



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI

KwaZulu-Natal Citizens' Charter

Affirming our commitment to service excellence



2015 - 2020 <<

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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 affected. 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-trenchment 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
- 1.3 Public Service Laws Amendment Acts, 1997 / 1998
- 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 Promotion of 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

2.8 Communication – two-way communication, listening and feedback (iZimbizo) as a way of keeping citizens informed of progress on Government’s activities that affect the lives of citizens

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;
- Fully operational Operation Sukuma Sakhe War-rooms to ensure proper consultation with members of the public
- 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),
- 100 % compliance with the management regulatory framework; 6 KwaZulu-Natal Citizens’ Charter
- 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;
- Fully operational Operation Sukuma Sakhe War-rooms to ensure proper consultation with members of the public
- Ensuring a functional Provincial Hotline and nerve centre that will serve as a gateway to public services in KwaZulu-Natal;
- 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
- 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 and English);
- 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.

- Inculcate the culture of “I do Right” concept and naming and shaming those who are involved in corrupt tendencies;
- 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 in line with Public Participation and Nerve Centre programmes
- Training and empowerment of staff in dealing with complaints;
- Resolving problems/complaints within stipulated timeframes;
- Complaints procedure to be available on the website; and
- Frontline teams to demonstrate that they have analysed and used complaints made to improve service delivery; on-going.

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 Operation Sukuma Sakhe and the KwaZulu Natal Citizens’ 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;
- All senior management levels to participate in the Operation Sukuma Sakhe as a service delivery model for the Province of KwaZulu Natal.
- 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 Batho Pele units within each department to ensure that Batho Pele programmes are implemented accordingly.
- 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;
- Ensuring that Batho Pele programmes becomes part of the Performance Agreements for all senior managers
- 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 under the leadership of the Director-General is in existence 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: Monitoring and Evaluation in the Office of the Premier will manage this initiative.

The primary objectives of the Forum are:

1. To coordinate the implementation and monitoring of Service Commitment Charters and Service Delivery Improvement Plans within the Province of KwaZulu- Natal;
2. To provide an advisory service to the provincial departments regarding the interpretation and application of the transformation requirements and Batho Pele principles;
3. To provide a platform where departments can share their success stories and best practices, and to publicize them;
4. To coordinate transformation initiatives that advises departments on the applicability and relevance of programmes;
5. 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;
6. To assess the impact of the Batho Pele strategy on both the public servants and the citizens, and
7. To recognize excellence at a provincial level by arranging and managing the Premier’s Service Excellence Awards project which serves as a feeder to the National Batho Pele Excellence Awards and the Centre for Public Service Innovation awards.
8. Facilitate access to public services by the general public through KHAEDU.

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:

- The location of the department;
- Responsibilities of each department;
- Services the department provides;
- Benefits related to the services provided;
- Service Delivery principles (Batho Pele). These are:
 - Consultation
 - Service standards
 - Access
 - Courtesy
 - Information
 - Openness and transparency
 - Redress, dealing with complaints
 - Value for money
 - Encouraging innovation and rewarding excellence
 - Service delivery impact and
 - Leadership and strategic direction.
- Service standards;
- Dealing with queries and contact persons

GENERAL BENCHMARKS

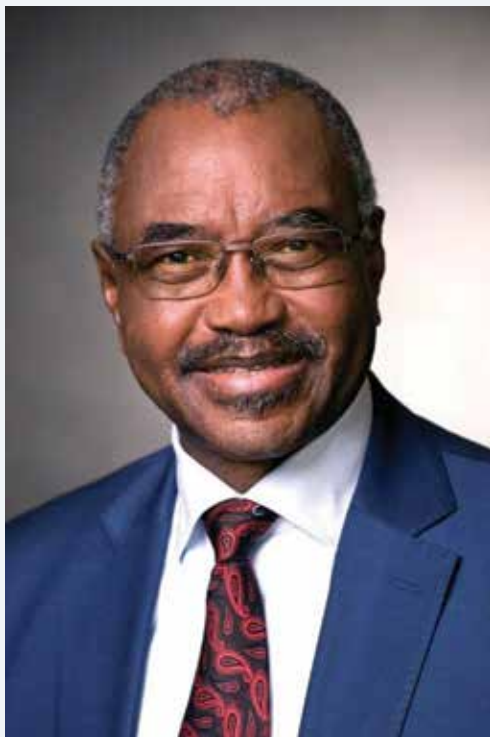
It will be part of every department in the province to adhere to the general guidelines mentioned below. It will take the provincial administration about six months to publicize the Charter and engage the public in an extensive “know your service rights campaign”. Publicizing the Charter will go hand 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:

- a) Help desks have been established at all delivery points within six months after the launch;
- b) All personnel / staff do wear identity tags;
- c) Call centres are established within six months;
- d) The telephone is answered within six seconds;
- e) Officials do attempt to minimize time spent on the telephone – a maximum of three minutes per call will be the general guiding standard;
- f) Officials identify themselves and their office/department when
- g) answering the telephone;
- h) Officials do offer to assist and/or refer queries to the relevant department / unit when necessary
- i) Officials do relay messages without unnecessary delay;
- j) Officials do respond to promises made to clients within 3 working days;
- k) Officials do respond to written queries and complaints within 5
- l) working days from the date of receipt;
- m) Officials do respond to telephonic complaints within four working days;
- n) Officials do respond to electronic complaints within three working days;
- o) Provincial and departmental websites are being upgraded as necessary, and
- p) Explanations are provided, apologies extended and remedial action effected by the office or work station concerned.



**PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI**



**MR TW MCHUNU
PREMIER**

OFFICE OF THE PREMIER

List of Services Provided By the Office of the Premier

The following makes up the services offered by the Office of the Premier:-

1. Integrate, coordinate, facilitate transversal, legislation, policies, programmes, strategies, plans, systems and guidelines towards the implementation of norms and standards in the following areas:
 - Organisational structures and establishments of departments and other organisational and governance arrangements in the Province;
 - Labour relations, conditions of service and other employment practices for employees;
 - The Health and wellness of employees;
 - Information management ;
 - Integrity, ethics, conduct and anti-corruption; and
 - Transformation, reform, innovation and any other matter to improve the effectiveness and efficiency of the public service and its service delivery to the public.
2. Provide advice and reports to stakeholders based on the Monitoring and Evaluation role in ensuring that the Norms and Standards provided in the legislation, policies and guidelines are adhered to through the programmes and interventions provided by the Office of the Premier.
3. Provide support on the Service Delivery Improvement and organizational transformation programmes and facilitate implementation through various interventions to all government departments within KwaZulu-Natal,
4. Provide, coordinate and review Macro-planning and Policy development
5. Provide strategic leadership and direction for provincial government
6. Oversee the development and implementation of legislation
7. Promote and Inter-Governmental Relations and good governance

