

VISION

A responsive and inclusive Treasury that enables positive change in the lives of citizens.



MISSION

- Promotion of cohesion and citizen centricity.
- Building capacity in the public sector by being adaptive, innovative and supportive.
- Integrated management and partnerships that enable the delivery of quality services in a sustainable manner.

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.



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

Provide strategic, quality financial and administrative support services to the Head of the department and the Minister to achieve the departments vision and strategy.



SUSTAINABLE RESOURCE MANAGEMENT

Render research, budget, infrastructure and integrated planning, budgeting and implementation services of provincial and municipal fiscal resources.



ASSET MANAGEMENT

Provide assistance to provincial departments and municipalities in building capacity and instilling SCM practises and oversight.



FINANCIAL GOVERNANCE

Promote accountability and financial governance in departments, entities and municipalities to ensure governance transtransformation.



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 standard 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.



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We value being accessible
That's why our buildings
are accessible to people
with disabilities.



POSITIVE ABOUT PEOPLE WITH DISABILITIES

EXECUTIVE AUTHORITY DECLARATION:
I, **David Maynier**, commit the Department of Provincial Treasury in terms of the PSR, 2016 (Part 3, Section 36 (f) and Section 37) to adhere to this charter.

Minister David Maynier
Minister of Finance and Economic Opportunities

26 March 2020

Date