables that are mounted on 7m high steel columns on top of concrete piers. Designed by Anderson Vogt & Partners, it was built by Amanzimase Construction, a Stage 1(b) emerging contractor with limited concrete construction.

The local community was used wherever possible for basic carpentry work, the erection of shutters, and general labour tasks. A total of seven hundred and fourty five (745) employment opportunity days were created in this financial year alone, of which one hundred and eighty four (184) were women days.

The contract commenced in April 2002 and was substantially complete in August 2003.



Pedestrian bridge over the Mooi River

Mziyonke Local Road Structure: Ladysmith Region

The structure is on an existing local road which was constructed during the 2000/2001 financial year. During the rainy season scholars living on the other side of the river were frequently prevented from attending school due to the flooding of the river.

A Stage 1(b) emerging contractor, NPP Construction, built the structure at a contract value of R150 000. This project created ten (10) employment opportunities as most of the work was done by local labour.



Structure on Mziyonke Local Road

Cable Guardrails: Pietermaritzburg Region

A new type of cable guardrail was installed on the Ixopo to Umzimkulu road as an experiment. When hit by a vehicle the supports give but the cable remains intact meaning that if another vehicle also hits the system it will protect the vehicle as in the first instance. Replacing five (5) damaged posts took four (4) labourers, 45 min after it was hit during April 2004. Although initially it was more expensive to install than the normal guardrail, the ease and speed of repair makes this system very economical in the long run.



The new type cable guardrail between Ixopo and Umzimkhulu

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IMPLEMENTATION

Rehabilitation between Stanger and Maphumulo - Durban Region

Main Road P20-1 between Stanger and Maphumulo was badly undulated and required urgent rehabilitation. A 10km length of road was milled out to a depth of 40mm and then two asphalt layers were applied to provide a road with the correct cross falls and a smooth ride. The project was started on the 1st March 2004 and completed on the 26th March 2004.



Milling work in progress



Paving of the asphalt layers

Queens Avenue Bridge Repairs — Durban Region

Reinforced concrete on the Queens Avenue Bridge over Main Road through Westville required repair due to damage and deterioration over many years. This project involved the demolition of the existing bridge handrails and replacement with New Jersey Parapets topped by concrete handrails. In addition, repairs to spalled, damaged and cracked concrete on the abutments had to be replaced.





Prior to repair, showing corroded and cracked concrete elements





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Replacement of Corroded Metal Pipes - Durban Region

Several corroded or collapsed metal pipes were replaced with concrete pipes in the Durban Region. On Main Road 21-2 near Adams Mission, four 750mm diameter metal pipes that had corroded badly and collapsed were replaced with two large concrete pipes, each with a diameter of 1,2metres. These pipes were installed using the specialised pipe jacking technique utilising high technology machinery. With this technique, the new pipes are pushed through the earth fill under the road using hydraulic rams without disturbing the road above the pipes. Most motorists would not have even been aware that work was in progress. The old metal pipes were filled with grout and new inlet and outlet headwalls were constructed for the new pipes. The project cost was R667,470 at completion.





P21-2: Collapsed Armco Pipes



P21-2: Pipe jacking in progress



Grouting and Construction of Headwalls

Upgrading of the Iwangu Road in the Maphumulo Area — Durban Region

The betterment and gravelling of the Iwangu Road which is 6,5km long was identified as a priority by the Rural Road Transport Forum. A contract was awarded in June 2003 to Fundisa CC, a Stage 2 contractor for the construction of 2,5km of this road at a tender value of R369 205. This 2,5km section was completed within 4 months.



The Iwangu road before upgrading



A completed section of the Iwangu road.

Khovoti Road — Durban Region

The Khovoti Road located in the Mandini area serves a big community of nearly 2000 people. A length of 3km of this road was improved and gravelled as one of the projects undertaken by the Department's betterment unit that is based in the KwaDukuza District. Prior to shaping and gravelling the road, pipes and headwalls were also installed to improve the drainage.



A Departmental grader spreadin<mark>g</mark> gra<mark>vel on the</mark> Khovoti Road prior to gridding

Rehabilitation On Fields Hill (M13) Between Kloof & Hillcrest

The pavement layers on the Fields Hill section of the M13 were urgently in need of being milled and replaced and due to heavy traffic volumes on this section of road (over 30 000 vehicles daily in each direction), it was decided that this work would be done at night.

The project extended over a 2 month period from August to September 2003, the contractor working from Sunday to Thursday evenings between the times of 19h00 and 06h00.

As the road could not be closed to traffic during the reconstruction, traffic was kept to one lane whilst the lane alongside was milled and re-habilitated.

Fortunately the project was accident free, and the total cost of the work was R2,1m.

IEC Roads

The Department was requested to construct or improve a large number of roads leading to polling stations in the Province. A number of these projects were started and completed during the month of March 2004. The photograph shows a portion of the road leading up to Thandolwethu School in the Dududu area that was used as a polling station.

This was an existing road with a length of 850m, which required re-shaping and re-gravelling over the full length. The thickness of the gravel layer applied was 150mm and the whole process was completed by contract in 2 days at a cost of R102 000.



Polling Station: Thandolwethu School

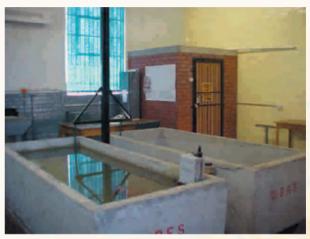
"One-Stop-Shop" Regional Offices

In line with the Department's strategy of bringing service delivery closer to its customers, improvements were carried out to certain regional offices during the year.

In Pietermaritzburg, the old Government Garage workshop in Hyslop Road was refurbished to create a new "one-stop-shop" regional office for the management of all regional services. This new facility was officially opened by the Head of Department, Dr Kwazi Mbanjwa, on 4th December 2003



The entrance foyer to the new Pietermaritzburg Regional Office



New soils laboratory created in old workshop at the Newcastle Cost Centre Office

Additional facilities were also provided for the new cost centre offices that have been established within the regions. As an example, the Departmental offices at Newcastle have been expanded to provide a cost centre facility.

The Department is also committed to public safety, which is discussed in following section.