8. Implementation of the Provincial Service Delivery model Operation Sukuma Sakhe.

CONTACT INFORMATION

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PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR S ZIKALALA

Member of the Executive Council
for Economic Development, Tourism
and Environmental Affairs

**DEPARTMENT OF ECONOMIC DEVELOPMENT,
TOURISM AND ENVIRONMENTAL AFFAIRS**

With the Vision “leading the attainment of inclusive growth for job creation and economic sustenance”, the department commits itself to:

- Clients will be immediately attended and directed to the relevant officer / person upon entry to the building;
- Complaints will be acknowledged within 24 hours
- Complaints process should be completed within twenty five (25) working days from the time a complaint is lodged with the department
- 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

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PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MRS W.G. THUSI
Member of the Executive Council
for Social Development

DEPARTMENT OF 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 contracts.
- 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 assessments.
- 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.

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PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



DR. S.M DLOMO

Member of the Executive Council
for Health

DEPARTMENT OF HEALTH

The vision of the KwaZulu-Natal Department of Health is
“Optimal Health Status for all persons in Kwazulu-Natal”.

To achieve this vision, the Department is committed to developing and implementing a sustainable, co-ordinated, integrated and comprehensive health system at all levels based on the Primary Health Care approach.

The priorities for this electoral period will be focussed strongly on strengthening Operation Sukuma Sakhe that fundamentally promotes inter-sectoral collaboration in line with the health imperatives in the National Development Plan, the Medium Term Strategic Framework and the Provincial Growth and Development Plan. The National Core Standards will also form the basis of access to services, quality of care and ensuring that the citizens receive optimal health care.

We therefore commit to the following standards:

- 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 be a minimum of 2 hours from the first point of contact and a maximum to 5 hours.
- All health care providers shall introduce themselves to the client during all interventions and wear their name badges for easy identification
- All health care providers shall address clients by their name/clan name in a culturally respectful manner.
- All clients shall be provided with the necessary care, treatment and support in line with their needs and be referred to the appropriate level of care according to their condition.
- All clients will be provided with all necessary information regarding their health condition, treatment or intervention that will be provided and the implications of such treatment, using language that is easily understood.
- All health care facilities will have hand washing, guidelines in common languages at washing points.
- All complaints received will be resolved within 25 days and the complainant will be informed of the progress.
- Provide the relevant medication to clients visiting the facility on the day of the visit.

- Have appropriate external and internal signage which shows clients how to find their way within the facility, including appropriate signage for disabled persons.
- Display the Patients’ Rights Charter so that clients know their rights and what kind of treatment to expect. Patients have a right to:
 - A healthy and safe environment
 - Participation and decision making
 - Access to health care
 - Knowledge of one’s health
 - Insurance/medical aid scheme
 - Choice of health services
 - Be treated by a named health care provider
 - Confidentiality and privacy
 - Informed consent
 - Refusal of treatment
 - A second opinion
 - Continuity of care
 - Complain about health services

CONTACT INFORMATION

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PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



Mrs N DUBE - NCUBE

Member of the Executive Council for
Co-operative Governance and
Traditional Affairs

**DEPARTMENT OF CO-OPERATIVE GOVERNANCE
& TRADITIONAL AFFAIRS**

The department of Cooperative Governance and Traditional Affairs as mandated by the Constitution of the RSA, Act 104 of 1996 and other various Public Service Acts commit to delivering excellent services to our people. To us putting people first is not an “add on” function to our daily task but a way in which we approach delivering services through an approach that places citizens first and as customers. The department is committed in the implementation of Batho Principles through the implementation of the Service Delivery Charter.

VISION

People centered sustainable cooperative governance.

MISSION

“KZN COGTA will coordinate and foster co-operation amongst governance institutions and build capacity to accelerate delivery of high quality services to communities”.

CORE VALUES

As KZN COGTA we subscribe to the following values:

- Transparency, integrity, professionalism and objectivity
- A high standard of fiscal discipline and accountability
- Value for money
- Open communication and consultation
- Respect for staff and investment in them as a valued asset
- Recognition of performance excellence
- Service excellence through teamwork, sound planning and implementation

YOUR RIGHTS AS A CUSTOMER

As our customer you are entitled to quality, sustainable, effective and efficient services from the department, especially in the following:

- To be treated with courtesy, respect and dignity that you deserve
- Be provided with prompt and effective services
- Be provided with clear and accurate information
- Access to information as regulated by PAIA
- Be responsive to our customer’s needs
- Be offered an opportunity for redress and apology for lapse in service delivery

YOUR OBLIGATION AS A CUSTOMER

Service delivery is a two-way process. We expect you to be polite, civil, courteous, respect the dignity and integrity of the officials you interact with.

GENERIC SERVICE STANDARDS

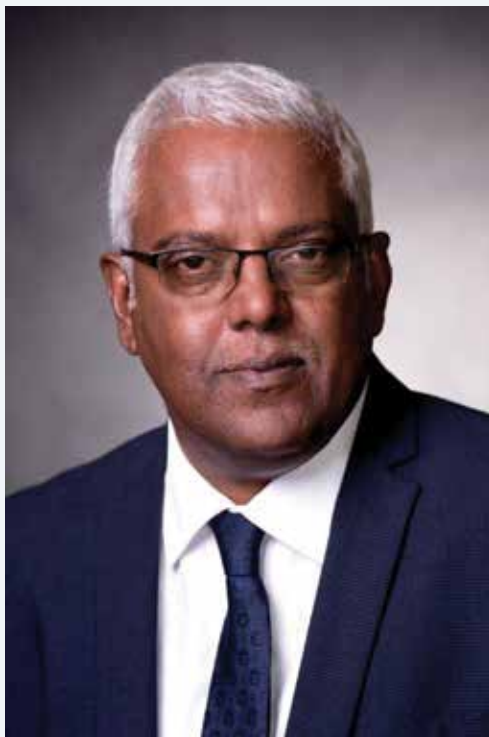
- The customers will not wait for more than 10 minutes to be attended to and will be asked to wait in a comfortable waiting area should they need to.
- Telephone calls to the KZN Department of Co-operative Governance and Traditional Affairs are answered within three (3) rings and the operator identifies him/herself to the caller.
- Visitors with appointments shall be seen at the time as pre-arranged, while visitors without appointment will be seen or assisted within 30 minutes of which thereafter an appointment shall be made.
- Correspondences to be acknowledged within minimum of 3 working days and maximum of 5 working days.
- The complaints and queries are acknowledged within fourteen (14) days and are resolved within ninety (90) days.

