



**cogta**

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Department:  
Co-operative Governance and Traditional Affairs  
**PROVINCE OF KWAZULU-NATAL**

**SERVICE DELIVERY CHARTER**  
**2018-2021**

*People centred sustainable cooperative governance*

## OFFICE OF THE HEAD OF DEPARTMENT

<b>Location of Head Office</b>	330 Langalibalele Street, 14 <sup>th</sup> Floor South Tower Natalia building
<b>Office hours</b>	7h00- 16h30 Monday-Friday
<b>Tel No</b>	+27 (0) 33 395 2831
<b>E-mail</b>	communications@kzncogta.gov.za
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<b>Social media</b>	kzn cogta 

## STRATEGIC OVERVIEW

### VISION

People centered sustainable cooperative governance.

### MISSION

“KZN COGTA will coordinate and foster co-operation amongst governance institutions and build capacity to accelerate delivery of high quality services to communities”.

### CORE VALUES

The Department seeks to ensure quality service provision of its core mandatory functions through the following core values:

VALUE	DEFINITION
Transparency, integrity, professionalism and objectivity	Allowing service beneficiaries and staff to ask questions and responding to their enquiries honestly, frankly, and timely
A high standard of fiscal discipline & accountability	All expenditure be accounted for and be aligned to Departmental objectives
Value for money	Adding value to the lives of service beneficiaries
Open communication and consultation	Listening to and taking account of the views and paying heed to the needs of service beneficiaries when deciding what services should be provided
Respect for staff and investment in them as a valued asset	Treating staff with consideration and respect and assign development programmes in line with the Department's objectives and providing a wellness programme
Recognition of performance excellence	Rewarding and recognising staff for good performance
Service excellence through teamwork, sound planning and committed implementation	Support programmes developed by the Department are designed and monitored to have impact on service beneficiaries

## CONSTITUTIONAL AND LEGISLATIVE MANDATE OF THE DEPARTMENT

The mandates of the Department of Cooperative Governance and Traditional Affairs are embodied in the following sections of the Constitution, 1996:

**Section 139** provides for provincial intervention in local government. This intervention in municipalities, includes the issuing of Directives, and managing interventions by the Provincial Executive Council in accordance with the provisions of section 139(1)(b) and (c);

**Section 154** determines that provincial governments must provide support and capacity-building to municipalities by legislative and other means, to assist municipalities to manage their own affairs, to exercise their powers and to perform their functions;

**Section 155(5) and (6)** determines the types of Municipalities in KwaZulu-Natal, and establishes municipalities in Kwazulu-Natal, where after the Municipalities, by legislative and other measures, must be monitored and supported, in addition to which The Department must promote the development of local government capacity, to enable municipalities to perform their functions and manage their own affairs; and

**Section 155(7)** stipulates that provincial governments have legislative and executive authority to see to the effective performance by municipalities of their functions in respect of matters listed in Schedules 4 and 5, by regulating the exercise by municipalities of their executive authority referred to in section 156(1).

## OBJECTIVES OF THE CHARTER

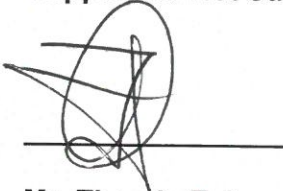
- a) Raise high standards of professional ethics in the Department;
- b) Encourage Batho Pele ethos;
- c) Foster good relations with stakeholders and public in general and
- d) Encourage high level of productivity in the Department

**OFFICIAL SIGN OFF**

It is hereby certified that this Service Delivery Charter and Service Standards:

- Were developed by the management of the Department of Cooperative Governance and Traditional Affairs under the guidance of the MEC: Ms Nomusa Dube-Ncube, MPL.
- Was prepared in line with the White Paper on Transforming Public Service Delivery, 1997 as well as the Public Service Regulations as amended and all other Public Service frameworks on Batho Pele.

**Supported/ ~~Not Supported~~**




**Mr. Thando Tubane**

**Accounting Officer**

**Date** 11/06/2018

**Approved/ Not Approved**



**Ms. Nomusa. Dube- Ncube, MPL**

**MEC: Cooperative Governance and Traditional Affairs**

**Date** 11/06/2018

## OUR CLIENTS AND STAKEHOLDERS

The primary clients of COGTA are:

- Municipalities
- Amakhosi

The stakeholders of COGTA are:

- The Public
- National and Provincial Departments
- National Assembly and Provincial Legislature
- StatsSA
- SA Cities Network
- SALGA
- Electoral Independent Commission of South Africa

## LIST OF SERVICES AND STANDARDS

KZN COGTA offers the following services as mandated by the constitution and other legislative frameworks:

- a) Provide administrative and governance support to municipalities and institutions of traditional leadership
- b) Provide financial management support to municipalities and institutions of traditional leadership
- c) Provide capacity building support to municipalities and institutions of traditional leadership
- d) Provide support on the implementation of SPLUMA
- e) Provide legal support to municipalities and institutions of traditional leadership
- f) Provide Strategic Planning support to municipalities and institutions of traditional leadership
- g) Provide support for community development to municipalities and institutions of traditional leadership
- h) Provide support and strengthen capacity of municipalities to effectively deliver infrastructure services to the required standards
- i) Provide disaster management support and incident mapping to municipalities

## CORE SERVICE STANDARDS

- a) Facilitate a smooth transition from one municipal administration to the next within three months after municipal elections
- b) Ensure all municipal councils are fully operational within three months after Municipal elections
- c) Conduct annual evaluations on the overall performance of municipalities as per section 47 report
- d) Assist communities to access government services through CDWs on daily basis
- e) Provide on-going support to functionality of municipal rapid response teams
- f) Assess, monitor and report on municipal performance on quarterly basis

