

SERVICE DELIVERY CHARTER

OF THE OFFICE OF THE PREMIER



GAUTENG PROVINCE

OFFICE OF THE PREMIER
REPUBLIC OF SOUTH AFRICA

GGT2030
GROWING GAUTENG TOGETHER

SERVICE DELIVERY CHARTER OF THE OFFICE OF THE PREMIER

■ Introduction

Informed by the developing megatrends such as growing population, population ageing, migration and urbanisation, the Gauteng Provincial Government developed the “Growing Gauteng Together 2030” plan of action (GGT2030) in 2019. The GGT2030 is the Gauteng contribution to building a better nation and is part of deepening the implementation of the National Development Plan (NDP) in pursuit of the South Africa envisioned in the Freedom Charter, the Constitution, the Sustainable Development Goals (SDGs) and the African Union’s (AU) Agenda 2063. Fully aligned to the national MTSP 2019-2024, the GGT2030 sets out the provincial political strategic framework for 2020-2025. The GGT2030 has as its core aim to build over time “the Gauteng we want” - a province where:

- No one goes to bed hungry;
- The economy reflects the full diversity of our population and harnesses the full potential of all the people;
- Everyone has a job and earns a living wage;
- Businesses, big and small, thrive and prosper;
- Every household has access to basic shelter, a piece of land and a decent income;
- Everyone has access to quality healthcare;
- Everyone, young and old, has access to the kind of education that unleashes their full potential;
- All residents have access to basic services and quality infrastructure;
- Everyone feels safe and can walk the streets at any time;
- Women enjoy their rights, free from all forms of patriarchy; and
- The environment is protected and cared for

Our commitment to communicating with the citizens of Gauteng remains a core and critical function. The Office of the Premier shall oversee the delivery of services to all citizens in the Gauteng province in line with Batho Pele principles. The Office of the Premier will ensure the development of a developmental and ethical public service that can deliver on government outcomes in all areas of policy development and service delivery.

■ Who are we?

We are the Office of the Premier and our role is to provide long term planning, policy coordination, monitoring and evaluation of government performance based on the agreed outcomes. The Office of the Premier also leads, coordinates and oversees the 13 government departments and related entities that constitute the Provincial Government (as delegated by the Premier), towards the delivery of the stated agenda and priorities.

■ Our Commitment

We affirm our commitment to working tirelessly to implement the ten-pillar programme of radical transformation, modernization and re-industrialisation of Gauteng, the implementation of the Growing Gauteng Together 2030 (GGT2030) action plan and the monitoring of the Seven (7) provincial delivery priorities to realize a seamlessly integrated, socially cohesive, sustainable and economically inclusive Gauteng City Region (GCR). A place of opportunities, supported by a growing economy, smart, innovation-driven and sustainable industries, an accountable, responsive, transparent and clean government, and a healthy, active citizenry.

WHERE CAN WE BE FOUND?

Physical address: 65 Ntemi Piliso Street
Marshalltown
Johannesburg

1 Central Place
Street
30 Rahima Moosa Street
Newtown
Johannesburg

Postal address: 65 Ntemi Piliso
Newtown
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2001

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Newtown
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Tel: (011) 355-6000 Fax: (011) 834-9177

0800 4288 364/0800 22 88 27 (Toll Free)

e-mail: hotline@gauteng.gov.za

website: www.gauteng.gov.za

Our Operating Times are:
Monday to Friday - 07h00 – 17h00

■ Our vision

A liveable, equitable, inclusive and united Gauteng City Region.

The vision of the Office of the Premier illustrates the Gauteng of our dreams – “The Gauteng We All Want” – a Nayi le Walk scenario, where social cohesion, economic expansion and a renewed spirit of constitutionalism gets Gauteng going.

■ Our values

In working towards the achievement of its vision and mission, the Gauteng Office of the Premier subscribes to the following internal values, which are in line with the Batho-Pele principles: *Citizen-centric, Consultation, Access, Redress, Courtesy, Openness and Transparency, Innovation and Excellence, Value for Money.*

Value	Description - What it means in practice
Citizen Centric	<ul style="list-style-type: none"> ▪ A sense of duty and service, and the passion to serve beyond the call of duty ▪ Creating a positive citizen experience at every point of engagement ▪ Remaining true to the values of loyal service to the people
Consultation	<ul style="list-style-type: none"> ▪ Consulting citizens about the level and quality of the public services they receive and, wherever possible, offering a choice about the services that are offered ▪ Working together to assist each other and to enable all departments to succeed ▪ Sharing of knowledge and insights towards a common purpose
Access	<ul style="list-style-type: none"> ▪ Informing citizens about the level and quality of public services they will receive so that they are aware of what to expect ▪ Ensuring all citizens have equal access to the services to which they are entitled ▪ Providing more and better information about our services