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PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR RR PILLAY

Member of the Executive Council for
Human Settlements

DEPARTMENT OF HUMAN SETTLEMENTS

VISION

Together Breaking New Ground to achieve decent, Integrated and sustainable human settlement patterns

DEPARTMENT 'S PRIORITIES FOR 2014-2019

- Informal Settlements Upgrading – The department will focus on eradication of informal settlements in high capacity municipalities such as EThekweni and Umsunduzi.
- Rental Market – The department will implement the five year rental strategic plan which was launched on 24 May 2014
- Job Creation and Decent Work – The department remains committed to poverty alleviation
- Job Creation in the Province through the labour programmes EPWP.
- The title deeds for all new subsidy units as well as backlog of title deeds in the integrated residential housing programme will be transferred over the next five years.

SERVICE STANDARDS

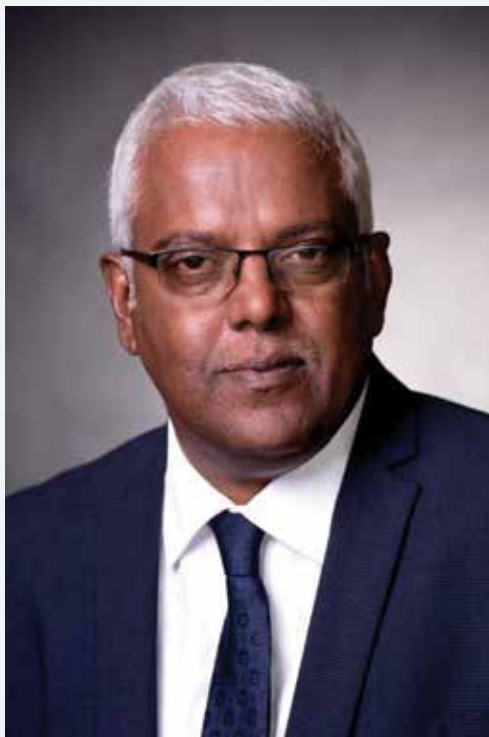
- Dealing with rental Housing Properties complaints within 90 days
- Provide maintenance of Rental Housing Properties
 - Emergencies within three hours
 - Priority work within 48 hours
 - Routine work within ten working days
- Approval of projects application within 90 days
- Payments of claims to developers within 30 days
- Creating rental information office within local municipalities within 90 days
- Provide subsidy beneficial approval within 15 days within of receipt for approval
- Issuing of title deeds to qualified beneficiaries
- Provide housing consumer education to beneficiaries every six months
- Provide municipal support of accreditation of levels within 24 months.

CONTACT INFORMATION

HEAD OF DEPARTMENT	HOD: Ms G APELGREN-NARKEDIEN
Physical Address	203 Church Street, Pietermaritzburg ,3201
Postal Address	P/Bag X 9152,Pietermaritzburg,3200
Telephone	033 392 6425 /031 336 5334
Fax	033 392 6459
Email	Portia.myakayaka@kzndhs.gov.za
Contact Person	Ms Portia Myakayaka



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR RR PILLAY

Member of the Executive Council for
Public Works

DEPARTMENT OF PUBLIC WORKS

The mandate of the Department of Public Works is to ensure a thriving economy through infrastructure development and property management in KwaZulu-Natal.

In keeping with the KZN Public Works mandate and to effectively align it with policy priorities of government, the department has committed itself amongst other commitments to the following obligations towards ensuring seamless service delivery for the South African citizens for the period 2014 - 2019:

- The telephone will be answered in 3 rings
- All queries received will be acknowledged within 2 working days
- We will deal with any query and finalize within 25 working days depending on the nature of the query
- The Department undertakes to investigate and respond to all complaints with 25 working days of receipt
- The department commits to paying suppliers within 30 working days
- Employees wear identity tags and treat clients and respect and dignity
- 100% compliance with the management regulatory frameworks
- 100% compliance with specific legislation and policies
- Suggestion boxes will be made available in all offices
- All offices will be accessible to the physically challenged citizens
- Public Works offices exist in all District Municipalities

CONTACT INFORMATION

HEAD OF DEPARTMENT	MR A GOVENDER
Physical Address	203 Church Street, Pietermaritzburg
Postal Address	P/Bag X 9152, Pietermaritzburg
Telephone	033 355 5562
Fax	033 355 5683
Email	Head.works@kznworks.gov.za
Contact Person	Ms Tarryn Platjies



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MS BF SCOTT

Member of executive council for
KZN Provincial Treasury

KZN PROVINCIAL TREASURY

Vision

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

Mission

We, the Provincial Treasury will empower our people through:

1. an equitable distribution of financial resources, and
2. Strategic leadership in areas of financial and fiscal management and corporate governance.

Core Values

Accountability, efficiency, service excellence, financial discipline, professionalism and support.

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 48 hours of receipt.
- Temporary suppliers' database number will be issued within 7 working days from receipt of the application form provided that it is compliant with all requirements.
- The department shall publish Citizen's Report annually.
- Investigation requests are initiated within 2 weeks of the allegation being received. Investigations take up to 18 months to be finalized.
- Invoices will be processed within 30 working days of receipt.
- Telephone will be answered within three (3) rings.
- Complaints received will be resolved within 25 working days.
- 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

HEAD OF DEPARTMENT	Mr SL Magagula
Physical address :	145 Chief Albert Luthuli Road, Pietermaritzburg, 3201
Postal address :	PO Box 3613, Pietermaritzburg, 3201
Telephone :	033-8974200 / 033-8466800
Fax :	033-3422632/ 033-8466801
Business Hours:	07:30 – 16:15
Email:	Servicecharter@kzntreasury.gov.za



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MRS BN SITHOLE – MOLOZI
Member of the Executive Council for
Arts and Culture

DEPARTMENT OF ARTS AND CULTURE

With the vision **“Prosperity and social cohesion through art and culture”** the department commits to the following:

1. All clients entering the Department shall be attended to on the same day. Waiting period for a client at the reception shall not exceed 10 minutes.
2. All documents submitted for translation and/or editing by sector departments and municipalities will be done within 14 working days or less, depending on the number of pages to be edited and/or translated as well as the technicality of the documents. However, the translation and/or editing of shorter documents (10 pages or less) will be done within 3 working days.
3. Respond within 4 days to a request by a community library user for information or books from the Central Reference Library Service.
4. Free membership at any community library serviced by the Department.
5. Free internet usage at libraries where the facility is provided by the Department.
6. All research requests for historical data from Provincial Museums Service and Archives will be provided within 14 days from its holding and other sources.
7. All applications for arts and culture grants-in-aid will be processed within 6 months and monitoring of approved applications implemented from the beginning of a new financial year.
8. Provide response within 14 days to applications for ad-hoc funding requests from Arts and Culture organizations.
9. Provide response within 7 days to requests for publications, reference material and other printed information available in Libraries.
10. The telephone shall not ring more than 3 times without a response.
11. All officials will wear identification cards at all times.
12. To acknowledge all correspondence within 2 days of receipt.
13. Suggestion box / complaints register shall be made available in the front desk/reception and in other strategic points at all times.
14. Complaints received will be acknowledged within 2 working days and progress report within 5 working days.
15. All visitors to the Archives Repositories will be attended to within 3 minutes of entry.

