KwaZulu-Natal Citizens’ Charter

Affirming our commitment to service excellence
KwaZulu-Natal Citizens’ Charter
Affirming our commitment to service excellence
FOREWORD BY THE PREMIER

It is with a great sense of pride that we, the government elected by you the people of the Province of KwaZulu-Natal, roll out this seminal document, the KwaZulu-Natal Citizens’ Charter.

This Charter has been developed from the Bill of Rights as provided for in Chapter 2, Sections 7 to 39, of the Constitution of the Republic of South Africa.

The Citizens’ Charter is a commitment by us as your government that the citizens of the province will be provided with information mapping out the route to follow should service standards be compromised. The government therefore, by way of this document, makes a commitment that it will uphold your rights, as a citizen, in accordance with the provisions of the Constitution of the Republic, and as set out further in the Bill of Rights.

We take into cognizance the fact that the public service system has to be responsive to high expectations from citizens, and that civil servants must act and behave in a manner that always enhances the right of every citizen to a better life.

As government we are committed to the principle of Batho Pele – people first. It is with this important principle in mind that we sat down and drafted this document.

Realising that we cannot go this route alone, we thus invite you as citizens to keep a hawk’s eye on civil servants in order to root out all activities which negate good governance.

Affirming our commitment to service excellence
We realize that there are issues which adversely affect communities in terms of health, poverty, education, housing and others. The Charter therefore lifts the veil from the face of government, in order to enable each and every citizen to get a clear picture of his/her rights and privileges, while at the same time ensuring that civil servants act with diligence – free of corruption and malpractice – at all times, for the good of all levels of society.

With this roll out, therefore, we commit ourselves as government to the principles of fairness, honesty, integrity and humble service to the people of KwaZulu-Natal.

DR. Z.L. MKHIZE
PREMIER: PROVINCE OF KWAZULU-NATAL
KWAZULU NATAL CITIZENS’ CHARTER

RATIONALE FOR DEVELOPING A CITIZENS’ CHARTER

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight transformation priorities, amongst which transforming public service delivery is the key. This is because a transformed South African public service will be judged by one criterion above all: its effectiveness in delivering services that meet the basic needs of all South African citizens. Improved service delivery is therefore the ultimate goal of the public service transformation programme.

The government of KwaZulu-Natal is cognizant of the fact that, over and above their display of a vote of confidence by voting in the present government, the people of the province have also invested their hard-earned money by contributing to the revenue maximization of the state. It is therefore the taxpayers’ money that keeps the government afloat. It therefore becomes the government’s political, economic and moral obligation to serve the taxpayer diligently.

In response to the call to transform public service delivery, the Premier of the province has spearheaded the review of a Citizens’ Charter, using the United Kingdom Model as a template. The Citizens’ Charter spells out WHAT services will be provided and HOW they will be provided, the emphasis being on improving the efficiency and effectiveness of the ways in which services have hitherto been delivered.

Most importantly and through the Citizens’ Charter, the citizens are invited to participate in the monitoring of the efficiency and effectiveness with which delivery of services is effected. This Charter also describes the steps to take in the event of poor service delivery. This is a fresh approach towards commitment to and accountability for service delivery. The reorientation is
clearly in favour of the citizen, an effective re-entrenchment of the Batho Pele principles.

The forces driving the development of the Citizens’ Charter are the following:

1. **Legal mandate:**
   1.1 The Constitution of the Republic of South Africa, 1996;
   1.2 Public Service Act, 1994
   1.4 Public Service Commission Act, 1997
   1.5 Public Service Amendment Act, 1998
   1.6 Public Finance Management Act, 1999
   1.7 Promotion of Administrative Justice Act, 2000
   1.8 White Paper on Transforming Public Service Delivery (Batho Pele)
   1.9 Public Service Regulations
   1.10 Access to Information Act, 2000 (Act No. 2 of 2000)
   1.11 Other public service legislation

2. **Good governance principles,** which are concerned with holding a balance between economic and social goals as well as between individual and communal goals, the ultimate aim being to foster good financial, social, ethical and environmental practices.

   2.1 **Discipline** - commitment of the departments to adhere to behaviour that is universally recognized and accepted to be correct and proper;
   2.2 **Transparency** – the ease with which an outsider is able to make meaningful analysis of the actions, economic fundamentals and non-financial matters pertinent to the department because of the availability of the necessary information, given candidly, accurately and timely;
   2.3 **Independence** – Internal processes handled and decisions made objectively allowing no room for undue influences;
   2.4 **Accountability** for decisions and actions taken
   2.5 **Responsibility** – liability to be called to relevant stakeholders, allowing for corrective action and/or penalty for wrongdoing
2.6   **Fairness/Equity** – acknowledging and respecting the rights of various groups
2.7   **Social responsibility** – awareness of and response to issues of a social nature, placing high priority on ethical standards and recognition of environmental and human rights issues

In summary, good governance reflect the value systems of spiritual collectiveness, inclination towards consensus, humility, helpfulness, co-existence (ubuntu), trust and belief in the fairness of human beings, and, perpetual optimism due to a strong belief in the existence of an Omniscient, Omnipotent and Omnipresent superior being.

This Citizens’ Charter aligns itself to the Provincial Growth and Development Strategy. The PGDS is a tool through which alignment of identified priorities and the harmonization of the concomitant interventions can be effected. The Citizens’ Charter guides the public service of KwaZulu Natal towards providing the platform for the realization of the identified provincial priorities. The PGDS responds to the developmental challenges of the province and the Citizens’ Charter undertakes to orientate the public servants to be a vehicle to deliver services in an attempt to overcome the challenges facing KwaZulu Natal as a developmental province.
STATED COMMITMENT TO SERVICE DELIVERY PRINCIPLES

In delivering services to the citizens of KwaZulu-Natal, the public servants will be guided by the Batho Pele principles. They therefore commit themselves to the following:

1) CONSULTATION

“Citizens will be consulted about the level and quality of the public services they receive and, wherever possible, will be given a choice about the services that are offered”.

To this end all departments commit to the following consultation arrangements:

- Establishment of effective consultation forums relevant to the service delivered and the targeted customer base;
- Development and implementation of assessment tools that will be used in conducting customer satisfaction surveys at front-line, departmental level and provincial levels. At a provincial level the surveys will be conducted annually, and
- Provision of quarterly, half-yearly and annual reports for public scrutiny, departmental journals, and reports on road shows.

2) SERVICE STANDARDS

“Citizens will be told what level and quality of public services they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic”.

