

# Service Charter: Western Cape Procurement Client Centre (PCC)

Provincial Treasury

WE ARE COMMITTED TO THE DEVELOPMENT AND EMPOWERMENT OF SMALL AND MEDIUM-SIZED BUSINESSES THROUGH VARIOUS SUPPORT INITIATIVES

## 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 STANDARDS

- We will 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.

## VALUES

- Caring
- Competence
- Accountability
- Responsiveness
- Integrity
- Innovation



## OUR SERVICES

### Technology Services:

Western Cape Supplier Evidence Bank (WCSEB) and e-Procurement registration and support

### Service Desk:

Query handling, advice and guidance

### Learning:

Provide training through video tutorials, podcasts, webinars and open days.

### Complaints Resolution:

Mediation and redress to effect improvements in Western Cape Government procurement processes

### Service and Information Management:

Website enablement, brochures, pamphlets, training manuals, perception surveys and the production and publication of Procurement Disclosure Reports (PDR)



## OUR COMMITMENT

We will entrench clean and value-adding procurement in the province and support and empower small, medium, and micro enterprises

## REDRESS

We record complaints and provide redress through mediation with departments and municipalities. We respond to telephonic queries immediately and where investigations are required, we respond within an average of 3 weeks. If we cannot assist, we refer the matter to a suitably qualified official who can respond.

## 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

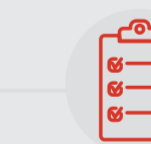
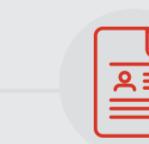
## YOUR RESPONSIBILITY:

### 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



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: Procurement

Client Centre  
4 Waterford Place, 2nd floor, Century City, Cape Town, 8000  
Operating hours: 08:00 - 15:30  
Tel: 021 833 5361

Provincial Treasury,  
Legislature Building,  
7 Wale Street, Cape Town  
Our core office hours: 08:30 - 16:00  
Tel: 021 483 3749 or 0860 142 142 (toll free)  
[www.westerncape.gov.za/provincial-treasury](http://www.westerncape.gov.za/provincial-treasury)

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

16 April 2024

Date