

# SERVICE CHARTER

## Provincial Treasury

### OUR COMMITMENT

Through effective governance, accountability and efficient use of financial resources, our skilled and caring staff strives to deliver better services and a better life, FOR YOU.

### VISION



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

### OUR VALUES



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

### MISSION



To enable sustainable and quality service delivery through integrated management and partnerships that support and promote public sector capacity building and innovation to respond to the needs of citizens

### WHAT WE DO



We prepare the Western Cape budget to provide better services FOR YOU. By supporting provincial institutions to implement their budgets we ensure good governance through co-planning and implementation, fulfilling our oversight role.

Visit [www.westerncape.gov.za/provincial-treasury](http://www.westerncape.gov.za/provincial-treasury) for our detailed services and standards.

### OUR CORE SERVICES

Provide research services for the Western Cape Government to inform budgeting and planning processes.

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Facilitating budgeting and planning process for the Western Cape Government



Provide implementation, management, and oversight of provincially operated financial systems



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



Promote operational efficiency and sound financial governance in departments, entities and municipalities.



Provide financial management capacity building initiatives to departments, municipalities, and entities.

### OUR STANDARDS

#### Generic 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.
- We will answer your telephone calls within five rings and acknowledge receipt of your emails within 48 hours

#### Service Standards



- Our research reports will be published on time to inform the provincial budgeting and planning processes.
- We will facilitate integrated planning and budgeting processes in accordance with relevant prescripts.
- Our capacity building services will be rendered on time.
- All compliance services are provided in accordance with relevant prescripts and mandatory timelines.

### OUR CUSTOMERS

#### Rights

##### 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



#### Obligations

##### 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 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 telephonic 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: 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)

**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

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



**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