To this end all departments commit to the new arrangements for service standards as follows:

- Development and implementation of a Service Commitment Charter as well as a Service Delivery Improvement Programme, with appropriate and relevant service standards, as an integral part of the Strategic Planning process and in line with the White Paper on Public Service Transformation (1997), for the 2005/6 financial year;
- 100 % compliance with the management regulatory framework;
• 100% compliance with department-specific legislation and policies;
• Delivery of all promised services according to approved business plans and within the budget allocated for each financial year, and
• Performance against the standards set will be reviewed annually and as standards are met, these will be raised year by year.

3) ACCESS

“All citizens will have equal access to the services to which they are entitled”.

To this end, all departments commit to the new arrangements to improve access, as follows.
• Development of strategies that facilitate service delivery and these to be included in strategic plans for all financial years;
• Establishment of a Provincial Hotline that will serve as a gateway to public services in KwaZulu-Natal by the first quarter of the 2009/10 financial year;
• Establishment by departments of ‘One-Stop’ service centres within the next 3-5 years;
• Development of websites that allow on-line access to services and apprising citizens of the existence and details thereof by March 2011;
• Increased accessibility to all service centres to disabled customers, and,
• General improvement of treatment of citizens at access points as well as at points of frontline delivery.

4) COURTESY

“Citizens will be treated with courtesy and consideration”.

To this end, all departments commit to the new arrangements to show courtesy to the customers as follows:
• Providing customer service training that includes the Batho Pele
principles and associated action plans to all front line staff;
• Dissemination of information, creation of awareness and conducting of workshops on the Public Service Code of Conduct to all frontline public servants;
• Provision of training on protocol to all relevant stakeholders and key staff members;
• Provision of cultural diversity training to all public servants;
• Training of receptionists before placing them at reception areas;
• Acknowledgement of correspondence within three working days;
• Speedy reply to correspondence, and
• Improvement of public relations, code of conduct, dress code and telephone etiquette.

5) INFORMATION

“Citizens will be given full and accurate information about the public services they are entitled to receive”.

To this end, all departments commit to the new arrangements to improve the flow of information as follows:
• Publishing of the reviewed version of the KwaZulu-Natal Provincial Citizens’ Charter;
• Publishing of the results of the customer satisfaction survey 3 months after being conducted;
• Addressing the citizens in a language that the individual citizens will understand during frontline interaction;
• All information to be made available in the basic language groups (IsiZulu, English and Afrikaans);
• Making use of visual aids in disseminating information (photographs, pictures, images and symbols) in order to cross language and literacy barriers, and
• Publicizing the “Know Your Service Rights” campaign as part of the Citizens’ Charter. The campaign will be conducted during the first six months after the adoption of the Citizens’ Charter and will run simultaneously with the roll-out of the Citizens’ Charter.
6) OPENNESS AND TRANSPARENCY

“Citizens will be given information on how the three spheres of government, that is, national, provincial and local government and the various departments function, as well the cost of the services provided”.

To this end, all the departments commit to the new arrangements for openness and transparency as follows:

- Submission and publishing of Departmental annual reports to the relevant stakeholders by the end of each financial year. The provincial report will also be published yearly.
- Quarterly reports (July, October, January and April) to be submitted to relevant stakeholders;
- The Service Delivery Improvement Plans reports will include progress against business plans, the budget used as well as the extent to which Batho Pele principles are being observed;
- 100% compliance with the Promotion of Access to Information Act, and
- Making available contact details of relevant officials.

7) REDRESS: DEALING WITH COMPLAINTS

“If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response”.

To this end, all the departments commit to the new arrangements for dealing with complaints as follows:

- Development and implementation of a complaints policy and procedure framework commencing in December 2010;
- Training and empowerment of staff in dealing with complaints;
- Resolving problems/complaints within stipulated timeframes;
- Complaints procedure to be available on the website; and
8) VALUE FOR MONEY

“Public services will be provided economically and efficiently in order to give citizens the best possible value for money”.

To this end all the departments commit to the new arrangements for ensuring value for money, as follows:

- Delivery of services according to approved business plans and within the allocated budget – to be reported on in annual reports, and
- Identifying best practices / innovations related to cost saving mechanisms that will be included in quarterly and annual reports.

9) ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

“Departments will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services”.

To this end, all the departments commit to the new arrangements for encouraging innovation and rewarding excellence – Leaders to put in place mechanisms that:

- Encourage innovation and creativity;
- Facilitate the sharing of best practices.
- Recognize and reward performance;
- Identify new ways of rewarding excellence;
- Keep track of the number of contributions made (ideas, suggestions, innovations) by each employee and how many were implemented and the impact thereof, and
- Link the Premier’s Service Excellence Awards scheme to the Charter.
10) SERVICE DELIVERY IMPACT

“Departments will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho-Pele-based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years”.

11) LEADERSHIP AND STRATEGIC DIRECTION

“All the leaders in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values”.

To this end, the departments commit to the following new arrangements for leadership development:

- Customer focused, effective, user friendly and aligned strategic plans to be in place and published immediately after being finalized;
- Developing mechanisms by which leaders obtain feedback from subordinates, peers, superiors and customers on their leadership style, conflict-handling skills, communication, motivation, decision making and inter-personal skills;
- Leaders to have personal development plans in place at the beginning of each financial year in line with performance agreements.

MAKING BATHO PELE A REALITY:

“Together beating the drum for service excellence”.

The drum, a powerful African symbol, with its rhythm and vibrancy characterizes high levels of commitment, enthusiasm, energy and willingness to perform. To ensure that Batho Pele becomes a reality, leaders in each Department have a responsibility to:

- Deepen their understanding as well as that of their members of staff, of Batho Pele as a noble government service delivery policy deserving support and implementation;
• Create excitement, passion and better understanding regarding the programme, and take urgent collective action towards efficient and effective service delivery;
• Re-orientate all staff and stakeholders to the importance of service excellence;
• Include formal customer care training in the annual departmental Work Place Skills Plans and ensure that there is ongoing training for front-line staff;
• Include the Batho Pele principles, related action plans, Service Commitment Charters, SDIPs and customer care training in departmental induction programmes, and
• Revitalize the Batho Pele programme in KwaZulu-Natal through workshops, culture change interventions, forums, induction programmes, training and culture audits.

A Batho Pele Forum has been established under the leadership of the Director-General to facilitate the sharing of best practices towards the creation of a people-centred and people-driven public service that is characterized by a strong code of ethics and a sound value system. The Directorate: Service Delivery Improvement under the Chief Directorate: Stakeholder Coordination in the Office of the Premier will manage this initiative.

