SERVICE DELIVERY CHARTER

OFFICIAL SIGN-OFF

It is hereby certified that this Service Delivery Charter:

- Was developed in consultation with the Heads of various Programmes of the DPSA and Batho Pele Facilitators.
- Takes into account all policies, legislation and other mandates for which the Department Public Service and Administration is responsible.
- Reflects a Statement on Public Service Delivery Commitment by the Department of Public Service and Administration.

Mr Mashwahle Diphofa
Director-General of the Department of Public Service and administration
Date: 21/07/2016

Ms Ayanda Dlodlo, MP
Deputy Minister for the Department of Public Service and Administration
Date: 8/8/2016

Advocate N Ramatlhoodi, Dr, MP
Minister for the Department of Public Service and Administration
Date: 16/08/2016
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1. Who we are?

The Department of Public Service and Administration (DPSA) is an organ of state of the South African Government. Its mandate is drawn from section 195(1) of the Constitution which sets our values and principles that the Public Service should adhere to, and the Public Service Act as amended (2009).

2. Where to find us?

Physical Address:
The Department of Public Service and Administration (DPSA)
546 Edmond Street
Batho Pele House
Arcadia

Contact numbers:
Telephone no: (012) 336 1063/1183
Website: www.dpsa.gov.za
Enquiries: enquiries@dpsa.gov.za
Feedback/complaints: feedback@dpsa.gov.za
The National Anti-Corruption Hotline (NACH): 0800701701
Batho Pele Hotline: 0860428392

3. Hours of operation

Monday to Friday: 8h00 to 16h30

4. Our Vision

A professional, productive and responsive public service and administration.

5. Our Mission

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

6. Our Principle Values

We Belong! We Care! We Serve!

"We Belong" is about recognising the importance of creating a sense of making every member
of the Public Service feeling that they belong to an institution that cares about them as human
beings and not just as workers. This will in turn make public servants make members of the
public feel that they belong to the public service because they are treated with respect and
dignity.

"We Care" – Looking after our internal and external customers/clients by listening to and
addressing their problems through the introduction of consultation forums for citizens and internal
clients; as well as apologising when service standards are not met and taking remedial actions
for redress.

"We Serve" – Creating a better life by anticipating customer needs through the introduction of
regular customer surveys focusing on the type of services citizens would want to receive and
going beyond the call of duty.

7. Our Strategic Outcome Goals

Strategic Outcome Oriented Goal 1: A Stable Political – Administrative Interface:-
Promote stability of leadership in the top levels of the bureaucracy which is central to building a
capable and developmental state by introducing clear delegations, effectively managing the
political-administrative interface, improving public confidence in the processes and quality of
appointments.

Strategic Outcome Oriented Goal 2: A Public Service that is a Career of Choice:-
Promote the public service as a career of choice by adopting a more long term approach to
developing the skills and professional ethos that underpin a development oriented public service,
recruiting young professional into the public service, ensuring that the work environment is
conducive for learning to take place on the job and by adhering to the Constitutional principles
that guide personnel practices.
Strategic Outcome Oriented Goal 4: Efficient Effective Management and Operations System:-

Improve management and operations systems to challenges frontline staff face in delivering quality services to citizens by clarifying responsibilities, introducing efficient and effective work processes, including IT systems that are tailored to specific areas of service delivery and by delegating greater authority to resolve day-to-day problems.

Strategic Outcome Oriented Goal 6: Increased Responsiveness of Public Servants and Accountability to Citizens:-

Improve accountability as set out in the Batho Pele Principles and the Public Service Charter by strengthening accountability to citizens, particularly at the point of delivery, increasing the responsiveness of public servants to the views and concerns raised by citizens and other service users and by developing the capacity to monitor the quality of service provision and effecting the required improvements.

Strategic Outcome Oriented Goal 8: Improved Mechanisms to Promote Ethical Behaviour in the Public Service:-

Improve confidence in the integrity of the public service through strengthening the fight against corruption by effecting amendments to the relevant codes or legislation in order to limit the scope for conflicts of interest, preventing public servants from doing business with the state and by building the capacity of departments to investigate issues relating to ethics, integrity and discipline cases where there is a possible or actual conflict of interest.

8. Key Services rendered by the Department.

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.

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;

1) The functions of the public service;
2) Organisational structures and establishments of departments and other organisational and governance arrangements in the public service;
3) Labour relations, conditions of service and other employment practices for employees;
4) The Health and wellness of employees; Information management;
5) Information management;
SERVIE DELIVERY CHARTER

6) Electronic government in the public service;
7) Integrity, ethics, conduct and anti-corruption; and
8) 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.

