



GAUTENG PROVINCE

**CO-OPERATIVE GOVERNANCE AND
TRADITIONAL AFFAIRS
REPUBLIC OF SOUTH AFRICA**

SERVICE CHARTER

2015/2016

SERVICE CHARTER

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1. Definition of the Service Charter

This Service Charter is a social contract, commitment and agreement between the State and public servants. It is a written and signed document which sets out the partners' roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people. It is a document that enables service beneficiaries to understand what they can expect from the State and will form the basis of engagement between government and citizens or organs of civil society.

2. Objectives of the Service Charter

The Charter seeks to:

- Improve service delivery programmes;
- Reinforce the partners' commitment to service delivery improvement for the benefit of all citizens;
- Clarify the rights and obligations of each of the parties;
- Professionalise and encourage excellence in the public service;
- Enhance performance;
- Strengthen processes and initiatives that prevent and combat corruption;
- Facilitate social dialogue among the partners;
- Help government departments rise to the challenge of treating citizens with dignity and expectations meeting their demands equitably and fairly; and
- Ensure an effective, efficient and responsive public service.

3. Purpose of the Charter

This Charter shall:

- Define the services offered by the Department of Cooperative Governance and Traditional Affairs;
- Outline the service standards that underpin the services offered by the Department; and
- Register the commitments by The Department.

4. Mandate of CoGTA

COGTA's primary mandate is to:

- Develop, promote and monitor mechanisms, systems and structures to enable integrated service delivery at local government level;
- Promote sustainable development by providing requisite, professional support and advice to local government; and
- Develop and monitor applicable policy and legislation aimed at transforming and strengthening local government¹ and traditional institutions to fulfill their statutory obligations.
- Section 152 of the Constitution sets out the responsibilities of local government and these are: to provide democratic and accountable government to local communities; ensure the provision of services to communities in a sustainable manner; promote social and economic development; promote a safe and healthy environment; and encourage the involvement of communities and community organisation in matters of local government.

5. Our Values

- **Respect:** We treat employees, customers, partners and suppliers with mutual respect and sensitivity, recognising the importance of diversity. We respect all individuals and value their contributions.
- **Integrity:** We employ the highest ethical standards, demonstrating honesty and fairness in every action and service we provide.
- **Caring:** We ensure that we and our service providers empathise with citizens, treating them with consideration and respect. We foster effective communication of services, products, information and problems, which may hamper or delay the efficient delivery of services to promised standards.
- **Accountability:** We accept our individual and team obligations and we meet our commitments to service delivery. We will account for our performance in all of our decisions and actions.
- **Innovation:** We enable municipalities to introduce modern and innovative procedures and systems for the delivery of services. We are creative in our thought and in the execution of our duties, we seek innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law.

6. Generic Service Standards

The department is committed to respect the rights of our Service beneficiaries through the implementation of service standards in line with the Batho Pele Principles as follows:

Principle	Generic Service standard
Consultation	<ul style="list-style-type: none"> • The department will consult the public through Izimbizo, Ward Committees and CDW's of the Department to identify community needs and get community views;
Courtesy	<ul style="list-style-type: none"> • The department do the following: <ul style="list-style-type: none"> ✓ Ensure staff members are neatly dressed and well presented ✓ Provide friendly and helpful service; ✓ Answer calls promptly ✓ Encourage service users to make suggestions on how better the service can be offered;
Redress	<ul style="list-style-type: none"> • Where we have committed a mistake, we will take responsibility and correct it. • If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, response will be provided.
Access	<ul style="list-style-type: none"> • Our offices will be accessible to all including people with disabilities.(erection of ramps and provision of a sign language interpreter); • Our offices will be clean and comfortable, have clear signage and current relevant information on display; • Will communicate at all areas that we provide support and guidance to all stakeholders through emails, website, written correspondence and telephonically where necessary.
Value for money	<ul style="list-style-type: none"> • The department will provide public services cost effectively and efficiently
Openness and transparency	<ul style="list-style-type: none"> • The department will be transparent and open at all times on how the Department functions, reveal information as tabled in the annual Budget Speech, by