The primary objectives of the Forum are:

• To coordinate the implementation of Service Commitment Charters and Service Delivery Improvement Plans within the Province of KwaZulu-Natal;
• To provide an advisory service to the provincial departments regarding the interpretation and application of the transformation requirements and Batho Pele principles;
• To provide a platform where departments can share their success stories and best practices, and to publicize them;
• To coordinate transformation initiatives that advises departments on the applicability and relevance of programmes;
• To maintain a database of all issues that impact on transformation within the province for the purpose of either reporting or for
departments to utilize as a source of information;

- To assess the impact of the Batho Pele strategy on both the public servants and the citizens, and
- To recognize excellence at a provincial level by arranging and managing the Premier’s Service Excellence Awards event.

EXPECTATION FROM INDIVIDUAL PROVINCIAL AND LOCAL GOVERNMENT DEPARTMENTS: VISION AND DELIVERABLES

All departments will develop their Service Commitment Charters based on the guidelines set out in this Citizens’ Charter.

These will identify:

I. The location of the department;
II. Responsibilities of each department;
III. Services the department provides;
IV. Benefits related to the services provided;
V. Service Delivery principles (Batho Pele). These are:
   a. Consultation
   b. Service standards
   c. Access
   d. Courtesy
   e. Information
   f. Openness and transparency
   g. Redress, dealing with complaints
   h. Value for money
   i. Encouraging innovation and rewarding excellence
   j. Service delivery impact and
   k. Leadership and strategic direction.

VI. Service standards;
VII. Dealing with queries and contact persons

GENERAL BENCHMARKS

It will be part of every department in the province to adhere to the general guidelines mentioned below. It will take the provincial administration about
six months to publicize the Charter and engage the public in an extensive “know your service rights campaign”. Publicizing the Charter will go hand in hand with the actual delivery of the services as promised. Hereunder follows examples of what the departments will be measured on, that is, whether or not:

- Help desks have been established at all delivery points within six months after the launch;
- All personnel / staff do wear identity tags;
- Call centres are established within six months;
- The telephone is answered within six seconds;
- Officials do attempt to minimize time spent on the telephone – a maximum of three minutes per call will be the general guiding standard;
- Officials identify themselves and their office/department when answering the telephone;
- Officials do offer to assist and/or refer queries to the relevant department / unit when necessary;
- Officials do relay messages without unnecessary delay;
- Officials do respond to promises made to clients within 3 working days;
- Officials do respond to written queries and complaints within 5 working days from the date of receipt;
- Officials do respond to telephonic complaints within four working days;
- Officials do respond to electronic complaints within three working days;
- Provincial and departmental websites are being upgraded as necessary, and
- Explanations are provided, apologies extended and remedial action effected by the office or work station concerned.
With the vision “To become the centre of governance, providing leadership in creating a better life for all” the Office of the Premier has committed itself to the following:

- Provincial Governance, Policy making and Planning Function:
  - To realize the existence of a functional provincial Governance, Policy making and Planning function for the Provincial Government.
- Governance, Policy development, planning and monitoring and evaluation of provincial government service delivery performance coherence:
  - To ensure across provincial administration, functional coherence in governance, policy development, planning and monitoring and evaluation of provincial government service delivery performance.
- Research and effective strategic management information services.
- To have in existence capacity for Research and effective strategic management information system.
• Institutionalization of public participation in governance, management of citizen’s compliant system and the reduction of incidence of fraud and corruption:
• To have in existence an institutionalized Ombudsman Office to promote public participation, operate a citizen’s complaint system and to reduce the incidences of fraud and corruption within the provincial government.
• Design and Coordination services for Cross-Cutting development programmes:
• To have in place within the centre of government a function for designing and coordinating Cross-Cutting development programmes.
• Communication, human resources development, state law advice, and service delivery in and by the Provincial Administration services:
• To realize enhanced communication, human resources development, state law advisory services and service to and by the Provincial Government.
• Governance conditions conducive to the respect for human rights, the promotion of science and technology, and conservation and management of cultural heritage resources:
• To ensure the existence of governance conditions conducive to the respect for human rights, the promotion of science and technology, and conservation and management of cultural heritage resources.
• Regulatory oversight over the gambling, gaming and betting industry and optimization of revenue collection:
• To have effective policy and regulatory oversight over the gambling, gaming and betting industry and ensuring that all revenue to the Provincial Government is duly received.
FLAGSHIP PROGRAMMES

- Food Security and Emerging Farmers Programme
- Creating Healthy and Sustainable Communities
- Integrated Programme for Youth and Women

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>DIRECTOR GENERAL</th>
<th>MR NVE NGIDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>300 Langalibalele St, Pietermaritzburg, 3201</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X9037, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 341 3359</td>
</tr>
<tr>
<td>Fax :</td>
<td>033-394 4505</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:mokoenan@premier.kzntl.gov.za">mokoenan@premier.kzntl.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Ms Nontuthuko Mokoena</td>
</tr>
</tbody>
</table>
MR TW MCHUNU

Member of Executive Council for Community Safety and Liaison:

The vision of the department is to see “The people of KwaZulu-Natal live in a safe and secure environment”

The Department of Community Safety and Liaison has grown from being more than a civilian oversight department over the police. It is now a resource for communities to help steer policing according to people’s needs, thereby improving public confidence and building trust between the police and the community.

To this end the department commits itself to the implementation of measures to ensure the safety and security of the citizens of KwaZulu-Natal by:

- Keeping a close eye on the level of work done by the police (SAPS in KwaZulu-Natal);
- When we receive complaints about the level of work done by the police, we will see to it that they are investigated and dealt
with properly;