9. **Who benefits from this Service Charter?**

   a. National and Provincial Government Departments
   b. All public servants in the National and Provincial government departments
   c. Governance and Administration Cluster (G & A) and FOSAD
   d. Citizens/ Civil society
   e. Public Administration Community.

10. **Departmental Pledge to maintain the Service Charter**

    The Department of Public Service and Administration pledges to uphold and protect the Constitution and rule of law; and to render an accessible, fair, speedy and cost effective public administration, to maintain efficient, effective and economic service delivery for the South African citizenry by ensuring that a high standard of professional ethics will be promoted and maintained.
## 10.1. Generic service standards

<table>
<thead>
<tr>
<th>Generic standards</th>
<th>Batho Principles</th>
<th>Pele Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide friendly and helpful service</td>
<td></td>
<td>Courtesy</td>
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<tr>
<td>Employees will wear name tags for easy identification</td>
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<td></td>
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<tr>
<td>Answer calls promptly</td>
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<td></td>
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<tr>
<td>Encourage service users to make suggestions on how better the services can be offered</td>
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<td></td>
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</tbody>
</table>

<table>
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<tr>
<th>Generic standards</th>
<th>Batho Principles</th>
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</thead>
<tbody>
<tr>
<td>Promote efficiency, effectiveness and economic utilisation of resources in the public service</td>
<td></td>
<td>Value for money</td>
</tr>
<tr>
<td>Any written enquiries/request made with the department will be acknowledged within 3 days of receipt, and responded to within 7-14 working days (in the form of e-mails, letters, regulatory requirements e.g. Employee Severance Package, approval or concurrence on structures and request for assistance)</td>
<td></td>
<td>Service Standard</td>
</tr>
<tr>
<td>Resolve customer complaints fairly, consistently and promptly;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zero tolerance to fraud – no employee shall use his/her official position to obtain nor accept any gifts or benefits, rewards in kind or cash during the performance of official duties</td>
<td></td>
<td>Openness and Transparency</td>
</tr>
</tbody>
</table>

## 10.2. When formulating legislation, policies and guidelines (and frameworks), we will:-

<table>
<thead>
<tr>
<th>DPSA’s Objectives</th>
<th>Batho Principles</th>
<th>Pele Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Build a justifiable business case and outline outcomes to be achieved</td>
<td></td>
<td>Openness and Transparency</td>
</tr>
<tr>
<td>Consult with stakeholders to solicit buy-in in policies that we are formulating/amending</td>
<td></td>
<td>Consultation</td>
</tr>
<tr>
<td>Establish partnerships with stakeholders at all times in order to ensure the efficient utilisation of the scarce resources / Utilise public facilities when they are available for interventions and support provided by the department</td>
<td></td>
<td>Courtesy</td>
</tr>
<tr>
<td>Communicate all areas that we provide support and guidance to all stakeholders through email, website, written correspondence and telephonically where necessary</td>
<td></td>
<td>Access</td>
</tr>
</tbody>
</table>
10.3. When providing advice and support to departments we will:

<table>
<thead>
<tr>
<th>Providing advice and support</th>
<th>Batho Pele Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>When providing support in provinces – we may coordinate through the provincial office of the premier to ensure a far reaching impact and wider participation</td>
<td>Courtesy and Access</td>
</tr>
<tr>
<td>When providing advice to departments- a designated official will do so formally in writing</td>
<td>Access</td>
</tr>
<tr>
<td>When providing support to national departments- we will coordinate a national forum to ensure wider participation</td>
<td>Access and Information</td>
</tr>
<tr>
<td>When monitoring implementation by government departments- we will do so in a standard and structured manner that limits duplication of information.</td>
<td>Service Standard</td>
</tr>
<tr>
<td>Individual guidance to departments will be provided per request where possible</td>
<td>Courtesy and Value for money</td>
</tr>
</tbody>
</table>

11. We commit to the following procedure to handle Complaints / Compliments /Suggestions:

<table>
<thead>
<tr>
<th>Complaints / Compliments / Suggestions</th>
<th>Batho Pele Principles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complainant’s personal information will be treated with the strictest confidentiality to protect the identity of the individual.</td>
<td>Redress</td>
</tr>
<tr>
<td>Resolve complaints within fourteen (14) working days and provide remedial action (where contact details are provided).</td>
<td></td>
</tr>
<tr>
<td>The head of the department will regularly and personally review complaints, and how they have been dealt with.</td>
<td></td>
</tr>
</tbody>
</table>
ABRIDGED DPSA SERVICE DELIVERY CHARTER

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;
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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.
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   e) Information management;
   f) Electronic government in the public service;
   g) Integrity, ethics, conduct and anti-corruption in the public service; and
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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.

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WE BELONG! WE CARE! WE SERVE
Approved by: Mr. M Diphola
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 Ramatloodi, Dr, MP
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