Service Charter

The **Provincial Treasury** will ensure good financial governance. Our aim is to improve governance through enhancing accountability and oversight, creating public value, enabling delivery of quality services through partnerships and capacity building in public sector finance.

Our Commitment

We commit ourselves to a people-centred approach and to customer satisfaction as we provide our public sector development service. In carrying out our mandate and responsibilities, we are guided by and uphold the eight Batho Pele (People First) Principles. We are committed to provide services that manifest our values of Caring, Competence, Accountability, Integrity, Innovation and Responsiveness in order to protect and promote your rights and to expand opportunities to achieve Better Together service delivery outcomes. Our performance is assessed and we report to you in our Annual Report which is published and posted on our website.

Minister Ivan Meyer

Our Services and Standards

We offer the following core services against the related service standards at this site. The detailed service standards can be found in the PT service schedule.

Administration

To give strategic direction and to provide quality financial and other support services to the Minister and the Head of Department.

Sustainable Resource Management

To ensure the efficient and effective management of provincial and municipal financial resources.

Asset Management

To provide policy direction and to facilitate and enforce the management of provincial financial systems, supply chain and movable asset management within the provincial and municipal spheres.

Financial Governance

To promote accountability and financial governance in departments, entities and municipalities

Our Redress Mechanism

If you have a complaint, please tell us. We will investigate the complaint and respond within 3 weeks of receipt and if any errors are found, we will put things right and apologise. If we cannot deal with your telephonic query immediately, we will forward the query to the official responsible and give you an indication of when we expect him or her to reply.

OUR GENERIC ADMINISTRATIVE SERVICE STANDARDS

- Provide fair and objective assessment of requests based on the information submitted.
- We will give you informed, useful, usable and constructive feedback.
- We will answer telephone calls within five rings.
- We will respond to all our e-mails within 48 hours.
- When you write to us we will acknowledge receipt of your letter within 3 working days.
- We will send a reply within 15 working days. If we cannot give a reply within fifteen working days we will explain why and tell you when you can expect a reply.

You are invited to send any suggestions, compliments, constructive criticism or recommendations for improvement of our services or standards.

Customer Rights

You have the right to:

- Courteous treatment at all times;
- Full information upon request;
- Prompt and efficient service;
- Redress and an apology for service lapses;
- Value for money in all services rendered;
- Information about the service standards you can expect;
- Equal access to services; and
- Be consulted about the level and quality of public services.

Customer Obligations

We expect you:

- To be civil, courteous and respect the dignity of officials who render services to you;
- To be honest in your deliberations with us;
- To submit full and accurate information accompanied by recently certified copies of any necessary documentation; and
- To adhere to any agreements you make with us to attend programmes and events.

All Provincial Treasury buildings and facilities

- Be clearly identified with visible signage;
- Clearly indicate office contact information and service hours;
- List the types of services rendered at the facility;
- Clearly and visibly display health and safety signs; and
- Be accessible to people with disabilities.
- We will endeavour to render our services, where possible, in all three official languages of the Western Cape.

Provincial Treasury

Legislature building,
7 Wale street
Cape town
Office hours 07h30 - 16h00
Tel: 021 483 3749
Fax: 021 483 3855

www.westerncape.gov.za

Executive Authority Declaration:

I, Ivan Meyer, commit the Department of Provincial Treasury in terms of Part III, C.2 of the Public Regulations, 2001 as amended, to adhere to this charter

Minister Ivan Meyer
28 March 2018