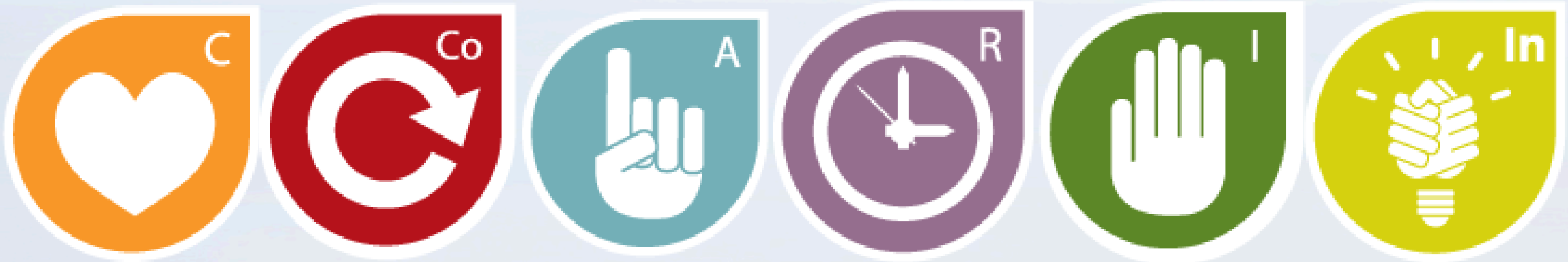


SERVICE CHARTER: EXTERNAL BURSARY PROGRAMME

WE ARE COMMITTED TO BUILDING CAPACITY IN THE PUBLIC SERVICE BY ENSURING A SUSTAINABLE TALENT PIPELINE THROUGH THE INVESTMENT, EMPOWERMENT AND PROMOTION OF YOUTH DEVELOPMENT

VALUES



Caring

Competence

Accountability

Responsiveness

Integrity

Innovation



VISION

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

OUR CORE SERVICES

- Provide bursary opportunities for studies in public finance and related disciplines.
- Administer the graduate internship programme.



MISSION

- Building capacity in the public service through youth development.
- Effective management and sustainable funding for bursary programmes.
- Promotion of redress through youth development initiatives.

WHAT WE DO

- Promote bursary opportunities through targeted advertising across platforms.
- Administer fair adjudication of applications and award bursaries.
- Provide ongoing administrative support to bursars.
- Facilitate payment of registration and tuition fees.
- Uphold the Memorandum of Agreement for the WCG Essay Writing Competition.
- Facilitate placement of graduate interns in provincial departments and municipalities.
- Secure appropriate funding to sustain development programmes.



OUR STANDARDS

- We will conduct fair and objective assessments of all applications based on the information provided.
- We will notify applicants of the outcome within the communicated adjudication timeline, and if delays occur, we will advise when feedback can be expected.



OUR STANDARDS

- We will:**
- assess applications fairly and objectively based on the information provided;
 - provide informed, useful and constructive feedback;
 - acknowledge correspondence within 3 working days and respond within 15 working days (or advise when a full reply will be provided);
 - respond to enquiries timeously;
 - acknowledge complaints within 48 hours and respond within 3 weeks after investigation.

WE EXPECT YOU TO:

- be civil and courteous and respect the dignity of officials;
- be honest in your engagements with us;
- submit full and accurate information with recently certified supporting documents where required;
- adhere to commitments made with us, including attendance at programmes and events.

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 services rendered;
- information about the standards you can expect;
- equal access to services;
- opportunities to be consulted about the level and quality of public services.

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

Legislature Building, 7 Wale Street, Cape Town
Core office hours: 07:00–17:00
Email: pt.bursaries@westerncape.gov.za
Tel: 021 483 6127
Web: www.westerncape.gov.za

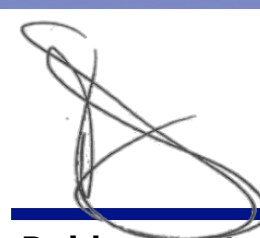
ACCESS AND FACILITIES

- 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



POSITIVE ABOUT PEOPLE WITH DISABILITIES

WE CARE

WE BELONG

WE SERVE