



cogta

Department.
Co-operative Governance and Traditional Affairs
PROVINCE OF KWAZULU-NATAL

**OFFICE OF THE HEAD OF DEPARTMENT: MONITORING AND EVALUATION
UNIT**

Enquiries:	Ms. A. Sekhesa	My Reference:	2/19/2/R	Date:	04 February 2015
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Navrae:		My Verwysing:		Datum:	

BRIEFING DOCUMENT FOR THE MEC ON THE SERVICE DELIVERY CHARTER

1. PURPOSE

The purpose of this memorandum is to:

- (a) Present to MEC the Service Delivery Charter and Service Standards for KZN COGTA; and
- (b) Request for MEC to sign-off the Service Delivery Charter and Service Standards for KZN COGTA.

2. INTRODUCTION

A Service Delivery Charter is a statement of commitment that a department or component makes towards service delivery. It is also a requirement towards the development of the Service Delivery Improvement Plan (SDIP).

Chapter 8 of the White Paper on Transforming the Public Service Delivery requires that National and Provincial Departments publish their Service Standards in a statement of Public Service Commitment. The aim is to make a clear commitment to the standard of service that citizens can expect, and how the Department will fulfil each of the Principles of Batho Pele. Each Statement will need to be signed by the relevant Minister or MEC.

KwaZulu-Natal Office of the Premier is in a process of reviewing its Service Delivery Charter and therefore all departments are similarly required to review and publish their Service Delivery Charter in line with the public representative's term of office that will run from the year 2015-2019.

It is based on these requirements that the Service Delivery Charter and Service Standards are presented for consideration by the MEC.

3. OBJECTIVES OF THE SERVICE DELIVERY CHARTER

The objective of this Charter is to express our commitment to service delivery in which:

- Challenges to service delivery in the province are unblocked and fast tracked;
- Support and implement measures aimed at improving sound financial and administrative management;
- Strengthening the intergovernmental relations structures to ensure alignment and integration of inter-spheres plans and coordinating the IDPs to encapsulate municipal priorities, projects and budget in a coordinated manner;

- High level coordination is adopted internally on strategic issues (within branches and business units) to facilitate a holistic approach for implementation;
- Strengthen relations with our clients and the public at large;
- High level of professionalism and ethics in the department is promoted and encouraged;
- Strengthen processes and initiatives that prevent and combat fraud and corruption;
- Innovation and excellence within the department is encouraged and rewarded;
- A cadre of thinking Public Servants is encouraged and developed to meet the needs of our communities.
- Strategic partnerships with private sector is developed and maintained;

4. CONSULTATION PROCESS

Consultation took place at the level of the Batho Pele Forum with all 4 Programmes being represented and the meetings were held on the 20th October 2014 and 17th November 2014.

The Service Delivery Charter and Service Standards were also presented at EXCO on the 2nd of February 2015 and were adopted pending the MEC's approval.

5. COMMUNICATING THE SERVICE DELIVERY CHARTER

The Service Charter will be printed and posted on every floor level in all KZN COGTA buildings.

Presentations on the Service Delivery Charter and Service Standards will be conducted through Branch and Chief Directorate MANCO's.

The Service Charter will also be posted on the intranet for all employees to have access to it all the time.

6. RECOMMENDATIONS

The MEC is requested to:

- (a) Note and approve the Service Delivery Charter and Service Standards.

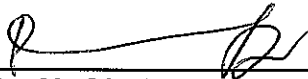
Submitted By:



Ms. A. Sekhesa
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4/2/2015
Date

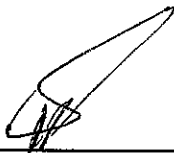
Supported/ Not Supported



Ms. N. Qhobosheane
Head of Department

5/2/15
Date

Approved/ Not Approved



Ms. N. Dube- Ncube, MPL
MEC: Cooperative Governance and Traditional Affairs

5/2/2015
Date

Can you ensure that every single member of the staff is workshopped and trained on the Charter