

**The use of GIS in Service Delivery: Distribution of geo-spatial information outlets
and identifying potential areas for new geo-spatial information outlets**

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Abstract

The Chief Directorate of Surveys and Mapping (CDSM) is responsible for providing and ensuring the availability of reliable and up to date national control survey, mapping and other geo-spatial information as well as to provide services to the public and private sectors, both nationally and internationally. As an organ of state, CDSM has to prescribe to the principles of Batho Pele with one of the prime aims being the access to services to South Africans who do not have access to them (www.dpsa.gov.za) [26 April 2007]. Batho Pele also aims to rectify the inequalities in the distribution of existing services.

The CDSM has an existing network of geo-spatial information outlets (Private Vendors, District Level Delivery offices (DLDs) and Surveyor General offices (SGo)). To ensure access to services and products by users and the public, CDSM has defined minimum access criteria, such as distance to nearest outlet and transport infrastructure. Geographic Information Systems (GIS) was used as a tool to ensure that this criteria was met throughout the country.

This paper outlines the application of GIS to map the distribution of existing outlets around in the country and highlight areas where access is limited, or does not meet the minimum criteria. This information was used to identify potential areas for new geo-spatial information outlets for the whole country, especially in Urban Renewal Program (URP) and Integrated Sustainable Rural Development Programme nodes (ISRDP) to ensure countrywide access to CDSM products and services.