- Boost the capacity and skills of Community Policing Forums by giving them training so they can do their work even better;
- Initiate efforts aimed at bringing about peace in areas where there is a need for such;
- Coming up with programs aimed at preventing crime that will respond to provincial and national needs;
- Making sure that as many people as possible know about the Victims Charter by conducting crime awareness campaigns;
- Working together with communities in order to ‘build a united front against crime’;
- Establishing a lasting environment for communities to talk about issues that may lead to conflict and to encourage them to play their roles in an effort to bring about peace, stability and safer places to live;
- Deploying trained volunteers to take on community base crime, involve themselves in prevention activities, and improve communication between the communities and the police;
- Coming up with prevention projects that respond to safety challenges that are unique to each and every community in the province;
- Boosting the existing methods used by different groups that work within the law, such as the volunteer project, to connect with communities with the intention of driving social crime prevention;
- Continuing to encourage those involved in the planning processes for different groups that work within the Criminal Justice arena, including those from different levels of government, i.e. local, provincial and national; to work together to come up with plans which will help support law and order.
Reports about how the department is performing will be provided twice a year. These will also talk about how the department has been able to respond to complaints from the people of the province. The department commits itself to increasing its control in respect of the services that it provides and making community participation possible.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MS YE BACUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address</td>
<td>179 Jabu Ndlovu Street, PMB, 3201</td>
</tr>
<tr>
<td>Postal address</td>
<td>Private Bag X9143, PMB, 3200</td>
</tr>
<tr>
<td>Telephone</td>
<td>033 341 9300</td>
</tr>
<tr>
<td>Fax</td>
<td>033 342 6345 / 033 341 9403</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:nl.ngcobo@comsafety.gov.za">nl.ngcobo@comsafety.gov.za</a></td>
</tr>
<tr>
<td>Contact person</td>
<td>Mrs Mpume Ngcobo</td>
</tr>
</tbody>
</table>
DEPARTMENT OF TRANSPORT

MR TW MCHUNU

Member of Executive Council for Transport:

With the vision “Prosperity through Mobility” the department commits to the following:

- To construct and maintain roads that are safe
- Promote road safety through road safety awareness campaigns, teaching road safety to learners at schools and to involve the church, stakeholders and the public in road safety matters
- To deploy road traffic officers on our roads to ensure compliance with traffic laws
- To ensure rural communities and taxi users and operators participate in decision making through rural road transport forums, community road safety councils, commuter forums and taxi associations
- To unlock development in agriculture, tourism and other sectors through transport programs
- To cater for the needs of the commuter by ensuring compliance with vehicle safety requirements
- To promote the revitalisation of rail branch lines and public transport facilities.
• To contribute to economic development and poverty alleviation through cutting edge programmes such as
  • Zibambele labour intensive programme
  • Vukuzakhe emerging contractor training and employment programme
  • African Renaissance Road Upgrading Programme for the construction of new roads and the upgrading of existing facilities
  • Construct access roads in rural communities through the Kushunquthuli programme
  • Reduce road fatalities through road safety programmes

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MR C HLABISA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>172 Burger Street; Pietermaritzburg; 3200</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X9043; Pietermaritzburg; 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 – 355 8808</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 – 355 8021</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:busi.ngcobo@kzntransport.gov.za">busi.ngcobo@kzntransport.gov.za</a> <a href="mailto:chris.hlabisa@kzntransport.gov.za">chris.hlabisa@kzntransport.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Ms Busi Ngcobo</td>
</tr>
</tbody>
</table>
MR M MABUYAKHULU

Member of the Executive Council for Economic Development and Tourism:

With a vision “For KwaZulu-Natal to become a competitive economy that improves the lives of its people”, the department commits itself to:

- Advisory services and development of LED Strategies, project development, LED capacity building and institutional development and LED project monitoring to municipalities and other LED stakeholders on a demand basis. Their turnaround is targeted as 7-10 days for a response depending on the matters to be addressed.
- We offer project finance related advisory and facilitation services on a demand basis with a targeted turnaround time of 7 days.
- We offer limited funding on a demand driven competitive basis to partnership groups based on advertised calls for proposals for LED initiatives. The turnaround targeted time is three months from the date of application closure.
• To provide effective strategic leadership, direction and co-ordination to BBBEE in KZN.
• To strengthen B-BBEE compliance with relevant legislations and government policies.
• To create strategic partnerships between the department and institutions in the field of B-BBEE financing and sustainable economic empowerment.
• All B-BBEE complaints received will be resolved, and complainant will be informed of the progress in two weeks.
• To establish and manage B-BBEE implementation structures: Advisory Council, Provincial Empowerment Fund, and Ombudsman Office in the province.
• Business information and advice will be available and made accessible immediately to all KZN small enterprises (SMMEs & Co – operatives) visiting DEDT offices.
• Liquor Applications are processed within four months from date of receipt at the department;
• Liquor complaints / queries are resolved within five days from date of receipt, where the department has direct control over the query or complaint complained about;
• The members of the public are informed and educated of their rights and duties in relation to liquor, consumer and regulation services; within the department or at the District offices either in writing or verbally.
• All stakeholders shall be addressed by the departmental officials in a culturally respectful manner.
• All telephone enquiries will be responded to within 48 hours.
• All service providers will be paid within 30 days.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MS C COETZEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>270 Jabu Ndlovu Street, Pietermaritzburg, 3201</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X9152, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033-2642515</td>
</tr>
<tr>
<td>Fax :</td>
<td>033-2642680</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:keshnee.williams@kznded.gov.za">keshnee.williams@kznded.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Keshnee Williams</td>
</tr>
</tbody>
</table>
Vision

Be the centre of excellence in financial and fiscal management in the country.

Mission

To ensure equitable resource allocations for the Province of KwaZulu-Natal, analyse and monitor government (provincial and local, including their public entities) revenue and expenditure, and instill prudent financial management and good governance.

The department is committed to the following:

- Clients will be immediately attended and directed to the relevant office/ person upon entry to the building by Security Officers at the entrance.
• Database queries will be responded to within 24 hours of receipt.
• Suppliers database number will be issued within 7 working days from receipt of the application form provided it is compliant with all requirements.
• The department shall publish a Citizen’s Report annually.
• Fraud Investigation requests will be initiated within 2 weeks of receipt and preliminary investigation is completed within a month.
  • Simple investigations are finalized within 4 months.
  • Complicated investigations take up to 12-18 months.
• Suppliers’ invoices will be processed within 25 working days of receipt.
• Telephone will be answered within three (3) rings.
• Complaints received will be acknowledged within 3 working days together with a further notification of the approximate time period it would take to respond to the complainant.
• All staff members will be easily identifiable by wearing name tags.
• Contact details of the department will be available at all times inside and at the entrance of the building.
• Fraud and corruption can be reported on 0800313233.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MR LS MAGAGULA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>145 Chief Albert Luthuli Rd, Pietermaritzburg, 3201</td>
</tr>
<tr>
<td>Postal address :</td>
<td>PO Box 3613, Pietermaritzburg, 3201</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033-8974200</td>
</tr>
<tr>
<td>Fax :</td>
<td>033-342 2632</td>
</tr>
<tr>
<td>Business Hours</td>
<td>07h30 to 16h15</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:servicecharter@kzntreasury.gov.za">servicecharter@kzntreasury.gov.za</a></td>
</tr>
</tbody>
</table>
With a vision Prosperity and social cohesion through Arts and Culture, the department is committed to:

• Every client entering the Department will be attended to within the same working day. Waiting time for a client at the reception/waiting area shall not exceed 10 minutes.
• All arts and culture customers will be regularly consulted in terms of the quality and level of services that they receive.
• All documents (contains 100 pages) presented to the department for translation and editing by sector departments and municipalities to be done within 7 working days.
• Respond within 4 days to a request by a community library user for information or books from the Central Reference Library Service.
• Free membership at any community library served by the Department.
• Free internet usage at libraries where the facility is provided by the Department.
• All research requests for historical data from Provincial Museums
Service will be provided within 14 days from its holding and other sources.