CONTACT INFORMATION

HEAD OF DEPARTMENT	MRS. E.S. NZIMANDE
Physical address	222 Jabu Ndlovu Street, Pietermaritzburg, 3201
Postal address	Private Bag X9140, Pietermaritzburg, 3200
Telephone	033 2643422
Fax	033 3422516
E-mail	sishit@kzndac.gov.za
Contact person	Ms. Thembile Sishi



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MRS BN SITHOLE – MOLOI
Member of the Executive Council for
Sport and Recreation

DEPARTMENT OF SPORT AND RECREATION

Our **Vision** is to create “an active and winning province through sport and recreation”.
 Our **Mission** is “To transform the sport and recreation environment through integrated, sustainable mass participation, development and high performance programmes at all levels by ensuring equitable access and alignment to government outcomes so as to improve the quality of life of all the citizens of KwaZulu-Natal”.

We, the officials and employees of the Department of Sport & Recreation commit to Responsible, Accessible, Courteous and Efficient public service by:
 Serving every client promptly, efficiently, and with utmost courtesy and respect by authorized personnel with proper identification from Mondays to Fridays, 07.30 – 16.00, with a noon break;
 Ensuring strict compliance with service standards, with written explanation for any delays in frontline services;
 Responding to our client’s written complaints about our services the soonest or within 14 days through our Complaints Desk, and taking corrective measures to remedy the situation/quality of service rendered;

Value every citizen’s comments, suggestions, and needs, including those with special needs such as people with disabilities, pregnant women, senior citizens; and children.

Empowering the public through access to information on our policies, programs, activities and services through our website www.kzndsr.gov.za

Please let us know how we have served you by implementing any of the following:

- Completing our Feedback Form available in any of our offices and place this in the Complaints/ Suggestion Box at our Reception.
- Send your feedback through e-mail to thobile.ngubane@kzndsr.gov.za / bp.singh@kzndsr.gov.za
- Talk to any of our administrators/officials in any of our offices.

*We pledge all these to you because to us ... **you come first!***

Thank You for helping us continuously improve our services.

HEAD OF DEPARTMENT	Mrs Rohini Naidoo
Physical address	135 Pietermaritz Street, Pietermaritzburg, 3200
Postal address	Private Bag X9141, Pietermaritzburg, 3200
Telephone	+27 33 – 897 9400
Fax	+27 33 – 897 9422
E-mail	Thobile.ngubane@kzndsr.gov.za
Contact person	Ms Thobile Ngubane



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR TM KAUNDA

Member of Executive Council for
Transport

DEPARTMENT OF TRANSPORT

OUR VISION

“Prosperity through Mobility”.

OUR MISSION

We will strive to provide the public with an affordable land transportation system that is safe, integrated, regulated and accessible while delivering on our mandate and addressing the social economic and developmental needs of our province.

We commit ourselves to the following services:-

OUR SERVICES AND CUSTOMER SERVICE STANDARDS

- To provide the Department with management and administrative, strategic, corporate support and financial services (including Human Resource Management, Labour relations and Legal Services) in order to ensure that it delivers on its mandate in an integrated, efficient, effective and sustainable manner.
- To provide access to a safe and affordable road network that promotes mobility of citizens, goods and services through construction and maintenance of a transport infrastructure that is sustainable, integrated and environmentally sensitive.
- To ensure the provision of a safe road environment through the regulation of traffic, public infrastructure, law enforcement and the registration and licensing of vehicles and drivers.
- To plan, regulate and facilitate the provision of an integrated land transport service:
- This Department aims to provide a professional courteous, efficient and helpful service to all our clients at all times.
- Specifically, we will make every effort to ensure that the following standards are met:
 - Our offices will be open on working days at the following times:
 - Monday - Friday 7:30am - 4:00pm
 - We commit ourselves to answer all telephone calls promptly within 5 rings. All calls will be answered with courtesy. We will assist you or we will get your information to a member of our team to return your call no later than the next business day.

- We commit ourselves to treat your sensitive matters with the utmost confidentiality.
- We aim to use the email 'out of office' notice to inform our customers when we are away from the offices and will provide alternative contact details.

When you have a complaint or suggestion:

- Please bring it to our attention. You may write, e-mail, fax or lodge your complaint either telephonically or by visiting our nearest offices.
- On receipt, all complaints are registered and a reference number given for any further queries or updates. Every complaint is acknowledged in writing within 5 working days.
- In our acknowledgement we will outline the action to be taken.
- Depending on the nature and complexity of your complaint, we will resolve all complaints within 21 working days or we will work with you until the issues are resolved.

CONTACT INFORMATION

HEAD OF DEPARTMENT	MR SIBUSISO GUMBI
Physical Address	172 Burger Street, Pietermaritzburg, 3201
Postal Address	P/Bag X 9043, Pietermaritzburg, 3200
Telephone	033 355 8808
Fax	033 355 8021
Email	silondiwe.khuzwayo@kzntransport.gov.za
Contact Person	Ms Silondiwe Khuzwayo



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR TM KAUNDA

Member of Executive Council for
Community Safety & Liaison

**DEPARTMENT OF COMMUNITY SAFETY
AND LIAISON**

Vision:

“The people of KwaZulu-Natal live in a safe and secure environment”

Mission:

“Be the lead department in coordinating integrated, participatory community safety initiatives and promoting police accountability towards a crime-free KwaZulu-Natal”

We, the officials and employees of the Department of Community Safety and Liaison commit to:

- a. Effective and efficient police service delivery and improved police conduct
- b. Effective and efficient community safety partnerships and implemented crime prevention initiatives Effective and efficient police policies, practices, methodologies, safety models, monitoring tools and accurate policing needs
- c. Management of public complaints on service delivery rendered by South African Police Service in the province
- d. The public is able to access the department and its programs, projects and activities through our website www.kzncomsafety.gov.za

Please let us know how we have served you by implementing any of the following:

