

# WESTERN CAPE TREASURY CLIENT SERVICE CENTRE SERVICE CHARTER

Provincial Treasury is committed to the development and building of small and medium business through the provision of various support initiatives.

## Our Commitment

Provincial Treasury is committed to:

1. entrenching clean and value -adding procurement in the Province; and 2. the development of small, medium and micro enterprises through various support initiatives.

## Our Vision

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



## Our 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 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.

**1. Provide support to suppliers to self registration on the central supplier database (CSD)**  
**2. Maintain a central evidence bank of supplier compulsory documents (WCSEB)**

**Host Supplier Open Days to assist small and medium enterprises**

**Provide assistance on tender queries and provide a centrally managed e-Procurement solution for bids below R500 000**

**Provide capacity building interventions**

**Disseminate information on SCM legislative updates**

## Our Redress Mechanism

We record complaints and provide redress through mediation with departments and municipalities. We investigate and respond with an average turnaround time of 3 weeks. We respond to telephonic queries immediately and if we cannot assist immediately we refer the matter to a suitably qualified official who can respond.

## 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 public services.
- We will provide regular feedback on outcomes and where we are in process

## Your responsibility

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

31 March 2021

Date