



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
CO-OPERATIVE GOVERNANCE,
HUMAN SETTLEMENTS & TRADITIONAL AFFAIRS

SERVICE DELIVERY CHARTER

2016/17



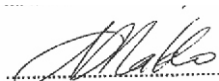
MEC: Ms MG Makhurupetjie

**SERVICE DELIVERY CHARTER
OFFICIAL SIGN - OFF**

It is hereby certified that this Service Delivery Charter:

- Was developed in consultation with the heads of various directorates
- Takes into account all policies, legislations and other mandates for which the CoGHSTA is responsible.
- Reflects a statement on Public Service Delivery Commitment

Approved by:



**Acting Head of Department for Co-operative Governance, Human
Settlements and Traditional Affairs**

Date:

Authorized by:



**Member of Executive Council for Department of Co-operative
Governance, Human Settlements and Traditional Affairs**

Date:

SERVICE DELIVERY CHARTER

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SERVICE DELIVERY CHARTER

1. Who are we?

Department of Co-operative Governance, Human Settlements and Traditional Affairs
in Limpopo Province.

2. Where to find us:

2.1 List of locations of our Offices.

Physical address	Postal address	Director s	Service Found	Telephone number	Fax number
28 Market street	Private Bag X9485, Polokwane 0700	Various	Diverse	015: 294 2000	015: 295 8170
No. 12-20 th Avenue: Ladanna.	Private Bag X9485, Polokwane 0700	Various	Disaster centre	015: 2941800	015: 295 8170
Hensa Towers: Cnr Rabe and Schoeman streets	Private Bag X9485, Polokwane 0700	Various	Diverse	015: 284 5000	015: 295 8170

2.2 TOLL-FREE NUMBERS

DEPARTMENT	TOLL FREE NUMBERS
Coghsta	0800 687 432
Coghsta Disaster Management	0800 222 111

2.3 DEPARTMENT GENERAL INFORMATION

TELEPHONE NUMBER/S: +27 15 284 5000
 FAX NUMBER: +27 15 293 1520
 EMAIL ADDRESS: info@coghsta.limpopo.gov.za
 WEBSITE ADDRESS : www.coghsta.limpopo.gov.za

3. Hours of operation

Monday to Friday: 07h30 to 16h30

SERVICE DELIVERY CHARTER

4. Our vision

Intergrated Sustainable Human Settlement

5. Our mission

To be effective agent of change that delivers quality services to citizens of Limpopo through:

- i. Promoting developmental cooperative governance,
- ii. Supporting municipalities and Traditional Leadership Institutions, and
- iii. Optimally deliver integrated and sustainable human settlements

6. Our principle values

Our values are underpinned by the Batho Pele Principles.

- **Service Excellence:**
We shall strive to attain recognized standards of service quality, and maintain continuous improvement in service delivery.
- **Innovation:**
We shall toil in the pursuit of excellence and innovation on the use of information, communication technology to enhance public service delivery.
- **Integrity:**
We shall conduct our business with integrity at all times to inculcate a culture of honesty and accountability among all our employees.
- **Prudence:**
We shall exercise prudence and economy in running the business of the department and in pursuance of its goals and the objectives of government.
- **Transparency:**
We shall always ensure transparency in everything we do in order to Build trust and confidence with all our stakeholders.
- **Fairness and consistency:**
We shall treat all our beneficiaries, suppliers and employees with fairness and equity at all times.
- **Professionalism**

SERVICE DELIVERY CHARTER

We shall ensure that employees demonstrate high level of professionalism when interacting with all stakeholders

7. Our strategic outcome goals

7.1 To ensure continuous professional support and an enabling environment for efficient and effective service delivery.

7.2 To eradicate informal settlements and facilitate equitable access to adequate housing in an integrated and sustainable manner.

7.3 To monitor and play oversight role in all municipalities in order to improve performance and good governance.

7.4 Co-ordinate and provide support to Traditional Leadership Institutions in order to enhance Local Governance.

8. Key services rendered by the department

ISHS

- Informal Settlements Upgrading (HSDG- Human Settlement Development Grant)
- Finance Linked Individual Subsidy Programme (FLISP)
- Social Housing
- Integrated Rural Development Programme (IRDP)
- Community Residential Programme (CRU)
- Title deeds

SERVICE DELIVERY CHARTER

CO-OPERATIVE GOVERNANCE

- We provide serviced sites for residential purpose in both rural and urban areas.
- We support municipalities with the implementation of Back to Basics approach in order to improve service delivery.
- We provide water services through Regional Bulk Infrastructure Grant (RBIG) and Municipal Water Services Infrastructure Grant (MWSIG).

TRADITIONAL AFFAIRS

- We provide administrative support to Traditional Leadership institutions in the province.

9. Who benefits from this service charter?

- Municipalities
- Traditional Leadership Institutions
- Public servants in both province and municipalities
- Citizens/civil society

10. Departmental Pledge to maintain the service charter

The Department of Co-Operative Governance, Human Settlement and Traditional Affairs, pledges to render an accessible, fair, speedy and cost effective services, by ensuring that a high standard of professional ethics will be promoted and maintained.

To receive service at all our offices, including Traditional council offices, a South African bar coded identity document or card will be required.

SERVICE DELIVERY CHARTER

10.1 Generic service standards

Generic standard	Batho Pele Principle
Provide friendly and helpful service	Courtesy
Employees will wear name tags for easy identification	
Answer calls promptly	
Consult with stakeholders to solicit buy-in in policies that we are formulating	Consultation
Resolve customer complaints fairly, consistently and promptly	Service standard
Acknowledge your letter within 3 days of receiving it	
Any written enquiry will be acknowledged within 3 days of receipt, and responded to within 7 – 14 days working days.	
Promote efficiency, effectiveness and economic utilization of resources	Value for money
Zero tolerance to fraud - no employee shall use his/her official position to obtain or accept any gifts or benefits, rewards in kind or cash during the performance of official duties.	Openness and Transparency
Communicate all areas that we provide support and guidance to all stakeholders through email, website, written correspondence and telephonically where necessary	Access and information

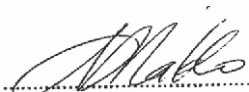
SERVICE DELIVERY CHARTER

10.2 When providing advice and support to municipalities we will:

Providing advice and support	Batho Pele Principle
When providing support to municipalities and Traditional councils – a designated official will do so formally in writing	Access
Individual guidance to municipalities will be provided per request where possible	Courtesy and Value for money
When providing support in municipalities – we may coordinate through the district office to ensure a far reaching impact and wider participation.	Courtesy and Access

11. We commit to the following procedure to handle complaints/compliments:

- Complaint's personal information will be treated with the strictest confidentiality to protect the identity of the individual.
- Resolve complaints within thirty (30) working days.
- Complaints will be received and resolved through the referral to concerned directorate.



Acting Head of Department: CoGHSTA



MEC: CoGHSTA