

**MPUMALANGA PROVINCIAL GOVERNMENT  
OFFICE OF THE PREMIER**



# SERVICE DELIVERY CHARTER

## SERVICE DELIVERY CHARTER

### **VISION**

A strategic centre of excellence for good governance and improved service delivery.

### **MISSION**

Provide strategic leadership through effective coordination of government programmes, integrated planning, monitoring and evaluation, and institutional development.

### **VALUES**

- **Honesty,**
- **Openness,**
- **Consultation,**
- **Integrity,**
- **Teamwork,**
- **Work ethics and Respect**

**MPUMALANGA PROVINCIAL GOVERNMENT  
OFFICE OF THE PREMIER**



**Who are we:** the Office of the Premier?

**Where is the Department?**

NUMBER 7  
GOVERNMENT BOULEVARD  
RIVERSIDE PARK  
EXT 2  
NELSPRUIT  
1200

**The services we provide**

**We provide the following services:**

- ❖ Provide strategic direction and leadership to the Mpumalanga Provincial Government;
- ❖ Provide Administrative direction through improving capacity of the Mpumalanga Provincial Government;
- ❖ Improve the co-ordination and implementation of EXCO decisions within the Province;
- ❖ Ensure the co-ordination of strategic programmes and projects;
- ❖ Strengthen cooperative governance with 12 Departments;
- ❖ Strengthen the organisational efficiency through financial management;
- ❖ Ensure the implementation and coordination of human resource programmes in the Province
- ❖ Strengthen integrated planning and policy develop in the Province;
- ❖ Ensure the implementation and coordination of legal advisory services in the Province;

- ❖ Monitor and evaluate the effectiveness and impact of Government programmes with the Province;
- ❖ Strengthen the protocol, regional and international cooperation;
- ❖ Create a safe environment for service delivery through a centralised security management workforce.

**You will be able to use these services by:**

Enquiring in the Office of the Premier Offices, via telephone, Internet and consultation

**You will need the following documentation to access these services:**

Access to Internet, when you visit our offices you must provide the identity document at the gate for security purposes.

**Our services provision is based on the Batho Pele Principles and we shall fulfil these Principles by;**

**Access:** Offering integrated service delivery; no wrong door or queue; ensuring convenience

**Openness and Transparency:** Creating a culture of collaboration & accountability

**Consultation:** Listening to customer problems & solutions

**Redress:** Apologizing & taking corrective action

**Courtesy:** Treating customers with respect, dignity

**Service standards:** Anticipating customer needs & providing quality & professional service

**Information:** Enabling customers to access government Services through providing accurate information

**Value for money:** Delivering public services economically and efficiently in order to give citizens the best possible value for money.

**Encouraging innovation and rewarding excellence:** Provide excellent services and reward efforts of staff that perform excellently in providing customer services . Public Servant should always try and find innovative “Smart” ways of improving services

**Customer Impact:** we will involve wide community in discussion about future development of public Services using Batho Pele principles in all initiatives.

**Integrated and Coordinated Approach:** Public Services should involve all relevant stakeholders within and outside government to ensure well-focused, coordinated and integrated public service

## **OUR SERVICE STANDARDS**

### **Service Standards**

In achieving the vision and mission of the office of the Premier in support to the entire Provincial Government, we commit and pledge ourselves to the following:

- We will promote good working relationships among staff members
- We will respond to written correspondence within seven working days from receipt, thereof.
- We will observe official working hours (Monday to Friday) commencing work at 07h45 and ending at 16h15 .
- We shall at times consult our Clients and allow for their participation by providing feedback on the impact and relevance of the services provided to them and also to participate in priority development to ensure maximum impact in service delivery.
- We commit ourselves to making our services accessible and user-friendly to our clients, and in particular to the previously marginalised sectors of society namely: the youth, women, people with disabilities, the aged, children, people infected and affected by HIV/AIDS and people living in rural areas.
- We pledge that telephones will not ring more than three times and will be answered promptly.
- We will at all times act in an efficient, effective, transparent and accountable manner and strive towards the creation and maintenance of a corrupt-free administration.
- We commit ourselves to providing accurate, adequate, relevant information to our clients regarding our services, opportunities through our various newsletters, other media and the publication of an annual report.
- We will at all times be considerate and responsive to the needs of our Clients and we shall treat them with dignity and respect.
- We shall provide our staff with the necessary resources and training to enable them to render the necessary quality services to our clients
- We will deal with complaints promptly and remedy mistakes in an accessible, speedy, fair confidential and responsive manner.
- We will uphold, and act within, the applicable legal framework

## **OUR PERFORMANCE AGAINST OUR STANDARDS**

We will endeavour to perform and honour our targets against all the above mentioned service standards. We pledge our commitment to delivering quality public services to the citizens of Mpumalanga Province

#### **CONTACT INFORMATION**

<b>DIRECTOR GENERAL</b>	DR NONHLANHLA MKHIZE
<b>POSTAL ADDRESS</b>	PRIVATE BAG X 11291 NELSPRUIT 1200
<b>TELEPHONE</b>	013 766 2073
<b>EMAIL ADDRESS</b>	MthombeniF@mpg.gov.za
<b>CONTACT PERSON</b>	Frans Mthombeni