

Safety is Everyone's Responsibility

This charter reflects the commitments and obligations of the Department of Community Safety and its implementation partners in Batho Pele "People First": A better life for all South Africans by putting people's safety first. It is our commitment to our customers that we will do our utmost to help and provide them with the quality of service they deserve.

You have the right to:

- Be treated with courtesy and respect;
- Be consulted about the level and quality of service that you are receiving;
- Be provided with full information that is open and transparent;
- Access to quick and efficient service;
- An apology for and redress should any service lapses occur; and
- An assurance of value for money in all services provided.

We expect you to:

- Be civil and respect the dignity of our officials who provide the service;
- Be honest in your discussions with us;
- Submit full and accurate information with recently certified copies of documentation needed or requested;
- Be available at all times when an official want to meet with you to conduct a full investigation about your complaint; and
- Take an active part on application and implementation of plans, initiatives and advice received from the Department.

Our Commitment:

- 24/7 dedicated system to receive reports about police service delivery complaints/complements;
- 24/7 work shift to ensure the presence of traffic law enforcers around the clock;
- Response to all your e-mails within (8) working hours;
- Answer your telephone calls within (15) seconds of ringing;
- Confirm receipt of your letter within (8) working hours;
- Reply within 10 working days. If we cannot give a reply within ten working days, we will explain why and tell you when you can expect a reply;
- When you send in an application or request, we will provide a fair and objective assessment based on the information submitted; and
- We will give you informed, useful and constructive feedback.

Main Services to Client

- Gather safety information;
- Influence the policing plan to respond to the safety needs of the communities;
- Record, Investigate and make recommendations in respect of service delivery and police conduct;
- Monitor the implementation of the recommendations made with regards to police conduct;
- Do regular visits of police stations;
- Implement multi stakeholder safety interventions with communities, municipalities and social cluster departments;
- Develop safety plans and strategies which involve communities, municipalities and other departments;
- Improve the relationship between the police and communities;
- Facilitate the implementation of effective and efficient monitoring of policing functions in 149 communities;
- Maintain law and order for all forms of transport by providing integrated traffic policing operations;
- Implement road safety education and awareness intervention;
- Provide training and development to traffic law enforcement officers;
- Implement security measures to prevent the theft of government assets; and
- Influence the security risk management at all levels across all provincial departments which relates to personnel, information, document and communication security.

Our Service Delivery Standards

- Ensure that all police complaints are completed within three (3) months;
- Implement the Expanded Partnership Programme system with 149 Community Police Forums (CPF's).
- Set-up eight (8) Community Safety Forums (CSFs);;
- Implement a number of specialised interventions, focusing on drug abuse, gangs, school safety and youth development;
- Sign a formal agreement (memorandum of agreement) with School Governing Bodies with the aim of empowering them to deal with the appointment and day-to-day monitoring of 750 School Safety Volunteers;
- Place 450 Chrysalis Graduates in the "Youth for Safety Work Programme";
- Sign a formal partnership agreement with the City Improvement District (CID), which will see the placement of 100 Chrysalis Graduates into an internship at CIDs.
- Facilitate the running of four (4) Community Outreach Programmes with Chrysalis Graduates, deploying 150 Youth per quarter, cleaning public areas and promoting safety;
- Provide training and equipment to 1300 Neighbourhood Watch members; and
- Present nine (9) formal training courses to develop a professional Traffic Policing workforce.

Our Service Delivery Standards continue...

- Provincial Traffic Law Enforcement will continue to stop and check 160 000 vehicles per month;
- Conduct 170 road safety education programmes designed to educate citizens on road safety;
- Conduct 190 road safety awareness programmes with the aim of changing the behaviour of adult road users;
- Raise road safety awareness amongst the School Learner Transport Operators;
- Ensure that learners who walk to school are safe;
- The Integrated Development Plans (IDPs) of the 30 municipalities will be assessed to increase the focus on road safety;
- Continue to advise and support the Western Cape Government Departments on how to improve safety within the work environment.
- Continue to build relationships with Western Cape Government Departments who has a links with safety and security.

Your voice counts. We want to hear from you. You can tell us how we are doing and performing, or report poor service or misconduct by requesting to see a supervisor.

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General Enquiries
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Complaints/compliments details:

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Traffic Hotline: 021 946 1646/021 812 458
Presidential Hotline: 17737

Executive Authority declaration:

I, Dan Plato, commit my Department in terms of Part III, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Charter:



Minister of Community Safety, Mr D Plato
Date: 1 April 2013