

# Abridged DPSA Service Delivery Charter

2016 / 2017



**the dpsa**

Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

# Batho Pele

Putting People First



We Belong



We Care



We Serve

# ABRIDGED DPSA SERVICE DELIVERY CHARTER: 2016-2017

## VISION

A professional, productive and responsive Public Service and administration

## MISSION

- 1) Establish norms and standards to ensure that the state machinery functions optimally and that such norms and standards are adhered to;
- 2) Implement interventions to maintain a compliant and functioning Public Service;
- 3) Promote an ethical public service through programmes, systems, frameworks and structures that detect, prevent and combat corruption; and
- 4) Contribute towards improved public administration in Africa and internationally through dialogue and sharing of best practices.

## LEGISLATIVE MANDATE

The Department of Public Service and Administration draws its mandate from Section 195(1) of the Constitution, which sets out basic values and principles that the public service should adhere to, and the Public Service Act (PSA) of 1994, as amended.

- 1) In terms of the Public Service Act (PSA) of 1994, as amended, the Minister for the Public Service

and Administration is responsible for establishing norms and standards relating to;

- a) The functions of the public service;
- b) Organisational structures and establishments of departments and other organisational and governance arrangements in the public service;
- c) Labour relations, conditions of service and other employment practices for employees;
- d) The Health and wellness of employees;
- e) Information management;
- f) Electronic government in the public service;
- g) Integrity, ethics, conduct and anti-corruption in the public service; and
- h) Transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the public service and its service delivery to the public.

According to Section 41 of the Public Service Act, the Minister may, subject to the Labour Relations Act and any collective agreement, make determinations regarding the conditions of service of employees generally or categories of employees, including determinations regarding salary scales and allowances for particular categories of employees.

All collective agreements concluded at the Public Service Coordinating Bargaining Council (PSCBC) are deemed to be determinations made by the Minister in terms of Section 3(5) of the Public Service

Act and the Minister is empowered further to issue directives to elucidate or supplement such determinations .allowances for particular categories of employees.

## Physical Address:

The Department of Public Service and Administration (DPSA)  
Batho Pele House  
546 Edmond Street  
Pretoria

## Contact numbers:

Telephone no: (012) 336 1063/1183

Website: [www.dpsa.gov.za](http://www.dpsa.gov.za)

Enquiries: [enquiries@dpsa.gov.za](mailto:enquiries@dpsa.gov.za)

Feedback/complaints: [feedback@dpsa.gov.za](mailto:feedback@dpsa.gov.za)

The National Anti-Corruption Hotline (NACH):  
[0800701701](tel:0800701701)

[Batho Pele Hotline: 0860428392](tel:0860428392)

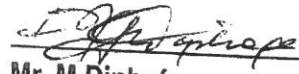
## Hours of operation:

Monday to Friday: 8h00 to 16h30

**WE BELONG! WE CARE! WESERVE**

# ABRIDGED DPSA SERVICE DELIVERY CHARTER: 2016-2017

Approved by:



Mr. M Diphofa

Director General of the Department of Public Service and Administration

Date: 21/07/2016

Ratified by:

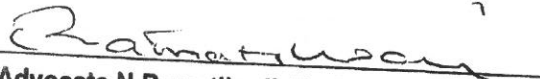


Ms. Ayanda Dlodlo, MP

Deputy Minister for Public Service and Administration

Date: 8/8/2016

Authorised by:



Advocate N Ramathodi, Dr, MP

Minister for Public Service and Administration

Date: 16/08/2016

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