

# 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 residents of the 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 CORE SERVICES

Provide research to inform provincial budgeting and planning processes.

Facilitate integrated planning and budgeting processes.

Implement, manage and oversee provincially-operated financial systems.

Build capacity and strengthen supply chain management (SCM) practices and oversight in departments and municipalities.

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

Provide financial management capacity-building initiatives.

## OUR STANDARDS

### OUR STANDARDS

- You can expect courteous treatment,
- full information on request,
- prompt and efficient service, value for money, equal access to services, and clear information about the standards you can expect. We will consult with you about the level and quality of public services.

### OBLIGATIONS

We will:

- publish research on time to inform budgeting and planning processes;
- facilitate integrated planning and budgeting in line with prescripts;
- render capacity-building services on time;
- provide compliance services in accordance with relevant prescripts and mandatory timelines.

### YOU HAVE THE RIGHT TO

- Courteous treatment
- Full information when requested
- Prompt and efficient service
- Redress and an apology for service
- Value for money in all services rendered
- Information about the service standard
- Equal access to services
- Opportunities to be consulted about public services

### 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 the agreement 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.

### 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](http://www.westerncape.gov.za)

### VISIT US

**Provincial Treasury**  
Legislature Building, 7 Wale Street, Cape Town  
**Core office hours:** 07:00–17:00  
**Web:** [www.westerncape.gov.za](http://www.westerncape.gov.za) | 0860 142 142

### REDRESS (COMPLAINTS, COMPLIMENTS)

- 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.

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.



**Minister Deidre Baartman**  
Minister of Finance

**26 March 2026**

Date