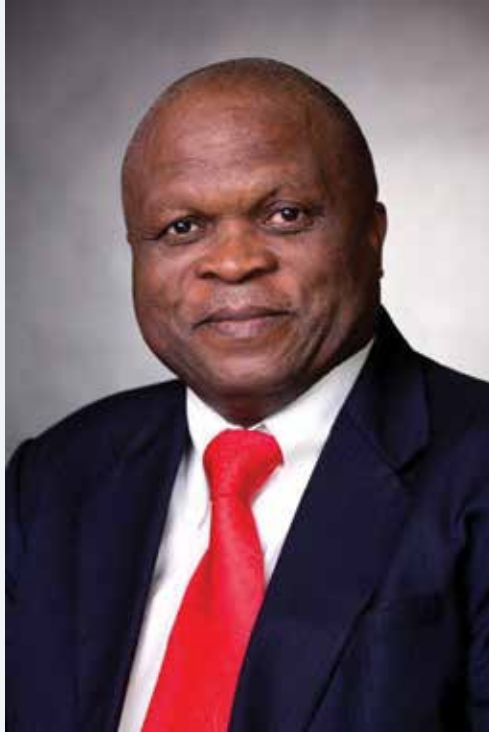
- Completing our Feedback Form available in any of our offices and place this in the Complaints/ Suggestion Box at our Reception.
- Send your feedback through e-mail to communications@comsafety.gov.za
- Talk to any of our administrators/officials in any of our offices.

CONTACT INFORMATION

HEAD OF DEPARTMENT	MR C MAVUNDLA
Physical Address	179 Jabu Ndlovu Street, Pietermaritzburg, 3200
Postal Address	P/Bag X 9143, Pietermaritzburg,3200
Telephone	+27 33 – 341 9300
Fax	+27 33 – 342 6345
Email	masekom@comsafety.gov.za
Contact Person	Mr. MJ Maseko



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR T MTHEMBU

Member of the Executive Council for
Agriculture and Rural Development

**DEPARTMENT OF AGRICULTURE AND
RURAL DEVELOPMENT**

The Vision of the department is:

“A united, sustainable and vibrant agricultural sector with thriving rural communities in balance with nature”

The Mission statement is:

“To promote, through partnerships, sound agricultural practices that promote economic growth, food security and advancement of rural communities in KwaZulu Natal”

In line with the above and keeping with the good governance principles adopted by the Province of KZN, the department commits itself to the following:

- a. In keeping with the Bill of Rights as enshrined in the Constitution, all clients and communities will be treated with dignity, utmost respect and consideration.
- b. Every client entering any departmental office will be attended to within sixty minutes.
- c. Requests for services to be acknowledged within five working days and acted within the service standards
- d. Complaints about service delivery will be dealt with and progress report to the complainant within 10 working days from the date of complaint.

CONTACT INFORMATION

HEAD OF DEPARTMENT	DR SF MKHIZE
Physical Address	01 Cedara Road, Cedara
Postal Address	P/Bag x 9059; Pietermaritzburg, 3200
Telephone	033 355 9690
Fax	033 355 9293
Email	hodpa@kzndae.gov.za
Contact Person	Ms. Queen Khanyile



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



MR ME DLUNGWANE
Member of Executive Council
for Education

DEPARTMENT OF EDUCATION

1. PLANNED POLICY INITIATIVES

In identifying policy initiatives, the focus is on researched findings as well as challenges experienced by learners and employees. The areas for development and review have been prioritized taking into account all strategic issues that affect operations in schools, especially learners and teachers. The Department has identified the following key areas as priorities for this MTSF cycle.

1.1. Transformation of the Schooling System

1.2. Empowering Curriculum

1.3 Confident, Engaged and healthy learners

1.3.1. Confident and engaged learners

1.3.2. Healthy Learners

- Mitigating the effects of hidden costs to education
- National School Nutrition Programme
- School Safety

Promoting and ensuring the safety of learners and educators in schools has been one of the biggest challenges facing the education system. Government has introduced numerous programmes to stem the tide of violence besetting schools. School management teams and learners have participated in training programmes aimed at assisting them in dealing with crime and violence.

1.3.3. Well governed and managed schools

An important lever to govern and manage schools well is the devolvement of power to local management structures. The devolvement of power to District Directors is a critical gap in the delegation of authority by the Department. The gap is in the provision of minimum powers to districts aimed at:

- a. Reducing bureaucratic delays in service delivery by allowing efficient decision making processes closer to operations

- b. Enhancing measures of enforcing policy compliance by making more officials accountable
- c. Strengthening districts to be able to support schools more efficiently and effectively

1.3.4. Active Community Participation in Education

Ensuring the active participation of various interest groups, in particular teachers, parents, workers, students, employers, and the broader community contribute to improved school administration. It is also important that schools maintain their status as places for hope, especially for the young, to a successful professional career. School governing bodies also can play a vital role in achieving this objective and should be more directly involve in the issue of criminality, and ad hoc initiatives should be carried out in co-operation with the local community. Establishing better links and partnerships between education and the world of work is also one of the primary objectives of the Department.

1.3.5 Adequate Resources of high quality

The areas of priority are:

- Grade R classrooms
- NSNP kitchens
- Sportsfields – (cost vary from R3m – R10m depending on terrain.)
- Staff Accommodation
- Maintenance of school and office infrastructure
- Poor day to day maintenance (use of school funding norms and standards allocation)
- Provision of water and sanitation facilities
- General buildings
- Determining District priorities and needs with poor information
- Enhance capacity to deliver according to policy imperatives
- IDMS proposes Department of Public Works be the implementing agent of choice

1.4. KwaZulu-Natal Initiative to Improve Learning Outcomes (KZNILO)

Business leaders, educationists, NGOs and donors who have contributed to the model have recognised that:

- There is a comprehensive existing research base that identifies significant systemic problems impacting on learning outcomes;
- There is a significant knowledge base regarding the relationship between education practice and interventions associated with learning outcomes from both multivariate studies and school effectiveness studies;
- The evidence-based approach of the *Action Plan* of the Department of Basic Education and the National Development Plan has drawn closely from this research and provide a credible basis for action. Government has clear focus and priorities, and its social partners support these.

CONTACT INFORMATION

HEAD OF DEPARTMENT	Adv B Masuku (Acting)
Physical Address	247 Burger Street, Pietermaritzburg, 3201
Postal Address	P/Bag X 9137, Pietermaritzburg, 3200
Telephone	033 392 1004
Fax	033 392 1203
Email	kehologile.connie@kzndoe.gov.za
Contact Person	Ms. Connie Kehologile



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI



KWAZULU-NATAL GOVERNMENT

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Background

The government of the Province of KwaZulu-Natal under the leadership of Honourable Premier Mr TW MCHUNU 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 dependents.