Value	Description - What it means in practice
Redress	<ul style="list-style-type: none"> ▪ Offering citizens an apology, a full explanation and a speedy and effective remedy when the promised standard of service is not delivered ▪ Being willing to remedy failures and mistakes ▪ Providing a sympathetic, positive response when complaints are made
Courtesy	<ul style="list-style-type: none"> ▪ Displaying humility in our actions ▪ Displaying the right attitude to the task at hand ▪ Treating others with empathy, courtesy and consideration ▪ Showing kindness and politeness in our attitude and behaviour towards others
Openness and Transparency	<ul style="list-style-type: none"> ▪ Valuing openness, honesty, consistency and fairness ▪ Acting in good faith in all our day-to-day activities ▪ Being committed to ethical behaviour and focus on justice and fairness ▪ Exercising care not to disclose confidential information
Innovation and Excellence	<ul style="list-style-type: none"> ▪ Listening to and understanding needs and creating new approaches to what we do ▪ Working tirelessly towards achieving goals ▪ Being driven by purpose and the achievement of results ▪ Exuding positive energy in moving our province forward ▪ Focussing on cutting-edge, best in class and “outside the box” approaches and solutions
Value for Money	<ul style="list-style-type: none"> ▪ Providing services economically and efficiently in order to give citizens the best possible value for money ▪ Taking ownership of the task to ensure it gets done correctly, the first time around ▪ Delivering the best that we can

■ Our Programme Structure

The Office of the Premier programme structure consists of three service delivery areas.

PROGRAMME 1 - ADMINISTRATION

Purpose: To provide strategic management and support to the Premier and the Director-General

Responsible for overall strategic management and support to the Premier and the Director-General in fulfilling their statutory and political mandates, the provision of financial management and support services, and the provision of security management services to the Office of the Premier.

The table below reflects the sub-programmes that constitutes Programme1 and summarises the purpose of the programme and its sub-programmes

BUDGET PRO-GRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 1: Administration	To provide strategic management and support to the Premier and the Director-General	Executive Council Support	To provide strategic coordination and management of the Executive Council programme
		Director-General Support	To provide efficient and effective administrative and corporate support to the Office of the Premier; and strategic management process support to the Premier and the Director-General in fulfilling their statutory and political responsibilities
		Financial Management	To render efficient and effective financial management, supply chain management, and risk management support to the Office of the Premier

PROGRAMME 2 - INSTITUTIONAL DEVELOPMENT

Purpose: The Institutional Development Programme is responsible to:

- 1) Lead, facilitate, coordinate and support a skilled, ethical and performance-orientated GCR.
- 2) Provide ICT-related auxiliary support to the OoP towards modernising the public service.
- 3) Support the Premier and EXCO with legal advice and support; and
- 4) Promote and facilitate effective communication between government and the people of Gauteng, and the enhancement of service delivery and responsiveness.

The table below reflects the sub-programmes that constitutes Programme1 and summarises the purpose of the programme and its sub-programmes

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 2: Institutional Development	The Institutional Development Programme is responsible to: 1) Lead, facilitate, coordinate and support a skilled, ethical and performance-orientated GCR. 2) Provide ICT-related auxiliary support to the OoP towards modernising the public service. 3) Support the Premier and EXCO with legal advice and support; and 4) Promote and facilitate effective communication between government and the people of Gauteng, and the enhancement of service delivery and responsiveness.	Strategic Human Resources	To lead, facilitate, coordinate and support a skilled, ethical and performance orientated GCR.
		Information and Communication Technology	To provide ICT leadership and guidance and ICT-related auxiliary support to the OoP; towards modernising the public service.
		Legal Services	To support the Premier and Executive Council with legal advice and support and State law advisory services.
		Communication services	To promote and facilitate effective communication between government and the people of Gauteng.
		Service Delivery Interventions	To promote service delivery enhancement through the coordination of the GCR wide customer-centric service delivery response system, and collaboration with departments and municipalities.

PROGRAMME 3 – POLICY AND GOVERNANCE

Purpose: The Policy and Governance Programme is responsible to:

- 1) Lead, facilitate, coordinate and support the active advancement of gender equality, women’s empowerment, youth development and the rights of people with disabilities, older persons and military veterans.
- 2) Support the Premier and the Executive Council with policy advice and support, international and intergovernmental relations, and integrated cooperative governance.
- 3) Lead, facilitate, coordinate and support the implementation of the Integrity Management Programme in the GCR.
- 4) Drive province-wide outcomes-based planning, performance monitoring and evaluation, to improve government performance towards enhanced service delivery and GCR development impacts/outcomes.
- 5) Lead planning for sustainable development in the Gauteng City Region.