- All applications will be processed for arts and culture grants in aid within three months and monitoring of approved applications implemented from the beginning of new financial year.
- Provision of accurate data in were the information that maybe sensitive within 30 days.
- To comment in reasonable time (14days) to submissions for application for adhoc funding by arts and culture organizations.
- To respond promptly i.e. 7 days to requests for publications, reference material and other printed information within the Department.
- The telephone will not ring more than three times without a response.
- All officials will were identification cards at all times.
- To acknowledge all correspondence within two days of receipt.
- Suggestion box / complaints register shall be made available in the front desk/reception and in other strategic points are at all times. Complaints received through it about service delivery will be acknowledged within 2 working days and progress report within 5 working days.
- All visitors to the Archives Repositories and their queries will be attended to within the 3 minutes of entry.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MRS CN KHUMALO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address  :</td>
<td>222 Jabu Ndlovu Street, PIETERMARITZBURG</td>
</tr>
<tr>
<td>Postal address  :</td>
<td>Private Bag X9140, PIETERMARITZBURG, 3200</td>
</tr>
<tr>
<td>Telephone  :</td>
<td>033 264 3422</td>
</tr>
<tr>
<td>Fax  :</td>
<td>033 342 2516</td>
</tr>
<tr>
<td>E-mail  :</td>
<td><a href="mailto:nengat@dact.gov.za">nengat@dact.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Ms Thembi Nenga</td>
</tr>
</tbody>
</table>
Mrs W.G. Thusi

Member of the Executive Council for Sport and Recreation:

Our Vision is to build “United and healthy communities through sport and recreation”.

The department commits itself to:

- Every client entering the Department will be attended to. Waiting time at the reception shall not exceed 30 minutes.
- The telephone will not ring for more than 3 times without a response.
- Telephone and written complaints will be attended to within 14 days.
- Ad hoc requests for assistance from the Department will be attended to within two weeks.
- Every employee will wear an identity tag.
- Clients will be treated with respect.
- Communities to be informed of the programmes and services that are rendered by the department.
- All our Stakeholders i.e. individuals, sport federations and
associations will be consulted regularly in terms of the quality of service that they receive.

- Transfer of payments to sport federations and organizations will be processed and completed within three months after the beginning of the new financial year.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MR G.V. SANGWENI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address</td>
<td>135 Pietermaritz Street, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Postal address</td>
<td>Private Bag X9141, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone</td>
<td>033 897 9403; 033 8979 452</td>
</tr>
<tr>
<td>Fax</td>
<td>033 897 9422</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:gv.sangweni@kzndsr.gov.za">gv.sangweni@kzndsr.gov.za</a> <a href="mailto:pretty.majola@kzndsr.gov.za">pretty.majola@kzndsr.gov.za</a></td>
</tr>
<tr>
<td>Contact person</td>
<td>Ms Thobile Ngubane</td>
</tr>
<tr>
<td>Web Address</td>
<td><a href="http://www.kzndsr.gov.za">www.kzndsr.gov.za</a></td>
</tr>
</tbody>
</table>
Ms L JOHNSON

Member of the Executive Council for Agriculture, Environmental Affairs and Rural Development:

With the vision “A champion for prosperous agricultural productive land use, food security and environmentally sustainable livelihoods” the Department commits itself to the following priorities:

- Every client entering any departmental office will be attended to within 60 minutes.
- Any client requiring the assistance for any environment management and rural development services will be responded to within two weeks after receipt of the request.
- Every farmer or potential farmer who has applied for any agriculture services will be informed within two weeks.
- Every group of people who want to be assisted in the food security program, seeds will be available to them within a
- Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.

**CONTACT INFORMATION**

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>DR S MKHIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>01 Cedara Road; Cedara</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X 9059; Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 355 9108</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 355 9293</td>
</tr>
<tr>
<td>E-mail :</td>
<td>hodpa@<a href="mailto:hodpa@kzndae.gov.za">hodpa@kzndae.gov.za</a></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:isaiah.mahlangu@kzndae.gov.za">isaiah.mahlangu@kzndae.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Isaiah Mahlangu</td>
</tr>
</tbody>
</table>
DR BM RADEBE

Member of the Executive Council for Social Development:

The vision of the Department of Social Development is to: ‘enhance the quality of life through an integrated system of Social Development Services’.

- Every client entering the service point will be attended to within the same working day. Waiting time for a client at the service point should not exceed 30 minutes.
- Clients requesting social welfare services will be screened and registered. Screening will be resolved within a maximum of two contacts.
- Clients will be informed of the process that will follow after the screening interview.
- Clients for social welfare services will undergo an intake interview. Interviews should not exceed 40 minutes.
- Referral to internal (Social Worker) or external organization where specialized services are required will be done within 10 working days, with a referral report.
- Confidentiality will be ensured during all assessments.
- Assessment reports will be ready within 2 working days after
concluding the assessment.

- Organizations offering Home and Community-Based Care service must be registered with the Department of Social Development as a Non-Profit Organization. Applications for registration as Non-Profit Organization will be finalized within 60 days from the date of application.
- The process for the filling of vacant posts will be finalized within 3 months from the date of the advertisement.
- Payments for service providers will be finalized within 30 days from the date of receipt of invoice.
- Employees will, at all times, during office hours wear name tags for the clients to know who they are dealing with.
- Complaints about service delivery will be dealt with and progress report provided to the complainant within 10 working days from the date of complaint.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MR BL NKOSI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>208 Hoosen Haffejjee Street, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X 9144, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 341 9620</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 2645435</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:Khayelihihle.cele@kznsocdev.gov.za">Khayelihihle.cele@kznsocdev.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Ms Khayelihihle Cele</td>
</tr>
</tbody>
</table>
The vision of the KwaZulu-Natal Department of Education is for a well educated, skilled and highly developed society.