- g) Monitor development and implementation of municipal mechanisms, procedures and processes aimed at enhancing the efficacy of participatory democracy at local government level on quarterly basis
- h) Monitoring the state of municipal finance and provide feedback with recommendations to municipalities on quarterly basis
- i) Assess, refine and review IDPs annually
- j) Prepare, analyse and disseminate incident maps on quarterly basis to the Provincial Disaster Management Centre
- k) Monitor functionality of frontline service delivery points (Community Service Centres) on quarterly basis
- l) Monitor and report on the implementation of LED initiatives quarterly
- m) Establish functional Traditional Councils every five years
- n) A smooth transition during elections of Traditional Councils, Provincial and Local Houses are fully operational within 3 months after elections.
- o) Monitor management of the Traditional Trust Account on quarterly basis
- p) Report on the management of the Traditional Trust Account on annual basis
- q) Resolve disputes submitted to the Department in accordance with legislation, policies and frameworks and agreed timeframes

### **GENERIC SERVICE STANDARDS**

- a) Telephone calls to KZN COGTA will be answered within three (3) rings and the operator will identify him/herself to the caller.
- b) Correspondences will be acknowledged within a minimum of 3 working days and maximum of 5 working days.
- c) Visitors shall be attended to as per scheduled appointment while visitors without an appointment shall be assisted within a maximum of 30 minutes of which an appointment shall be secured with a relevant official for a later date as agreed.

### **COMPLAINTS HANDLING PROCEDURE**

- a) Complaints must be dealt with fairly. If a complaint needs investigating, it must ideally be looked at by the Director of the component in which the complaint arose. The procedure for investigation must be:
  - open, communicated to and understood by all those involved in the complaint;
  - unbiased – not favouring any party;
  - thorough – establishing the facts and checking details; and
  - consistent – treating people in similar circumstances in the same manner.
- b) Where the standard of service falls below the promised standard as stipulated in the Departmental service delivery charter, the Department must take full responsibility and offer the opportunity for redress ensuring that the issue is not repeated in the future.
- c) The handling of complaints must be done in accordance with the stages listed below although the stages may overlap or not follow the same sequence:

#### **Stage 1 – receiving of complaints**

- a) Frontline service staff must receive, record and refer the complaint to the relevant Directorate within 24 hours.

- b) Directorates must acknowledge all received complaints within 3 working days with a reference number and contact details of the official dealing with the complaint.
- c) All received complaints must be captured on the complaints form.
- d) All complaints received must be recorded on a complaints register by the relevant Directorate and reported to the Sub-directorate: Service Delivery on a quarterly basis.

### **Stage 2: - responding to complaints**

- a) All received complaints must be attended to within 3 working days.
- b) Written complaints received through the Presidential Hotline must be attended to within 3 working days.
- c) Urgency of the matter must determine how the complaint must be concluded, however complaints must be, investigated and resolved within 25 working days.
- d) The Sub-directorate: Service Delivery must follow up and ensure that a written notice or feedback is sent, by the relevant party, where the complainant must be advised on the progress.
- e) In case a complainant is dissatisfied with the outcome or progress made in addressing the issue, he or she may escalate the matter to the DDG or HOD.

### **Stage 3: dealing with unresolved complaints or dissatisfied complainants**

- a) The DDG or HOD must investigate and review the referred unresolved complaints. At this stage a complaint may not rely on the findings of stage 2.
- b) The DDG or HOD must advise the complainant of his or her right to refer the matter to the MEC or the Ombudsperson if still not satisfied with the response or outcome.
- c) Unresolved complaints must be finalised within 25 working days.

## **ENCOURAGING INNOVATION AND REWARDING EXCELLENCE**

Staff members from salary level 1-12 will be recognised for their outstanding work and rewarded for going beyond the call of duty through the Departmental Employee of the Month and Employee of the Year.

Should members of the public and stakeholders wish to compliment any COGTA employee; it is encouraged that those be in writing and be sent directly to the Chief Director of that particular Chief Directorate.

Further, outstanding performance of teams and/ or individuals will be entered into the Premier's Service Excellence Awards.

## **YOUR RIGHTS AS A CUSTOMER**

As our customer you are entitled to:

- a) Quality support that will yield sustainable results
- b) Know the name of the official assist you
- c) Know the Department's complaints handling procedure
- d) Access to information as regulated by PAIA
- e) Prompt and effective service
- f) An opportunity for redress for lapse in service delivery



## **YOUR OBLIGATION AS A CUSTOMER**

- a) Be polite, civil, courteous and respectful towards the officials you are interacting with
- b) Provide all necessary documents as requested within the stipulated period in order to be assisted with speed
- c) Follow all security and safety measures of the Department

## PUBLIC SERVICE PLEDGE

As a public servant of the Republic of South Africa employed by the Department of Cooperative Governance and Traditional Affairs in KwaZulu-Natal, I am firmly committed to the Code of Conduct for the Public Service and therefore promise to serve our people with loyalty, respect, dignity and integrity.

I shall put people first in carrying out all my duties, and respond to their needs through consultation and participation. I commit myself to offer services fairly, equitable, honestly, responsively and without any bias. I shall also ensure a high level of transparency and openness in providing accessible, accurate and reasonable information to our people at all times.

I will not accept any advantage, gifts or benefits that might be seen to prejudice my position or lead to conflicts of interest. I am prepared to honestly explain and be accountable for any action undertaken in the line of duty and will use official facilities and equipment economically, effectively and efficiently.

I will strive for creativity and innovation and observe standards of service which are relevant, achievable and realistic, measurable and transparent, in order to promote the welfare of our people. I will furthermore make individual and team performance count when it matters by leadership and example.

This is my pledge to the people of South Africa.