

SERVICE CHARTER

Provincial Treasury

External Bursary Programme

Our Core Services:

- Provide bursary opportunity for individual who wish to pursue career in Public Finance
- Administer graduate internship programme

Values

Caring Competence Accountability Responsiveness Integrity Innovation



OUR COMMITMENT:

We are committed to building capacity in the public service by ensuring a sustainable talent pipeline through the investment, empowerment and promotion of Youth Development.



VISION

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



MISSION

- Building capacity in the public service through Youth Development.
- Effective management and sustainable funding for bursary programmes.
- Promotion of redress through Youth Development initiatives.



WHAT WE DO

- Promotion of bursary opportunities through Advertisement / Publication of Advert for application to the bursary scheme on various platforms.
- Administer fair adjudication of bursary applications and award bursaries.
- Provide ongoing administrative support to bursars.
- Facilitate payments of registration and tuition fees.
- Upholding of MoA with partners for WCG-Nedbank Essay Writing Competition.
- Ensure placement of Graduate Interns into other provincial departments and municipalities.
- Secure appropriate funding to fund the development programmes.

OUR STANDARDS

- We will be fair and objective in assessing requests based on the information provided.
- We will give you feedback that is informed, useful, and constructive.
- Timeous response to enquiries from the public
- When you write to us, we will acknowledge receipt of your letter within 3 working days.

YOU HAVE THE RIGHT TO:

- Courteous treatment
- Full information when requested
- 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
- Be consulted about the level and quality of public services

WE EXPECT YOU TO:

- Be civil, courteous and respect the dignity of officials who render services to you.
- Be honest in your discussions with us.
- Submit full and accurate information accompanied by recently certified copies of any necessary documentation.
- Adhere to agreements you make with tend programmes and events us to attend programmes and events.



PLEASE SHARE ANY SUGGESTIONS, COMPLIMENTS OR RECOMMENDATIONS ON HOW WE CAN IMPROVE OUR SERVICES TO YOU THROUGH THE COMMUNICATION CHANNELS LISTED BELOW.

If you have a complaint, please tell us. We will acknowledge receipt of your complaint within 48 hours. Complaints will be investigated and respond to within 3 weeks and if any errors are found, we will apologise. If we cannot deal with your query immediately, we will forward the query to the official responsible and give you an indication of when you can expect a reply.

VISIT US

Provincial Treasury,
Legislature Building,
7 Wale Street, Cape Town
Our core office hours: 07:00 – 15:00
PT.Bursaries@westerncape.gov.za
Tel: 021 483 4823 /6127
<https://www.westerncape.gov.za/provincial-treasury/bursaries-ca-academy/bursaries>

We value being accessible to you, that's why our buildings and offices are accessible to everyone:

- Clear, visible, and identifiable signage
- Office contact information and service hours displayed
- List the types of services rendered at our facilities
- Clear and visible health and safety signage
- Disabled-friendly facilities
- Where possible, we will offer our services in all three official languages of the Western Cape

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

EXECUTIVE AUTHORITY DECLARATION:

I, **Mireille Wenger**, 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 Mireille Wenger
Minister of Finance and Economic Opportunities

30 March 2023
Date