In this regard, citizens can expect the department to:

- All children of compulsory school-going age attend school;
- All children who are 5 years old turning 6 by 30 June in the year of admission will be admitted if requested;
- All teachers to be in class, on time, teaching;
- All children to be in class, on time learning
- Schooling will take place for at least 7 hours per day;
- All children fed everyday at schools that are in quintiles 1 to 3;
- All queries directed at institutions, district and provincial offices will be dealt with within 7 days;
- All complaints will be investigated and addressed within 14 days;
- All employees will wear name badges all the time;
- All schools to be visited at least once a month by Ward managers;
- All schools issue report cards per quarter;
• At least 95% learner-attendance at all schools everyday;
• At least 95% teacher-attendance at all schools everyday;
• All payments to service providers to be made within 30 days of receipt of invoice;
• All schools to have functional school governing bodies; and
• All school campuses to be neat and tidy at all times

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>ACTING HEAD OF DEPARTMENT</th>
<th>DR SZ MBOKAZI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>247 Burger Street, Pietermaritzburg</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X 9137; Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 392 1004</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 392 1203</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:Susan.Fourie@kzndoe.gov.za">Susan.Fourie@kzndoe.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>SUSAN FOURIE</td>
</tr>
</tbody>
</table>
DEPARTMENT OF HUMAN SETTLEMENTS

MRS M GOVENDER
Member of the Executive Council for Human Settlements:

With the vision Enabling all people to house themselves by engaging various institutions and stakeholders in the provision of a conducive and enabling environment”, the department commits itself to:

• Eradicate slums in KwaZulu-Natal by 2014;
• Process housing subsidy application within 30 days;
• Pay the developers within 30 days;
• Approve project applications within 90 days;
• Resolve all complaints received within 90 days;

Rental Housing maintenance:

• Emergencies within 3 hours
• Priority work within 48 hours
• Routine work within 10 working days

Give clients access to information;
Our conduct will be governed by the code of conduct;
Respond to written requests within 3 working days;
  • We will respond to telephonic complaints within four (4) working days;
  • We will acknowledge correspondence received within 5 days of receipts;
  • We will answer the telephone within 15 seconds (5 rings);

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>MS G GUMBI-MASILELA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>203 Church Street;</td>
</tr>
<tr>
<td></td>
<td>Pietermaritzburg; 3201</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X9152;</td>
</tr>
<tr>
<td></td>
<td>Pietermaritzburg; 3201</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 392 6400</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 845 6454</td>
</tr>
<tr>
<td>Contact person:</td>
<td>Portia Myakayaka</td>
</tr>
</tbody>
</table>
Member of the Executive Council for Public Works:
The mandate of the Department of Public Works is to service infrastructural and property management needs of the clients departments within the Province of KwaZulu-Natal. In keeping with this and effectively aligning our mandate with policy priorities of government, the department has committed itself to deliver, amongst other key things, on the following over this term of office, 2009-2014:

• 100% compliance with the management regulatory framework
• 100% compliance with specific legislation and policies
• Employees wear identity tags and treat clients with respect and
• Improve public relations, code of conduct, dress code and telephone etiquette
• Establish help desks at all service delivery points
• The telephone will be answered in 3 rings
• Officials will identify them selves and their office/department when answering the telephone
• Officials to respond to promises made to clients within 3 working days
• Officials to respond to written queries and complaints 5 working days from the date of the receipt
• Officials to respond to telephonic complaints within 4 working days
• Officials to respond to electronic complaints within 3 working days
• Explanations are provided, apologies extended and remedial action effected by the office or work station concerned
• Deal with written request within 21 days
• Pay suppliers within 30 days

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>DR FB MADLOPHA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>191 Prince Alfred Street, Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X 9137; Pietermaritzburg, 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 355 5562</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 355 5683</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:Head.works@kznworks.gov.za">Head.works@kznworks.gov.za</a></td>
</tr>
<tr>
<td>Contact person:</td>
<td>Ms ZE Mfusi</td>
</tr>
</tbody>
</table>
The vision of the Department of Health is “Save lives. Make health facilities serve the people”.

To this end, the department commits itself to effectively manage a comprehensive health system that is responsive, effective and evidences professional competency. This will be achieved during the current electoral cycle by a strong focus on the following priority areas:

- Cleanliness of the environment throughout the health facilities will be promoted.
- Every client entering the health facility will be attended to within the same working day. Waiting time for a client within the health facility shall not exceed 3 hours.
- All health care providers shall introduce themselves to the client during all interventions.
- All health care providers shall address clients by their name / clan name in a culturally respectful manner.
- All health facilities will have hand washing requirements at hand washing points with guidelines in common languages.
• All complaints received will be resolved within 25 days and the complainant will be informed of the progress.
• All health care providers and external customers visiting the facility will be identified by wearing the staff/visitor’s name badges at all times.
• Medications will be available at all times to all clients visiting the health facilities.

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>HEAD OF DEPARTMENT</th>
<th>DR S. ZUNGU</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address</td>
<td>11 Floor South Tower, 330 Langalibalele Street; Pietermaritzburg; 3201</td>
</tr>
<tr>
<td>Postal address</td>
<td>Private Bag X9051; Pietermaritzburg; 3201</td>
</tr>
<tr>
<td>Telephone</td>
<td>033 395 2799</td>
</tr>
<tr>
<td>Fax</td>
<td>033 345 0792</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:Samantha.foulkes@kznhealth.gov.za">Samantha.foulkes@kznhealth.gov.za</a></td>
</tr>
<tr>
<td>Contact person</td>
<td>Ms Samantha Cheatli</td>
</tr>
</tbody>
</table>
Ms N DUBE

Member of Executive Council for Co-operative Governance and Traditional Affairs:
With a vision of “People-centered sustainable co-operative governance, which focuses on effective service delivery responsive to the needs of the community”, the Department of Co-operative Governance and Traditional Affairs, as a “Single Point of Co-ordination” for engagement with structures of governance at a local level, has identified the following strategic goals for the period 2010 to 2014

Namely to:

Support and sustain the performance of institutions of local governance by capacitating municipalities and traditional institutions to be more effective in delivering services to communities;

Strengthen cooperative governance with provincial departments, government entities, municipalities, traditional institutions to collaborate and cooperate in their planning and implementation towards improved service
Promote efficient and effective oversight and enhance accountability through improved reporting on service delivery, knowledge sharing and providing reliable information to guide policy decisions.

