



WE  
CARE



WE  
SERVE



WE  
BELONG

# SERVICE CHARTER

## VISION STATEMENT

Globally competitive Gauteng City Region, putting people first with service delivery excellence and economic performance.

## MISSION STATEMENT

To facilitate and support cooperative governance across all spheres of government and associated institutions, and to promote the institution of traditional leadership - for Gauteng.

## THE SPECIALISED SERVICES WE PROVIDE

The activities of the Department are organised according to the following programmes:

- Inter-governmental relations systems, processes and procedures;
- Monitor, implement and review the Local government legislative frameworks;
- Support and monitor the implementation of Performance Management Systems across all Gauteng municipalities;
- Coordinate and facilitate the development of infrastructure and urban planning, led by the Gauteng Planning Division;
- Support the development and implementation of Local Economic Development strategies and programmes, led by the Department of Economic Development;
- Support municipalities with their Human Resources Management and development systems;
- Facilitate and coordinate the development of Information and Communication Technology systems across Gauteng municipalities;
- Support and monitor the institution of Traditional Leadership;
- Coordinate and facilitate financial support to municipalities, led by the Department of Treasury; and
- Entrench participatory democracy systems, structures, processes and procedures.

## COMPLAINTS AND COMPLIMENTS

We value and appreciate your feedback on the quality, timeliness and responsiveness of our services. You can give your feedback in various ways:

- **Phone:** 011 355 4014
- **Contact:** Office of the HoD
- **E-mail:** ray.halim@gauteng.gov.za
- **Website:** www.cogta.gpg.co.za

## GENERIC SERVICE STANDARDS

- The customers will not wait for more than 10 minutes to be attended to and will be asked to wait at a comfortable waiting area should the need arise.
- Telephone calls to the Gauteng Department of Co-operative Governance and Traditional Affairs are to be answered within five (5) rings and the operator identifies himself/herself.
- All officials of the Gauteng Department of Co-operative Governance and Traditional Affairs identify themselves with departmental name tags which are to be worn at all times while on duty.
- The starting time for scheduled meetings is to be strictly adhered to.
- In the case of an emergency where an official may not be able to attend a scheduled meeting, an apology is to be extended within thirty (30) minutes before the start of the meeting.
- All employees of the Gauteng Department of Co-operative Governance and Traditional Affairs are to adhere to the scheduled starting and knocking off times.
- Correspondence is to be acknowledged in the language in which it was received and within 14 days of receipt.
- The Department shall have proper signage both outside and inside the building with basic but key information regarding services offered.
- The internal Telephone Directory shall be updated and distributed to officials quarterly.
- The website www.cogta.gpg.gov.za, shall be updated on a monthly basis.
- All employees must inform their supervisors whenever they are going out of the Department of Co-operative Governance and Traditional Affairs' building.
- All allegations of corruption and fraud must be investigated promptly and decisive action is taken against any official found guilty.
- The complaints and queries received are acknowledged within fourteen (14) days and resolved within ninety (90) days.
- All employees of the Gauteng Department of Co-operative Governance and Traditional Affairs shall sign the attendance register daily.

## CUSTOMER'S RIGHTS AND OBLIGATION TO FACILITATE COURTESY

You have a right to all the Batho Pele Principles, which include:

- To be consulted about the level and quality of the public service you receive.
- To be told what level and quality of Public Service Delivery Standard you will receive so that you know what to expect.
- To have access to the services to which you are entitled.
- To be treated with courtesy and consideration.
- To receive full and accurate information about the public service that you are entitled to
- If the promised standard of service is not delivered, to be offered an apology, a full explanation and speedy and effective remedy, and when complaints are made, to a sympathetic, positive response.
- To a Public Service that is provided economically and efficiency to ensure value for money.

**Member of Executive Council (MEC) : Paul Mashatile MPL**  
**Head of Department: Nhlakanipho Nkontwana**



**GAUTENG PROVINCE**  
COOPERATIVE GOVERNANCE  
AND TRADITIONAL AFFAIRS  
REPUBLIC OF SOUTH AFRICA

Together, Moving Gauteng City Region Forward