

SERVICE CHARTER

We are the **Department of Local Government**, responsible for developmental and well-governed municipalities, with integrated, sustainable and empowered communities.

Our Commitment

WE COMMIT OURSELVES TO A CITIZEN CENTRIC AND CUSTOMER SATISFACTION APPROACH IN:

- Capacitating municipalities to deliver quality services to communities;
- Ensuring municipal plans reflect national, provincial and local priorities and resources through sound intergovernmental relations;
- Facilitating delivery through sound administration and the engagement of all spheres of government and social partners, and;
- To be the first port of call to municipalities for advice and support.

In carrying out our mandate and responsibilities, we will be guided by and uphold the eight BATHO PELE (People First) Principles. We are committed to provide services based on our values of Caring, Competence, Accountability, Integrity and Responsiveness in order to protect and promote your rights and expand opportunities to achieve Better Together service delivery outcomes.

Our performance will be assessed and reported on within the Annual Report and Citizen's Report which will be published and posted on our website.

Our Services and Standards

We consult widely to make sure that we integrate information from a range of stakeholders to identify our priorities when determining our policy direction

- Strive for the highest administrative and ethical standards;
- Seek to enhance our outputs and value through strategic collaboration;
- Provide high quality, timely and comprehensive advice to the Minister; and
- Transfer technology, through appropriate mechanisms, to users of AIMS (African Institute for Mathematical Sciences) research for us to do so.

Legislative Responsibilities

- Answer phone calls promptly during normal office hours (07:30am – 4:00pm) and identify the name of the person speaking and/or the area you have contacted;
- If we are unable to answer your phone query immediately, we will take your contact details and ensure that you receive response within 3 working days.
- Respond to requests for existing printed information, reference material or publications within 10 working days of receipt;
- Reply to correspondence (letter, fax or email) within 20 working days of receipt or, if we cannot answer within that time, send you an acknowledgment and let you know when you can expect a reply. Refer you to the appropriate organisation if the matter is outside our area of expertise.

Administrative Process

YOU HAVE THE RIGHT TO:

- Receive the most accurate, up to date information available from us, within the limits imposed by confidentiality and privacy.
- Be answered as fully and precisely as your request makes it practicable for us to do so.

Customer Rights

WE NEED YOU TO:

- Provide your queries to us in writing;
- Give us sufficient and accurate information for us to understand your request and be able to respond appropriately;
- Recognise that we have limited resources, a wide range of clients and agreed priorities with government;
- Treat our staff courteously; and
- Provide feedback and comments on the service we provide

Customer Obligations

Integrated Development Planning

Improve the quality of IDPs to give effect to service delivery. Strengthen intergovernmental planning and budget through establishment of IDP as the single coordinating plan of government.

Service Delivery Integration

Ensure sustainable functioning of Thusong Programme (Thusong Centres, Thusong Zones, Thusong Mobiles and Thusong Extension). Support cooperative governance between the three spheres of government.

Community Development Worker Programme

Provide information to communities to access government services. Facilitate community access to socio-economic opportunities.

Municipal Governance

Develop legislation in response to the needs of municipalities. Support municipalities with legislative compliance. Promote good governance in municipalities.

CORE SERVICES

Disaster Management

Help government departments and municipalities to prevent or reduce the effects of disasters. Proactively prepare and respond to disasters

Public Participation

Strengthen public participation through effective communication between municipalities and communities. Support ward committees to function effectively.

Municipal Support and Capacity Building

Provide advisory support services to municipalities. Provide support to municipalities with human resource capacity. Provide support to municipalities with the implementation of the Municipal Property Rates Act (MPRA).

Specialised Support

Manage interventions at municipalities experiencing serious governance issues.

Municipal Infrastructure

Support and monitor municipalities with MIG funded project implementation. Support municipalities with potential solutions to Bulk Infrastructure.

Municipal Performance Monitoring

Monitor and evaluate municipal performance.

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Western Cape Government
FOR YOU

Executive Authority Declaration:

I, Anton Bredell, commit the Department of Local Government in terms of Part III, C.2 of the Public Regulations, 2001 as amended, to adhere to this charter.

Anton Bredell 9/3/2023

Minister of Local Government, Environmental Affairs and Development Planning: Mr Anton Bredell