In pursuing these strategic goals, the Department has identified its primary clients as:

- Local Government and
- Institutions of Traditional Leadership

This Department commits to:

- Support and build the capacity of municipalities in respect of:
  - a smooth transition from one municipal administration to the next and ensuring that all Municipal Councils are fully operational within 3 months after municipal elections;
  - the implementation of sound financial management systems to ensure compliance with municipal finance legislation and achieving clean audits;
  - addressing issues of maladministration, fraud and corruption and investigation of allegations;
  - the delivery of infrastructure to achieve millennium development goals for access to water, sanitation electricity;
  - the annual review and refinement of their IDPs;
  - the establishment of functional community participatory structures including ward committees;
  - the establishment of effective and efficient Disaster Risk Management;
Support and build the capacity of institutions of traditional leadership in respect of:

- a smooth transition during elections of Traditional Councils, Local Houses and Provincial House and ensuring that all Councils and Houses are fully operational within 3 months after elections;
- the effective and efficient functioning of the 11 Local Houses of Traditional Leadership;
- the effective and efficient functioning of the Provincial House of Traditional Leadership
- the training of Build the capacity of institution of Ubukhosi including Traditional Councilors to perform their developmental roles;
- sound and clean financial management especially of Traditional Trust accounts; and
- the building and functionality of Traditional Administrative Centres and housing for Amakhosi.
In respect of members of the public, to:

- acknowledge receipt of all correspondence within 7 days;
- facilitate responses from municipalities and institutions of traditional leadership where such institutions are not responding within 30 days;
- process all statutory applications within the required legal time frame;
- investigate any allegation of poor service within 14 days and provide response on action taken within 30 days;
- make payment in respect of procured services or products within 30 days;
- answer the telephone within 5 rings and to respond to voice messages within 2 days;
- to respond to e-mail communication within 3 days;
- visitors with appointments will be assisted on time of appointment;
- visitors without appointments will be assisted within 30 minutes, where after an appointment will be scheduled;

CONTACT INFORMATION

<table>
<thead>
<tr>
<th>ACTING HEAD OF DEPARTMENT</th>
<th>MR F R BROOKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical address :</td>
<td>14th Floor Natalia Building; 330 Langalibalele Street; Pietermaritzburg</td>
</tr>
<tr>
<td>Postal address :</td>
<td>Private Bag X9078; Pietermaritzburg; 3200</td>
</tr>
<tr>
<td>Telephone :</td>
<td>033 395 2831/ 3118</td>
</tr>
<tr>
<td>Fax :</td>
<td>033 345 6432</td>
</tr>
<tr>
<td>E-mail :</td>
<td><a href="mailto:hodenquiries@kzncogta.gov.za">hodenquiries@kzncogta.gov.za</a></td>
</tr>
<tr>
<td>Contact person :</td>
<td>Nandi Sikutshwa</td>
</tr>
</tbody>
</table>

Affirming our commitment to service excellence
Background

The government of the Province of KwaZulu-Natal under the leadership of Honourable Premier Zweli Mkhize is proud to inform the citizens of KwaZulu-Natal of their rights as individuals, and the commitment of the province to protect these rights by launching the Service Rights Charter.

This Charter has been developed from the Bill of Rights provided in Chapter 2, Sections 7 to 39 of the Constitution of South Africa, 1996 and deals with areas pertaining to service delivery.

The roll-out is a fulfillment of the pronouncement made in the KwaZulu-Natal Provincial Citizens’ Charter that the citizens will be provided with information mapping out the route to follow should service standards be compromised. It is in this context therefore that the government first identifies for your information the rights that you have as South Africans and as citizens of KwaZulu-Natal.

This Charter is therefore the cornerstone of public service delivery, the contents of which the KwaZulu Natal Provincial Administration undertakes to respect, protect and abide by. It is the enshrinement of the rights of the people of KwaZulu Natal and affirms administrative values of efficient, economic, fair and courteous delivery of services.

The rights contained herein are subject to certain limitations, but the limitations themselves will be based on their reasonableness and justifiability... “in an open democratic society, based on human dignity, equality and freedom” (The Constitution of the Republic of South Africa, 1996: Section 36).

Amongst factors that are considered are the following:

a. The nature of the right;
b. The importance of the purpose of the limitation;
c. The nature and extent of the limitation;
d. The relation between the limitation and its purpose, and
e. Less restrictive means to achieve the purpose.
The provincial administration will take reasonable measures, within its available resources, to achieve progressive realization of each of the rights indicated hereunder.

**In summary, the Service Rights Charter supports an undertaking to which the government of the Province of KwaZulu-Natal pledges itself, thereby entrenching the rights of its citizens to service excellence.**

**Application**

This Charter applies to all citizens of KwaZulu Natal as beneficiaries to the KwaZulu Natal Provincial Citizens’ Charter, Provincial Departments’ Service Commitment Charters and Service Delivery Improvement Plans. It binds all organs of the KwaZulu Natal Provincial Administration.

**KNOW YOUR SERVICE RIGHTS**

**Equality**

Everyone is equal before the Provincial Administration of KwaZulu-Natal (KZNPA) and has the right to equal treatment and benefit of our service delivery commitments. Equality includes the full and equal enjoyment of all services. To promote the achievement of quality, legislative and other measures designed to protect or advance persons or categories of persons, disadvantaged by unfair treatment may be taken. The compliments and complaints procedure in this document serves as our initial course of action towards addressing your concerns.

The KZNPA shall not discriminate unfairly, directly or indirectly, against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, language and birth.
Dignity

Our system shall ensure that your inherent dignity and right are respected and protected at all points of interaction and service delivery to the public.

Freedom and Security

Your right to freedom and security will be respected and protected. Our compliments and complaints procedure assures your freedom to express your opinions and concerns about the way we treat you in our drive to deliver the services to which you are entitled.

Privacy

Your right to privacy shall be protected at all costs. This means that, any information that you share with a public official shall be treated with confidentiality and shall not be discussed with anybody else other than yourself, unless discussion thereof seeks to solve a problem that you, our customer, have confided.

Freedom of religion and belief

Your right to freedom of conscience, religion and belief shall be protected. Therefore, even in matters of life and death, you will not be forced to engage in activities and processes that are against your values and belief systems.

Freedom of expression

You are assured your right to freedom to express yourself through the form of media available to you, only to the extent that such expression does not incite violence or war, and is not an expression of hatred and incitement to cause harm, based on race, ethnicity, gender or religion.

Citizenship

It is your right to be a citizen of the Republic of South Africa and benefit from that citizenship in terms of services, and this right shall not be taken away from you.
Freedom of movement and residence

It is your right not only to reside anywhere in the Republic of South Africa but also to leave this country and or province should you so wish.

