

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

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



OUR COMMITMENT



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

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



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.



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 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.

YOU ARE INVITED TO SEND ANY SUGGESTIONS, COMPLIMENTS, CONSTRUCTIVE CRITICISM, OR RECOMMENDATIONS FOR IMPROVEMENT OF OUR SERVICES OR STANDARDS

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

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



POSITIVE ABOUT PEOPLE WITH DISABILITIES

EXECUTIVE AUTHORITY DECLARATION



WE CARE



WE BELONG



WE SERVE

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