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 procedure:

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;

Extend the necessary apology;

Explain fully the actions of our officials, and

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.

Please direct your service delivery compliments, complaints, concerns and suggestions to:

Mrs Gugu Phiri

Service Delivery Complaints Management

Office of the Premier

KwaZulu Natal Provincial Administration

Private Bag X9037

Pietermaritzburg

3200

Phone : 033 341 3526

Mobile : 073 340 3150

Fax : 033 394 1296

Email: gugu.phiri@kznpremier.gov.za

The KwaZulu Natal Provincial Citizens' Charter provides contact details of Heads of Department in the province. These contact details should also be used in an event the public wants to raise matters around our service delivery initiatives and practices.

OPERATION SUKUMA SAKHE CONTACT DETAILS

DISTRICT	DISTRICT MANAGER	OFFICE TEL. NO	CEL. NO.	E-MAIL ADDRESS	PHYSICAL ADDRESS
Amajuba	Mrs P. Zulu	034 317 1254	082 955 2838	Patricia.zulup@kznsoctdev.gov.za	Panorama Street, Newcastle
Uthukela	Mrs N.M. Murugan	036 634 1696	082 610 8013	Nirmala.murugan@kznsoctdev.gov.za	108 Rolihlaha Drive, Pieters Building, Ezakheni
Umzinyathi District	Mrs N.P.D Hlatshwayo	034 212 3951	073 514 2428	Nomvula.hlatshwayo@kznsoctdev.gov.za	50 Gray Street, Dundee
Umgungundlovu	Ms P. Sithole	033 395 9701/48	083 645 6952	Phindile.sithole@kznsoctdev.gov.za	158 Karl Eggers Building, Langalibalele Street, Pietermaritzburg
Ugu	Mr S.T. Mphuthi	039 682 7506	078 745 8803	Thabo.mphuti@kznsoctdev.gov.za	41 Main Harding Road, Marburg, Port Shepstone
Harry Gwala District	Ms T.B.Mahlobo	033 395 9672	083 228 2110	Tipsy.mahlobo@kznsoctdev.gov.za	Plot 11/12 , Shop U7, Ixopo
UMkhanyakude District	Ms B. Mchunu	035 874 3809	071 215 6407	Balungile.mchunu@kznsoctdev.gov.za	Department of Social Development, Ubombo Service Office, Ubombo
Zululand District	Mr B.W Gumedede	035 874 8505	082 323 4372	Bonginkosi.gumedede@kznsoctdev.gov.za	King Dinuzulu Highway, Ulundi Legislative Assembly Building, Ulundi 3838
Ethekwini North	Mrs T.K. Ndaba	031 336 8704	082 903 6134	Tsholofelo.ndaba@kznsoctdev.gov.za	214 Dr Pixley kaSeme Street, Durban 4001
Ethekwini South	Mr T.I. Mzolisa	031 336 8704	824 115 780	Thozamile.mzolisa@kznsoctdev.gov.za	214 Dr Pixley kaSeme Street, Durban 4001
Ilembes District	Mrs S.M. Nkosi-Sikhakhane	031 336 8819/35	083 648 3890	Sibongile.nkosi@kznsoctdev.gov.za	214 Dr Pixley kaSeme Street, Durban 4001
UThungulu District	Mr M.D. Mchunu	035 797 1627	071 420 0981	Nkokozo.mchunu@kznsoctdev.gov.za	17 Geleerang, Alto, Richards Bay 3900

TRANSPORT

NAME	RANK	PHYSICAL ADDRESS	OFFICE NUMBER	CEL. NO.	EMAIL
STHANDIWE DUZE	SENIOR MANAGER	172 BURGER ST	333 558 802	828805248	sthandiwe.duze@kzntransport.co.za
THARUNA GOVENDER	DEPUTY MANAGER	172 BURGER ST	0		

SASSA												
NAME	SURNAME	DESIGNATION	EMAIL ADDRESS	CEL. NO.	DISTRICT	PHYSICAL ADDRESS						
Thami	Chilli	Senior Manager/ADM	thamic@sassa.gov.za	(0)829079503	Pmb District	10 Bank street PMB 3201						
Vusi	Mvubu	Acting Senior Manager/ADM	vusiwm@sassa.gov.za	(0)835770969	Zululand District	PO Box X26 Ulundi 3838						
Eunice	Cele	Senior Manager/DM	eunicec@sassa.gov.za	(0)828899122	Midlands District	284 Murchison Street, Ladysmith 3370						
Darius	Nyschens	Acting Senior Manager/ADM	dariusn@sassa.gov.za	(0)835650234	Durban District office	02 Stalwart Simelane street						
Ntokozi		Acting Senior Manager/ADM	ntokozi@saassa.gov.za	(0)797024706	Umkhanyakude District	LA Building, Ministerial Suits Ground Floor Ulundi 3838						

PIMB DISTRICT LOCAL OFFICE MANAGEMENT STAFF			EMAIL ADDRESS	TELEPHONE	CELLPHONE	ADDRESS
OFFICE	NAME	POST TITLE	EMAIL ADDRESS	TELEPHONE	CELLPHONE	ADDRESS
Camperdown	Mr Siphoxulu	Manager	WisemanX@sassa.gov.za	317 851 271	823 903 574	Corner of Library Road and Main Road, Umkhambathini Municipality Offices
	Nokuthula Mcwabe	Team Leader			793 199 645	
Gamalakehe	Miss Nobuhle Lukhozi	Ast Manager	NobuhleL@sassa.gov.za	396 884 407	780 410 575	Lot 318 Ray Nkonyeni Road
	Mr Mabandla Nyuswa	Supervisor	JoelN@sassa.gov.za	039 433 1291	840 120 908	17 Field Str, Harding
Harding	Ayanda Ndlela				837 620 902	
	Mbongeni Hlonweani	Ast Manager	MbongeniH@sassa.gov.za	039-8329 265	762 080 149	Magistrate's Court Hlanganani
Hlanganani	Z P Nene	Supervisor			827 729 444	Bulwer
	Mrs Rekha Singh	Ast Manager	RekhaS@sassa.gov.za	033 330 2978	837 039 495	Stocklands Centre, Somme St

