

SERVICE CHARTER: PROCUREMENT CLIENT CENTRE

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



VALUES



Caring Competence Accountability Responsiveness Integrity Innovation



VISION

A responsive and inclusive Treasury that enables positive change in the lives of the residents of Western Cape.

MISSION

- **Resident-centred Governance:** Promote resident-centred governance through strategic partnerships, collaboration, and accountability.
- **Sustainable Service Delivery:** Enable sustainable service delivery through integrated management systems and efficient resource mobilisation to enhance efficiency and value for money."
- **Innovation and Adaptability:** Drive innovation and adaptability to improve public sector capacity, good governance, and financial stewardship.

OUR SERVICES

- **Technology Services:** WC Supplier Evidence Bank, Central Supplier Database support, and e-Procurement registration and support.
- **Service Desk:** Query handling, advice and guidance.
- **Learning:** Training via video tutorials, podcasts, webinars and open days.
- **Complaints Resolution:** Mediation and redress to improve procurement processes.
- **Service & Information Management:** Website enablement, brochures, pamphlets, training manuals, perception surveys, and Procurement Disclosure Reports (PDRs).

OUR STANDARDS

We will:

- assess requests fairly and objectively based on the information you provide;
- provide informed, useful and constructive feedback;
- answer telephone calls within five rings;
- acknowledge emails within 48 hours;
- acknowledge written correspondence within 3 working days and respond within 15 working days. If a full response is not possible within 15 working days, we will explain why and indicate when you can expect a reply;

You can expect:

- courteous, professional service;
- accurate information on request;
- prompt and efficient handling of enquiries;
- value for money in services rendered;
- information about the standards you can expect and equal access to services;
- consultation on the level and quality of public services.

WE WILL ENTRENCH CLEAN AND VALUE-ADDING PROCUREMENT IN THE PROVINCE AND SUPPORT AND EMPOWER SMALL, MEDIUM, AND MICRO ENTERPRISES

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;
- information about service standards and equal access;
- opportunities to be consulted about public services.

REDRESS

- We acknowledge complaints within 48 hours and aim to respond within 3 weeks after investigation.
- Where we cannot resolve a telephonic query immediately, we will refer it to the responsible official and indicate when you can expect feedback.

YOUR RESPONSIBILITY

Please:

- be civil and courteous and respect the dignity of officials serving you;
- submit full and accurate information with recently certified supporting documents where required;
- be honest in your engagements;
- honour any agreements with us (including attendance at scheduled 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.

COMPLIMENTS / COMPLAINTS

- We will acknowledge compliments / complaints within 48 hours, investigate complaints and respond within 3 weeks. Where we find an error, we will apologise and state how we will remedy it;
- if we cannot resolve your query immediately, refer it to the responsible official and indicate when you can expect a response.

VISIT US

Procurement Client Centre
2nd Floor, SAP Building, 7 Boundary Road, Waterford Precinct, Century City, Cape Town, 8000
Operating hours: 08:00–15:30
Tel: 021 833 5361 or 0860 142 142 (toll-free)
Web: www.westerncape.gov.za


ACCESS & FACILITIES

- Clear, visible and identifiable signage.
- Contact information and service hours displayed.
- List of services rendered at our facilities.
- Clear health and safety signage.
- Disabled-friendly facilities.
- Where possible, services are offered 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, **Deidre Baartman**, Minister of Finance, commit the Department of Provincial Treasury in terms of the Public Service Regulations, 2016 (Part 3, Section 36 (f) and Section 37 to adhere to this charter.



Deidre Baartman
Minister of Finance

26 March 2026

Date

