

SERVICE DELIVERY CHARTER

The Provincial Archive Service in the Department of Cultural Affairs and Sport is committed through this Service Charter to provide quality services to you. Let's make service delivery **BETTER TOGETHER.**

Our Responsibility To You

- We will acknowledge receipt of correspondence within 5 working days.
- We will respond to client correspondence within 14 working days.
- We will endeavour to answer telephone calls within 5 rings.
- We will treat you with courtesy and respect and in a dignified manner at all times.
- We will consult you about your service needs and your expectations about the level and quality of service.
- We will provide information and advice upon request in an open and transparent manner.
- We will provide prompt and efficient service in accordance with applicable service delivery standards.
- We will deliver free archive and record management services, but charges will be levied for copies and reproductions of records.

Your Responsibility To Us

- Be civil, courteous and respect the dignity of our officials who render the service to you.
- Be honest in your deliberations with us.
- Be willing to consider making yourself available for empowerment programmes.
- Be willing to actively apply and implement plans, initiatives and advice received from the Provincial Archive Service in respect of records management.
- Be willing to adhere to the *Reading Room rules and regulations*.

OUR VISION

The Department's vision is to contribute to a socially inclusive, creative, active and connected Western Cape.

OUR MISSION

The mission of the Department is to encourage excellence and inclusiveness in sport and culture through the effective, efficient and sustainable use of our resources, and through creative partnerships with others. As we move towards excellence, we will create the conditions for access, mass participation, talent identification and skills development.



We Value Being Accessible

Our buildings are accessible to people with disabilities.

Safe parking for clients is available via Drury Lane.

Our building is clearly identified with visible signage.

Our Access Booklet which consists of contact details of the Provincial Archive Service as well as its Service Standards Schedule is available at:

<http://www.westerncape.gov.za/archives> and at 72 Roeland Street, Cape Town.

We will endeavour to render our services in all three official languages of the Western Cape.

Office hours: Monday to Friday

07:30-16:30

**Reading room hours:
08:00–16:00**

**Extended reading room hours:
Thursdays 08:00–19:00;
the first Saturday of every
month: 09:00–13:00.**

Our Redress Mechanism

If you have a complaint, you are welcome to contact us. We will respond to your complaint within 14 days.

You are invited to send any suggestions, compliments, criticism or recommendations for improvement of our services or standards to the following managers:

- **The Head: Provincial Archive Service**
Private Bag X9025, Cape Town, 8000 Tel: 021 483 0400/ 021 483 0452, Fax: 021 483 0444 Email: Nomaza.Dingayo@westerncape.gov.za
- **The Head: Archives Management**
Private Bag X9025, Cape Town, 8000 Tel: 021 483 0400/ 021 483 0434, Fax: 021 483 0444 Email: Constance.Mthetho@westerncape.gov.za
- **The Head: Records Management**
Private Bag X9025, Cape Town, 8000 Tel: 021 483 0400/ 021 483 0402, Fax: 021 483 0444 Email: Jolanda.Hogg@westerncape.gov.za
- **Western Cape Government Call Centre: 0860 142 142 (Monday – Friday, 07:00 to 19:00)**

Executive Authority Declaration:

I, Anroux Marais, commit the Department of Cultural Affairs and Sport in terms of legislative mandate PSR, 2016, Part 3, Section 36 (f) and Section 37 of the Public Service Regulation 2016, to adhere to this charter.



**Western Cape
Government**

Cultural Affairs and Sport

BETTER TOGETHER.

Anroux Marais

Anroux Marais

02/12/2020