



provincial treasury

Department:
Provincial Treasury
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

SERVICE DELIVERY CHARTER



Let's Grow North West Together.

SERVICE DELIVERY CHARTER

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PROVINCIAL TREASURY

What is a Service Delivery Charter?

A service Delivery Charter is a statement of public service commitment. It sets out the Department's commitment to providing services at a specified levels to effect strategic development outcomes within the constraints of the available resources. It is a document that enables service beneficiaries to understand what they can expect from the department and will form the basis of engagement between department and citizens or organs of civil society.

Who are we?

We are the Department of North West Provincial Treasury, which prudently manage public resources by providing strategic financial management support to all departments, municipalities and public entities enabling them to deliver on their mandate. We commit to having well trained supported staff to develop and maintain the principles of:

Our Vision

We will be the ultimate financial management authority and adviser on fiscal matters to the North West Provincial and Local Administration in pursuit of transparency, good financial management and accountability to all our stakeholders.

Our Mission

To provide leadership in the management of public resources for effective, efficient and economic service delivery through well-coordinated support to Provincial Departments Public entities and Municipalities.

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Our Values

The success of any organisation rest with inherent qualities of the personnel delegated with the responsibility of undertaking specific activities. The following values, which are derived from the constitution, underpin the activities of Provincial Treasury.

- Fairness
- Equity
- Accessibility
- Transparency
- Accountability
- Participation
- Professionalism

This charter shall provide you with:

Information and services

Our commitment to provide you with quality services

Our service standards

How you can lodge a complaint or compliment

Office Hours

- Our Offices are open from Monday to Friday only
- We open our Offices for services at 8H00
- Tea Break: 10H00 to 10H15 and from 15H00 to 15H15
- Lunch: 12H45 to 13H30
- We close our Offices at 16H30

SERVICE DELIVERY CHARTER

Contact information.

Contact Person(s)	Telephone Numbers	Physical Address	Postal Address
Head Office (Mmabatho)			
Office of the MEC	(018) 388 3445	Third Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735
Head of Department	(018) 388 4441/2855/2856 Fax (018) 388 1748/3310	Second Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735
Communication	(018) 388 3584/4254 http://treasury.nwpg.gov.za	Second Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735
Strategic Management	(018) 388 4999/2149	Second Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735
Sustainable Resource Management	(018) 388 2227	Third Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735
Financial Governance	(018) 388 3039	Third Floor, Garona Building Mmabatho	Private Bag X 2060 Mmabatho 2735

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Megacity (Mmabatho)			
Chief Director: Provincial Internal Audit	(018) 388 4718	University Drive Rizui Developers Building Megacity Mmabatho	Private Bag X 115 Mmabatho 2735
United Building (Mafikeng)			
Chief Director: Provincial Supply Chain Management	(018) 388 4224/4226	United Building No. 19 First Street, Industrial Site Mafikeng 2745	Private Bag X 2060 Mmabatho 2735
District Office (Bojanala)			
Municipal Management Provincial Internal Audit	(014) 594 5894/5258 (014) 594 5028/5056	Bojanala District (MFM 1 st Floor and Internal Audit 2 nd Floor), Land Bank Building Fatima Bhayat Street Rustenburg 0300	Private Bag X 1993 Rustenburg 0300

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Batho-Pele Principle

Consultation

We are open to members of the public telling us what they need and will provide informed and beneficial feedback.

Service Standards

The department shall offer professional services that meet well-defined standards.

Access

The department commit to provide service impartially, fairly, equitably and without bias.

Courtesy

We shall be honest, respectful, and put our values into practice.

Information

We will accurately explain the things you need to know or do.

Openness and Transparency

We shall build accountability and trust to the recipients, which are necessary for the functioning of effective service delivery.

Redress

The department shall consider feedback from the service recipients and find resourceful solutions should any service rendered be unsatisfactory.

Value for Money

We shall promote efficient, economic, and effective use of resources.

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The services we provide

- Budget management and infrastructure coordination services to departments and municipalities.
- Provision of accounting services to provincial departments, municipalities, and public entities.
- Provision of internal audit services to departments, municipalities, and public entities.
- Provision of supply chain management services to departments, municipalities, and public entities.