Environment

You have the right to an environment that is not harmful to your health or well-being, an environment that is free from pollution and ecological degradation and an environment that is protected, for the benefit of present and future generations through reasonable legislative and other measures.

Housing

Each one of you has a right to have access to adequate housing. The provincial administration shall take reasonable legislative and other measures, within available resources, to achieve the progressive realization of this right. The provincial administration will ensure that no one is evicted from his/her home, or have his/her home demolished, without an order of the court made after considering all the relevant circumstances.

Health care and Social security

Everyone has the right of access to:
   a. health care services, including reproductive health care;
   b. sufficient food and water, and
   c. social security as well as appropriate social assistance for those unable to support themselves and their dependants.
No one may be refused emergency medical treatment.

Children

In ensuring the rights of the children of the province of KwaZulu Natal, the provincial administration shall vigorously promote the stipulations of Section 28 of the Constitution of the Republic of South Africa. This section deals with the inalienable rights of the child.
Education

Everyone has the right to a basic education, including adult basic education and further education, which the provincial administration, through reasonable measures, will make progressively available and accessible.

Language, culture, religious and linguistic communities

Everyone has the right to use the language and to participate in the cultural life and religion of their choice. No one exercising these rights may do so in a manner inconsistent with any provision of the Bill of Rights. The provincial administration hereby commits itself to ensuring that public officials observe this right in their day-to-day interaction with you and do not use cultural and language differences to discriminate against any citizen.

Access to information

Every citizen of KwaZulu Natal will have the right to access any information held by the provincial administration that is required for the exercise or protection of any rights.

Just administrative action

Everyone has the right to administrative action that is lawful, reasonable and procedurally fair, as well as a right to be given written reasons should his/her rights be adversely affected.

Enforcement of your service rights:

Citizens have the right to approach our offices as contemplated in the compliments and complaints procedure, alleging that a right that appears in this document has been infringed or threatened. The outlined procedures do not preclude a citizen from taking their concerns to higher authorities if they deem it necessary, reasonable and justifiable.
Interpretation of this Service Rights Charter:

The Provincial Administration of KwaZulu Natal will interpret the rights that appear in this document to promote the values that underlie its commitment to a service delivery environment that puts the people of KwaZulu Natal first. This is in line with the Batho Pele principles, the KwaZulu Natal Provincial Citizens’ Charter, Departmental Service Commitment Charters and Departmental Service Delivery Improvement Plans.

COMPLIMENTS AND COMPLAINTS PROCEDURES

We would like to afford you the right to written reasons for administrative action as contemplated in section 33 of the Constitution of the Republic of South Africa, 1996. The Promotion of Administrative Justice Act, 2000 serves as a background to our procedures.

“If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic, positive response.”

In line with the commitment in the KwaZulu Natal Citizens’ Charter, provincial administration presents this complaints procedure. The procedure has been developed for implementation by all provincial government departments.

It is the aim of provincial administration to ensure positive redress and deal with your complaints in a way that will satisfy you as our valued citizen. We invite to you to use all available avenues to help us to do things right the first time.

Compliments:

We would also like to recognize, acknowledge and reward service excellence on the part of the public servants who put an extra effort in making the people of KwaZulu-Natal feel that indeed they come first. Help us give credit to those who go the extra mile to instill a sense of efficiency in our service delivery systems. You, our valued citizens will be making a remarkable input
when you tell us about those you feel deserve accolades and compliments in our administration.

It would be appreciated if your compliments could be put in writing as this would assist our recording systems and simplify our reference systems.

Your suggestions are most welcome, so please write to us (you will find our contact details at the end of this procedures document).

**Informal complaints:**

In an attempt to deal with your complaints as speedily as possible, you are advised to bring your complaint to the attention of the official at the frontline desk as soon as things go ‘wrong’. Make an attempt to resolve the issue with the official. If you do not receive any satisfaction from this, however, formal complaints procedures are your next available option.
Formal complaints procedures:

Level 1: This can be done at the immediate work station

a) Get the details of the head / supervisor of the work station to register your complaint;
b) Lodge your complaint verbally or in writing. Written complaints are more advisable;
c) Provide full details of the complaint;
d) Provide all details that would assist when we have to contact you. This is necessary for follow-up investigations and reporting purposes;
e) Request an indication of when you could expect a response from the office.

If you are not satisfied with the response to your complaint by the head of the work station, you can resort to higher authorities for possible redress.

Level 2: Higher Authorities

a) Address your complaint to the Head of Department, requesting a review of the decision of the head of the work station;
b) Lodge your complaint in writing, and
c) Follow steps c to e above.

The Provincial Administration undertakes the following:

a) To acknowledge your complaint within three working days from the date of receipt;
b) To attach the necessary level of confidentiality to your complaint;
c) Investigate thoroughly the complaint;
d) Provide an approximation of how long it will take to resolve the complaint;
e) Extend the necessary apology;
f) Explain fully the actions of our officials, and
g) Initiate a speedy and effective remedy.

The following might be useful in dealing with a complaint:

a) Your name and contact details;
b) The domain(s) concerned;
c) A description of your concern / complaint, and
d) Steps you would like to see taken.

The citizens of KwaZulu Natal always have the option of raising their complaints with the Office of the Public Protector. We however want to appeal to you to first utilize the process outlined above. It is our aim to ensure a sympathetic remedy to any mistakes that might have been committed in the line of duty, within the ambits of the KwaZulu Natal Provincial Administration.

Remember, your satisfaction is our ultimate goal. We want to deliver to you the service that you rightly deserve.

We encourage the public to utilize the existing toll-free numbers of various government departments to file their concerns and complaints. Besides that process, the details provided below must be used to communicate with government.

E-mail Address:- kznonline@premier.kzntl.gov.za
Toll-free number:0800 11 78 67
Postal Address:- Private Bag X9037, Pietermaritzburg, 3200
Please direct your service delivery compliments, complaints, concerns and suggestions to:

Mr Mafezwe Khanyile  
Service Delivery Improvement  
Office of the Premier  
KwaZulu Natal Provincial Administration  
Private Bag X9037  
Pietermaritzburg  
3200

Phone : 033 328 1795  
Fax : 086 639 1837

E mail: khanyirm@premier.kzntl.gov.za
NOTES
KwaZulu-Natal
Citizens’ Charter
Affirming our commitment to service excellence
PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI

KwaZulu-Natal
Citizens’ Charter
Affirming our commitment to service excellence