PMB DISTRICT LOCAL OFFICE MANAGEMENT STAFF

OFFICE	NAME	POST TITLE	EMAIL ADDRESS	TELEPHONE	CELLPHONE	ADDRESS
Impendle	Miss Jabulile Mthshali	Ast Manager	JabuMT@sassa.gov.za	033-9960 947	839 572 891	2Fikil Mahlaheni Street, Magistrate's Crt, Impendle
	Sibusiso				726 194 622	
Ikopo	Miss Fikile Khanyile	Manager supervisor	Fikile@sassa.gov.za	039-834 2985	839 925 017	19 Main Str, Ikopo
	Sanele Dimba				736 930 372	
Izingolweni						01 Main RD, Harding Rd, Magistrate Crt ,
Kokstard	Miss Mummy Msane	Ast Manager	MummyM@sassa.gov.za	039 727 6700/01	839 783 378	49 St John St, Kokstad
	Sbonelo	Team Leader			762 500 740	
Mooi River	Mr Sibonelo Zakwe	Supervisor	SiboneloZ@sassa.gov.za	810 156 188	835 390 839	12 Claughton Terrace Rd
	Nomawethu Mdunge			734 115 922	832 544 243	
New Hanover	S Xulu	Manager	SibusisoX@sassa.gov.za	0335022102/4/5/6/ 7/8	823 903 574	Cnr Keil and Dale Str
	Sbusiso Khumalo				833 545 016	
Phungashe	Thami Dumazane	Manager	ThamiD@sassa.gov.za	039-8357 7251	731 538 868	1 Ophepheini Rd, Highflats, 3306
	Andile Msomi	Supervisor			734 983 774	
PMB	Mr Siyabonga Sibeko	Manager	SiyabongaWS@sassa.gov.za	033-2641002/3	844 750 325	390 Pietermaritz street
	Brian Ramdhanee				832 273 113	
Port Shepstone						27 Main Harding Rd

DURBAN DISTRICT LOCAL OFFICE MANAGEMENT STAFF						
OFFICE	NAME	POST TITLE	EMAIL ADDRESS	TELEPHONE	CELL PHONE	ADDRESS
Chatsworth	Mr Alvine Harripersad	Manager	Alvineh@sassa.gov.za	031 402 8074 /8623	833 355 574	6 Bhaktivedanta Swami Circle Chatsworth
Durban	Mr Pravesh Bridgemohan	Manager	praveshb@sassa.gov.za	031 360 5410/ 11	844 335 291	2 Stalwart Simelane St, Durban
Inanda	Mr Sagren Govender T Ntuli	Manager	sagren@g@sassa.gov.za	0315 104 650 0315 103 468	847 772 308 724 990 274	A 2794 Ntswempe Rd Inanda Newtown A
Kwadukuza /Stanger	Mr Vincent Bulunga	Manager	vincentb@sassa.gov.za	325 517 000	072 530 0934 844 039 611	1 Location Rd, Stanger
Kwa-Mashu	Ms Molly Mahabeer Jerome	Asst Manager Manager	mollym@sassa.gov.za	031 503 2389/ 1811	843 103 427 839 533 040 084 098 5965	Corner of Ntokozo & Musa St Old Court A Men's Hostel
Mandeni	Ms Neliswe Mpungose	Manager	neliswerm@sassa.gov.za	032 454 1219/7306/9	733 565 628	101 Nkonjane Rd, Sundumbili
Maphumulo	Mr Paul Thusi	Manager	paul@sassa.gov.za	324 812 971	826 746 662 781538647	Maphumulo Location Behind Post office
Mpumalanga	Mr Richard Thomas	Manager	richardt@sassa.gov.za	031 771 8211/8200	762 657 392	Buthelezi Rd, Mpumalanga
Ndwedwe	Mr Freddy Perumal Mr Mingadi	Manager	freedvyp@sassa.gov.za	325 335 021	845 474 151 0848198294/0827770361	Ndwedwe Central, Old Court House Opposite Post office
Phoenix	Mrs Maria Majola	Asst Manager	mariatm@sassa.gov.za	315 389 803	846 064 092 0827770361/0825926501	66 Pandora St, Starwood, Phoenix
Pinetown	Mr Jabulani Gumede	Manager	jabulanig@sassa.gov.za	031 716 2600/26	835 421 404	42 Kings Road, Pinetown

MIDLANDS DISTRICT LOCAL OFFICE MANAGEMENT STAFF			EMAIL ADDRESS	TELEPHONE	CELL PHONE	ADDRESS
OFFICE	NAME	POST TITLE				
Bergville	Ms Gugu Hlengwa	Acting AM	gugulethu@saassa.gov.za	810 156 203	834 593 405	11 Tatham Rd
	Thoko Nxumalo	supervisor				
Dannhauser	Mr Musa Madinana	Manager	MusawenkosilM@saassa.gov.za	810 156 196	847 041 231	688 Main St, Dannhauser
	PE zwane	Admin	sicelosm@saassa.gov.za	036-4386 347	839 928 430	Magistrates Court, Bergville
Dukuza	Sam Mabuya				733 431 865	
Dundee	Mr Simphiwe Xaba	Manager	SimphiweX@saassa.gov.za	034 299	832 637 706	2 Avon Rd, Dundee
	Mr Mtshali			7262/63/64/65/66/67	722 563 039	
	Zanele Khumalo				732 445 882	
Ekuvukeni	Mr Sam Mabuya	Manager	samqm@saassa.gov.za	034-2613100	733 431 865	A1410 Ekuvukeni Township, Waabank
	DD Khumalo	supervisor			738 950 642	
Estcourt	Mrs Veena Ramsoomar	Manager	veenar@saassa.gov.za	363 429 204	825 814 908	136 victoria street Escourt
	Zanele Zondi				736 131 420	
Ezakeni/Emmambithi	Richard Thomas	Manager	RichardT@saassa.gov.za	366 361 170	762 657 392	A738 Old KFC building
Glencoe	Ms Neli Masondo	Manager	NelisiweSM@saassa.gov.za	343 932 490	836 796 964	5 Tin St, Glencoe
	Mhokozisi Mdaweni				726 362 439	
Greytown	Mr Khulekani Buthelezi	Manager	KhulekaniB@saassa.gov.za	810 177 609	795 843 454	96 Bell St, Greytown
	Neli Mngoma	supervisor			828 382 567	
Kranskop	Mr Musa Mathonsi	Manager	MusaM@saassa.gov.za	033 444 1816/5	722 689 469	66 Main St, Kranskop
	Thuli				829 666 450	
	Mthunzi Manyoni				782 986 320	
Ladysmith	Mr Humphrey Mchunu	Manager	HumphreyM@saassa.gov.za	366 386 300	721 203 541	284 Machison Street Ladysmith
	Mpondisi Hlatwayo	Team Leader			833 693 376	
	Ms Ntombi Kunene	Manager	NtombifuthiK@saassa.gov.za	343 143 070	731 428 503	2585 Section 2 Madadeni Suburb
Madadeni	Mbongeni Yeni	supervisor			843 204 610	
	Mr S'bonelo Manana	Manager	SboneloRM@saassa.gov.za	334 930 059	735 007 103	Tugela Ferry Main Rd, Behind
Msinga						

