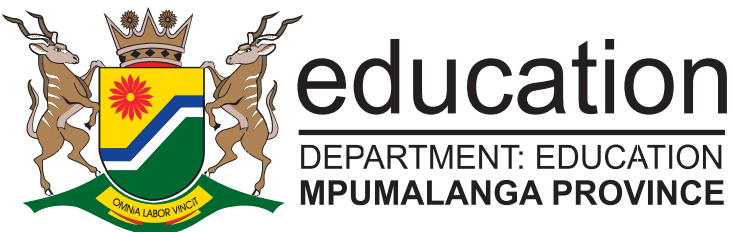


<p><u>Who are we?</u> The Mpumalanga department of Education is a state department that is responsible for rendering quality education in the Mpumalanga Province.</p>	<p><u>Where are we found?</u> The MDE has its head office at Building 5, Riverside Government Building Nelspruit, district offices and circuit offices all over the province.</p>	<p><u>Office Hours:</u> Starting time: 07H45 Closing time: 16H15 On weekdays excluding public holidays.</p>	<p><u>The Services we provide:</u></p> <ul style="list-style-type: none"> • Primary and secondary school education • Registration and monitoring of independent schools • Education for learners with Special Education Needs
<p><u>The Services we provide:</u></p> <ul style="list-style-type: none"> • Adult Education and training • Early childhood development support • Educator and learner support programmes at schools and Education development Centres 	<p><u>The Services we provide:</u></p> <ul style="list-style-type: none"> • Management, governance development and support • Co-curricular and extra curricular support • Administrative financial management and logistical support. 	<p><u>Contact details:</u> Head Office: 013 766 5552 Bohlabela: 013 766 7415 Ehlanzeni: 013766 0300 Gert Sibande: 017 801 5000 Nkangala: 013 947 1500 Toll Free: 0800 203 116</p>	<p><u>Service Standards:</u> We undertake to render services of a high quality. In this regard we aim to;</p> <ul style="list-style-type: none"> • Attend to queries promptly • Answer the telephone promptly • Acknowledge written requests within 7 days • Deal with written requests within 21 days • Pay our creditors within 30 days
<p><u>Dealing with complaints:</u> We respect the citizen's right to complain if our services are poor or unsatisfactory. In this regard;</p> <ul style="list-style-type: none"> • You may write to the specific service centre 	<ul style="list-style-type: none"> • We undertake to investigate and respond to your complaint within 14 days of receipt • We will endeavor to acknowledge and take corrective measures when found to be at fault. 	<ul style="list-style-type: none"> • We will maintain a complaints record and follow up mechanisms • We undertake to treat any information on fraud and corruption seriously • You may use our toll free number to report fraud, corruption and maladministration. 	<p>Conclusion: The Management and staff of the Department , working together with stakeholders will strive to provide an ever increasing service that exceeds these minimum standards to the citizens.</p>



Vision

Advancing Excellence in Education Provision

Mission

The Mpumalanga Department of Education commits to work with its stakeholders to promote effective teaching and learning through good governance, effective management and leadership.

Corporate Values

- Accountability
- Consultation,
- Integrity,
- Innovation
- Transformation.

