

SERVICE CHARTER

The **Department of Environmental Affairs and Development Planning** is responsible for making informed decisions based on our environmental and planning legislation while also being aware of how other legislation impacts on these decisions.

We are committed to improving urban and rural areas through enhanced management of land, an enhanced climate change plan, and better living conditions for all.

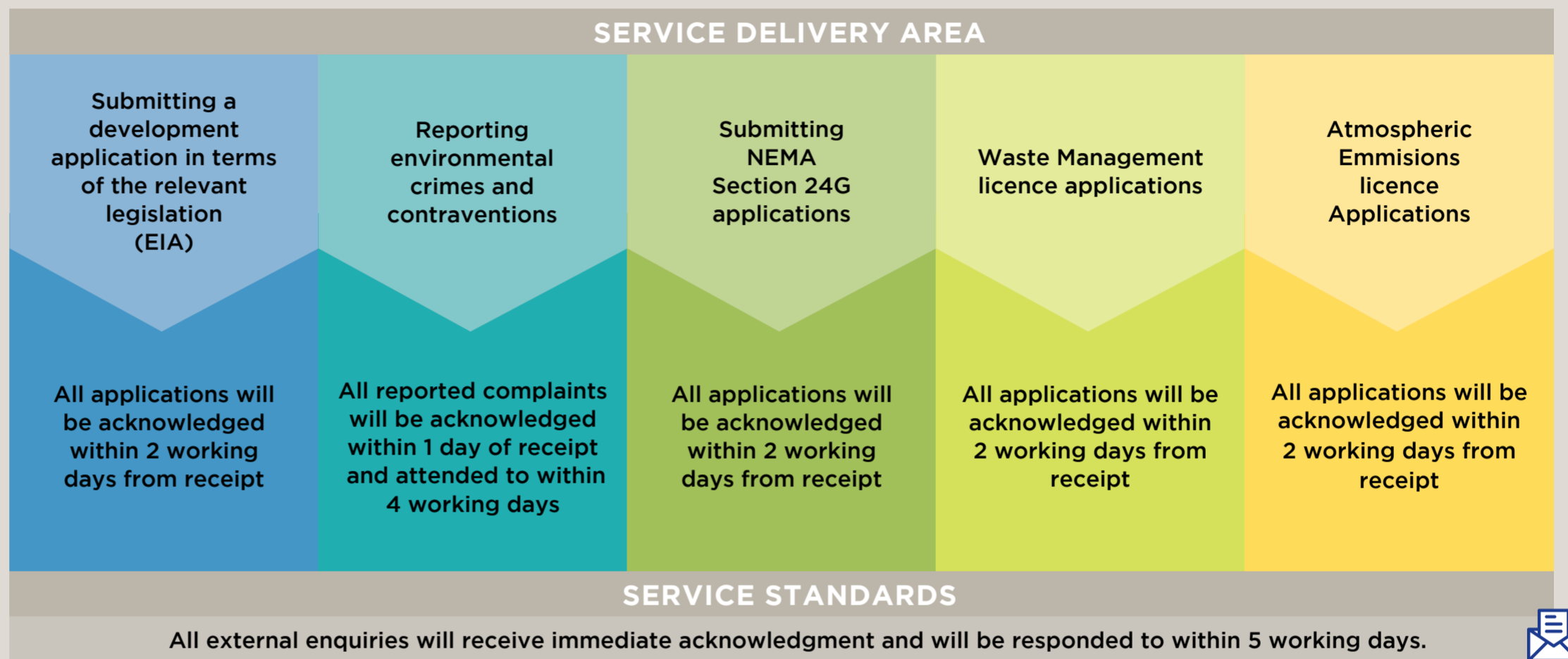
Our vision: An environment conducive to sustainable life.

Our mission: To promote a resilient, sustainable, quality and inclusive living environment in support of human well-being.

Our purpose: The services that the Department provides to Western Cape Citizens are all aimed at creating a more sustainable environment.

OUR SERVICES AND STANDARDS

We offer the following core services against the related service standards.



CONTACT US

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Operating Hours
07:30 - 16:00

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OUR VALUES

We endorse the values of the Western Cape Government, and are committed to delivering services according to the following values.



Caring: We care for those we serve and work with.



Accountability: We take responsibility.



Innovation: We are continuously looking for ways to improve our services.



Competence: The ability and capacity to do the job appointed to do.



Integrity: To be honest and do the right thing.



Responsiveness: To serve the needs of our citizens and employees.

YOUR RIGHTS

Information: You're entitled to full particulars.

Consultation: You can tell us what you want from us.

Courtesy: Don't accept insensitive treatment.

Value for Money: Your money should be employed wisely.

Access: One and all should get their fair share.

Service Standards: Insist that our promises are kept.

Redress: Your complaints must spark positive action.

Openness and Transparency: Administration must be an open book.

REPORT ENVIRONMENTAL CRIMES, FRAUD AND CORRUPTION

Report any **unlawful environmental activities** to:

National 24-Hour Toll-free Environmental Crimes and Incidents Hotline: **0800 205 005**

Western Cape Central Complaints: **Law.Enforcement@westerncape.gov.za**

Report any suspected **fraud and corruption** affecting the Western Cape Government to:

National Anti-corruption Hotline: **0800 701 701**

Executive Authority Declaration

I, Anton Bredell, commit the Department in terms of Part III, C.2 of the Public Service Regulations, 2001 as amended, to adhere to this charter.