Newcastle	Mr Mnchunu	Manager	SandileMz@sassa.gov.za	343 127 147	722 041 226	Magistrates court 9 Industria Rd, Newcastle
	Mr Sandile Mzelemu	Supervisor				
Nqutu	Mr Bhekuyise Kubheka	Manager	BhekuyiseK@sassa.gov.za	342 711 921	722 778 408	69 Nondweni Rd, Nqutu
	Sihle Mbatha	Team Leader				
Osizweni	Mr Sonnyboy Malinga	Manager	SonnyboySM@sassa.gov.za	0343662554/0328	837 935 758 829 728 345	Site A 4180 & 4181 Osizweni, Welfare Offices
	Eddie Mdlamini	Asst Manager				
Utrecht	Mr Bheki Ndima	Manager	JabulaniBN@sassa.gov.za	034 3313 384	784 967 537 739 688 355	55 forth street
	Buhle Nxumalo	Supervisor				
Weenen	Mr Simanga Mkhwanazi	Manager	SimangaM@sassa.gov.za	036 3 541 796	835 872 046	Magistrates Off, Relief St
	T S Mtambo	Supervisor				

DISTRIBUTION LIST : KZN MIDLANDS LO MANAGERS						
Vishay – 083 7962851						
Sekelo – 072 4091377 / 0366386387						
ULUNDI DISTRICT LOCAL OFFICE MANAGEMENT STAFF						
OFFICE	NAME	POST TITLE	EMAIL ADDRESS	TELEPHONE	CELLPHONE	ADDRESS
Babanango	Mr W.Shandu	Asst Manager	Wilberresources@sassa.gov.za	0358 350 974	734 434 014 616 591 125	Main St, Babanango
	Zandile Mjivakho	Grant Admin				
Eshowe	Mr Zenzele Mchunu	Manager	zenzelem@sassa.gov.za	0354 731 200		Ndwardwe Str, Dinizulu Township
Hlabisa	Gabisile Zulu	Asst Manager	gabisilez@sassa.gov.za tholakeleM@sassa.gov.za	0358 381 163	760 843 508 722 162 684	56 Sonder St, Hlabisa
	Tholakele Mafulekaa	Supervisor				
Ingwavuma	Mr Bhekuzulu Xulu	Asst Manager	bhekuzulu@sassa.gov.za	035 5912109 /8	072 085 5866 837 170 405	Main St, Ingwavuma
	Ntombhle Mbuyakholu	Supervisor				
Kwangwanase	Mr Jezreel Govender	Manager	jezreel@sassa.gov.za	035-592 9861	843 940 554 781 944 947	Magistrates off(next to Police statn)
	Gugu Shongwe					
Louwsburg	Mrs Tholakele Shwala	Snr Admin Clerk	tholakeles@sassa.gov.za	034 907 6200	083 368 8286 082 853 9850	Plot 18, Cnr Avenue & King St
	Mr Mthombeni					
Mahlabathini	Mr Cebolenkosi	Asst Manager	ceboni@sassa.gov.za	035-873 8200/0568	828 783 811	Sodev offices, Mashona

	Ngwane	Supervisor											
	Mrs GS Zulu												
Matubatuba	Ms Nesi Ndilazi	Asst Manager											
	Nompumelelo Mazibuko	Team Leader											
Mbazwana	Mr Thamsanqa Mbatsha	Asst Manager											
	Samkelisiwe Nkosi	Supervisor											
Melmoth	Ms Nobuthle Mdladla	Admin office											
	Iren Buthelezi	Supervisor											
Mondlo	Mr Zungu	Asst Manager											

HEAD OFFICE: TRANSPORT

NAME	POST/RANK	PHYSICAL ADDRESS	OFFICE NUMBER	CELLPHONE NUMBER	EMAIL ADDRESS
STHANDIWE DUZE	SENIOR MANAGER	172 BURGER STREET, PMB	333558802	828085248	sthandiwe.duze@kzntransport.gov.za
THARUNA GOVENDER	DUPUTY MANAGER	172 BURGER STREET, PMB	333558685	795150371	tharuna.govender@kzntransport.gov.za
PREGGY PILLAY	ASSISTANT MANAGER	172 BURGER STREET, PMB	333558883	836498111	preggy.pillay@kzntransport.gov.za

Contact details for Sport and Recreation District Managers

DISTRICT NAME	DISTRICT HEAD	TELEPHONE	FAX	CELL	EMAILS	Address
UTHUNGULU	Ms Matilda Chiya	035 – 780 9300	035 – 789 0730	793649810	matilda.chiya@kzndsr.gov.za	Lot 11637, Umhlatuze Local Municipality,
UMKHANYAKU DE	Mr. Wiseman Madi	035 – 780 9300	035 – 789 0730	829 662 093	wiseman.madi@kzndsr.gov.za	Lot No 11637, uThungulu District Municipality
AMA/JUBA	Ms Zanele Ndaba(Acting)	034 – 312 4561	034-3124597	721404072	Zanele.ndaba@kzndsr.gov.za	37 A Voortrekker Road, Newcastle, 2940
UTHUKELA	Ms Kercia. Singh(Acting)	036 – 631 4727	036-6314388	726558788	Kercia.singh@kzndsr.gov.za	28A MURCHISON STREET,

										LADYSMITH 3370
UMZINYATHI	Mrs. Thandi Ntshangase	036 – 631 4727	366 314 388	832 419 440						thandi.ntshangase@kzndsr.gov.za
ZULULAND	Mrs. Bonisiwe Thabethe	035 – 874 6406	035 – 870 3924	824 306 782						bonisiwe.thabethe@kzndsr.gov.za
ETHEKWINI	Mr. Johan Wepener	031 – 242 1749	031 – 242 1807	718952272						83/93 KING CETSHWAYO HIGHWAY 4058
ILEMBE	Ms Nompumelelo Hadebe	031-2421750	031-242 1807	828976176						83/93 KING CETSHWAYO HIGHWAY 4058
UMGUNGUND LOVU	Mrs. Busi Nkomo	033 – 897 9402	033 – 342 4986	834660596						135 Pitermaritz street, PMB, 3200
SISONKE	Mr. Ndiphhiwe Gidi	033 – 897 9432	033 – 342 4986	727837996						135 Pitermaritz street, PMB, 3200
UGU	Ms Thembanini Yengwa		039-3126435	835486364						Lot 1866,31 Dias Rd, Uvongo 4270
			039-3126420							



PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI

KwaZulu-Natal Citizens' Charter

Affirming our commitment to service excellence