Principle	Generic Service standard
	<p>publishing Departmental annual reports.</p> <ul style="list-style-type: none"> • Zero Tolerance to fraud
Information	<ul style="list-style-type: none"> • The department will provide accurate information through newsletters, Izimbizo, website and annual reports
Service standard	<ul style="list-style-type: none"> • Any written enquiries/ request made to the department will be acknowledged within 3 days of receipt, and responded to within 10-15 days (in a form of e-mails, or letters); • Resolve customer complaints fairly, consistently and promptly.

7. Services offered by CoGTA

External Services

- Inter-governmental relations systems, processes and procedures;
- Monitor, implement and review the Local government legislative framework;
- Support and monitor the implementation of Performance Management Systems across all Gauteng municipalities;
- Coordinate and facilitate the development of infrastructure and urban planning, led by Planning Division of the OoP;
- Support the development and implementation of Local Economic Development strategies and programmes, led by the Department of Economic Development;
- Support municipalities with their Human resources management and development systems;
- Facilitate and coordinate the development of Information and Communication Technology systems across Gauteng municipalities;
- Support and monitor the institution of Traditional Leadership;
- Coordinate and facilitate financial support to municipalities, led by the Department of Treasury; and
- Entrench participatory democracy systems, structures, processes and procedures.

Internal support services

- Developing internal departmental policies, providing strategic direction, and monitoring and evaluating the Department's programmes, support services and operations;
- Rendering strategic and focused human resource management support to ensure the effective execution of the Department's functions and strategy;
- Rendering effective and economic financial management services in the Department and ensuring the alignment of strategy and budget as well as the management of expenditure, reporting and supply chain;
- Rendering corporate services within the Department and ensuring the efficient execution of functions and the Departmental strategy (structure, resources (budget, physical and human), and systems);
- Ensuring the management of risk within the Department by developing a risk strategy for the Department;
- Resolving the Department's issues and challenges, and ensuring the strategy linked to its anti-corruption policy is enforced;
- Monitoring, evaluating and providing support with regard to legislative compliance, both internally to the Department and externally;

- Establishing and supporting viable and accountable governance structures within the Department and ensuring that the implementation of the governance structures to external customer/stakeholders is facilitated;
- Improving integration and planning in an effort to eliminate any silo mentality or way of working.
- Facilitating access to information to the entire Department.

8. Our service beneficiaries

- Non-Governmental Organizations;
- Community Based Organizations;
- Business Communities;
- District and Local Municipalities;
- SALGA;
- Traditional Councils; and
- All internal chief directorates and directorates.

9. Manner on how we handle complains and suggestions

The Department commit to the following procedure in handling complains and suggestions:

Complain and suggestions	Batho Pele Principle
All complains must lodged in writing and must be addressed to the Head of the Department.	Redress
Complainant's personal information will be treated with strictest confidentiality to protect the identity of the individual.	
Resolve complaints within fifteen (15) working days and provide remedial action (Where contact details are provided).	

10. Departments contacts and working hours

Departments address:

Department of Cooperative Governance and Traditional Affairs
No 37 Sauer Street Bank of Lisbon & 63 Fox Street Corner House Buildings
Johannesburg, 2001. Private Bag X 79, Marshalltown 2107
Tel: (011) 355-4000/5000. Fax: (011) 834-3670/ (011) 355 5196.
Website: www.dlg.gpg.gov.za
Working hours: 7:30 am till 4 pm

11. Official sign off

The Accounting Officer, by virtue of his signature, hereby endorses this Charter. The Charter shall be revised on an annual basis.

Approved by:



Mr Nhlakanipho Nkontwana

Head of Department: Gauteng Co-operative Governance and Traditional Affairs

Date: 30 Apr'1 2015