

ARTICLE 5 OF RESOLUTION 1 OF THE 2013 SERVICE CHARTER

OBJECTIVE OF SERVICE CHARTER:

- Put the citizen first;
- Commit public servants to execute their duties with diligence, humility and honesty; and
- Provide for minimum norms and standards on service provision.

ARTICLE 5 PROVIDES FOR:

- Service standards that must be complied with by all government departments and their employees.

SERVICE STANDARDS OUTLINED IN ARTICLE 5 OF RESOLUTION 1 OF THE SERVICE CHARTER

1. Serve citizens promptly and courteously at all service delivery points
2. Provide friendly and helpful service
3. Help service users make the right choices in accessing services
4. Provide appropriate signage and information desks
5. Public servants must wear name tags for easy identification
6. Answer calls promptly and with proper telephone etiquette
7. Ensure shorter queues at service delivery points
8. Respond to queries and complaints promptly
9. Respond to email and other correspondence promptly
10. Encourage service users to make suggestions on how to better the services offered

All employees are to familiarise themselves with the Service Charter and the Service Standards as outlined in Article 5 of Resolution 1 of the Service Charter.

For more information on the Service Charter and Article 5 of Resolution 1 of the 2013 Service Charter visit the Department's website, i.e. <http://dhs.intranet.pgwc.gov.za/>.



Western Cape
Government

Human Settlements

BETTER TOGETHER.

EXECUTIVE AUTHORITY DECLARATION:
I, Thando Mguli, commit my Department in terms of the Implementation of the Service Standards of Article 5 of PSCBC Resolution 1 of the 2013 Service Charter.

MR THANDO MGULI

DATE