Core service standards

- Outline the socio- economic analysis of the province.
- Prepare of estimates of provincial revenue and expenditure (EPRE).
- Evaluate, analyse and consolidate annual cash flow forecasts/projections.
- Compile, analysis and consolidate Provincial budget inputs.
- Compile expenditure reports of departments through monthly In-year monitoring (IYM) model.
- Compile report on expenditure of all provincial departments against the approved provincial budget in terms of section (40) of the PFMA and the Division of Revenue Act (DORA).
- Provision of performance assessments reports on Infrastructure conditional grants.
- Produce consolidated infrastructure spending reports through infrastructure reporting model.
- Monitor the implementation of Municipal Budget.
- Provision of support to improve financial management.
- Monitor compliance by municipalities on Supply Chain Management (SCM) regulations.
- Provision of SCM capacity building interventions.
- Assess procurement plans for the provincial departments.
- Conduct outreach programmes (Suppliers and Communities).
- Monitor compliance on all transversal contracts.
- Preparation of provincial revenue fund (PRF) AFS and consolidation of AFS for provincial departments.
- Compile monitoring reports on a plan of action on AFS audit outcomes for departments and Public Entities.
- Review of departmental submission on irregular, fruitless and wasteful expenditure.
- Provide financial systems training to Provincial departments staff.
- Conduct assessment on public sector risk management framework.
- Prepare annual internal quality assurance.
- Provision of functional support to provincial audit and cluster audit committee.

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Generic Service Standards

- Appointments will be kept at a mutually agreed time unless exceptional circumstances arise.
- Telephone calls will be answered within 15 seconds (8 rings).
- Customer queries sent through email shall be attended to within 48 hours.
- If more time is needed a detailed reply within 5 working days.
- Provide friendly and helpful service.
- Provide customers with comprehensive and accurate information.
- Communicate in the language that the customer understands.

Complaints handling procedure will follow stages listed below:

Stage one: Receiving complaints

- Front line staff will receive complaints, record, and refer complainant to the relevant unit within 24 hours.
- Relevant unit must acknowledge received complaints within 3 to 5 days.
- All complaints will be recorded on complaints register by the relevant unit.

Stage two: Response to complaints

All received complaints will be attended to within 3 to 5 working days unless there is a need for further investigation on the matter.

Stage three: Unresolved complaints

- If the department was unable to resolve the complaint based on the nature of a complaint or under any circumstance the matter will be escalated to an external agency for further review.
- The complainant will be informed about his/her right during the referral for further review by the external agency or independent structure.
- Unresolved complaints must be finalised within 30 working days or further as may be agreed to by the complainant.

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Complaints Mechanisms

Complaints against the department may be lodged through the following platforms:

- Verbal expression after the deficient act / action with respect to the service
- Suggestion box (to be placed at all service points)
- Walk-in(s)
- Telephone
- Provincial call center
- Letter or e-mail to the department
- Web based lodging system

Compliments

Should service beneficiaries wish to compliment any official or unit for excellence service provided, it is encouraged that it must be in writing and sent directly to the relevant Unit.

Service beneficiaries' rights

All service beneficiaries are entitled to:

- Quality services that will produce maintainable results
- Know department's complaints handling procedure
- An opportunity for redress for any challenge in service delivery

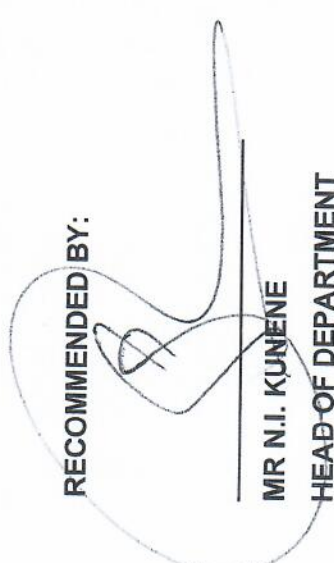
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Obligation as a service beneficiary

Our department counts on a strong partnership with the people we serve to realise the standards set out in this charter. Therefore, we count on you to:

- be courteous, civil and respect our dignity
- be honest in your discussion or engagements with us
- provide us with full and accurate information
- actively partake in agreed upon departmental initiatives and implement advice and guidance received from the department
- provide suggestion for possible service delivery improvements

RECOMMENDED BY:



MR N.I. KUNENE

HEAD OF DEPARTMENT


DATE

APPROVED BY:



MS M.Z. ROSHO

MEC FOR FINANCE


DATE