The table below reflects the sub-programmes that constitutes Programme1 and summarises the purpose of the programme and its sub-programmes

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 3: Policy and Governance	1) Lead, facilitate, coordinate and support the active advancement of gender equality, women’s empowerment, youth development and the rights of people with disabilities, older persons and military veterans.	Special Projects: GEYODI and MVO, including Tshepo 1 Million	To coordinate and support the active advancement of gender equality, women’s empowerment, youth development and the rights of people with disabilities, older persons and military veterans.
	2) Support the Premier and the Executive Council with policy advice and support, international and intergovernmental relations, and integrated cooperative governance.	Intergovernmental Relations, including Service Delivery and Integrity Management	To support the Premier and the Executive Council with policy advice and effective management of international relations and intergovernmental relations, including the implementation of the Integrity Management Programme in the GCR.
	3) Lead, facilitate, coordinate and support the implementation of the Integrity Management Programme in the GCR.	Cluster Management	To support the Premier and the Executive Council with policy advice, and the strategic coordination and management of the Executive Council Sub-Committee system, as well as the Leader of Government Business.
	4) Drive province-wide outcomes-based planning, performance monitoring and evaluation, to improve government performance towards enhanced service delivery and GCR development impacts/outcomes.	Planning, Performance Monitoring and Evaluation	To lead integrated planning for sustainable development in the Gauteng City Region; and to drive province-wide outcomes-based planning, performance monitoring and evaluation and systems, to improve government performance towards enhanced service delivery outcomes and GCR development impacts.
	5) Lead planning for sustainable development in the Gauteng City Region.		

■ The services we provide

The Office of the Premier is, by definition, not a “direct delivery department, however, its role is to provide long term planning, policy coordination, monitoring and evaluation of government performance. and also, to lead, coordinate and oversee the 13 government departments and related entities that constitute the Provincial Government. Our services are as follow:

Administration Programme

- Providing strategic coordination and management of the Executive Council programme
- Providing efficient and effective administrative and corporate support to the Office of the Premier; and strategic management process support to the Premier and the Director-General in fulfilling their statutory and political responsibilities
- Rendering efficient and effective financial management, supply chain management, and risk management support to the Office of the Premier

Institutional Development Programme

- Leading, facilitating, coordinating and supporting a skilled, ethical and performance orientated GCR
- Providing ICT leadership and guidance and ICT-related auxiliary support to the OoP; towards modernising the public service.
- Supporting the Premier and Executive Council with legal advice and support and State law advisory services
- Promoting and facilitating effective communication between government and the people of Gauteng
- Promoting service delivery enhancement through the coordination of the GCR wide customer-centric service delivery response system, and collaboration with departments and municipalities

Policy and Governance Programme

- Coordinating and supporting the active advancement of gender equality, women’s empowerment, youth development and the rights of people with disabilities, older persons and military veterans.
- Supporting the Premier and the Executive Council with policy advice and effective management of international relations and intergovernmental relations, including the implementation of the Integrity Management Programme in the GCR.
- Supporting the Premier and the Executive Council with policy advice, and the strategic coordination and management of the Executive Council Sub-Committee system, as well as the Leader of Government Business.
- Leading integrated planning for sustainable development in the Gauteng City Region; and driving province-wide outcomes-based planning, performance monitoring and evaluation and systems, to improve government performance towards enhanced service

■ Our customers and stakeholders

The Stakeholders of the Gauteng Office of the Premier are:

- Gauteng citizens
- Public Servants
- Municipalities
- National and Provincial Departments and its entities
- Gauteng Legislature
- Organised labour
- Strategic Partners and stakeholders
- State Owned Enterprises
- Private Sector

We have set the following **minimum standards** for the level and quality of services we provide:

We will:

- Strengthen proactive engagements with residents of Gauteng to ensure the interface between all spheres of government
- Improve the levels of service received by citizens
- Provide the necessary capacity and training to frontline staff in all the service delivery points
- Provide early and rapid response to service delivery complaints, dissatisfaction and discontent in communities
- Ensure political representatives and public servants are constantly on the ground addressing resident’s most pressing needs
- Build an activist public service which is responsive to the direct needs of the people

- Ensure monitoring and evaluation mechanisms are put in place to make sure compliance in reaching the set targets.

We will further:

- Deal with your enquiries and complaints quickly and effectively
- Acknowledge receipt of your correspondence within 48 hours.
- Provide you with a contact name for future queries.
- Attend to you immediately on arrival at our offices. Where appointments have not been arranged, you are entitled to be attended to within 30 minutes of arrival at our offices.
- Ensure proper signage of the Office, both outside and inside our building.
- Provide ramps and wide enough doors to enable elderly and people with disabilities to access the Office.
- Display posters about our vision, mission, values and Batho Pele principles and any other relevant information.

■ Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report. All our employees are measured against their performance to the standards as outlined above as well as their commitment to the Batho Pele principles which include; Consultation, Service Standards, Access, Courtesy, Information, Openness and Transparency, Redress and Value for Money.

You have the **right** to all the above Batho Pele principles especially the following:

- Courteous behaviour with prompt and efficient service
- Full information and confidentiality
- Access to public buildings for people living with disabilities
- Redress and an apology for lapses in our service

We expect you to:

- Treat our officials with courtesy
- Use our services prudently
- Observe our working hours and timeframes for delivery
- Provide officials with full information when lodging a query or requesting information.
- Respect any gun free policy and non-smoking policy in all public facilities
- Observe Covid19 protocols

Complaints System:

Should we not live up to the above commitments; complaints may be addressed telephonically or in writing to the Gauteng Government Public Liaison Hotline

The Gauteng Public Hotline operates 24hrs – Monday to Friday and 7am - 5pm - Saturdays and is accessible through the channels below:

- Calls: 0800 4288 364/0800 22 88 27 (Toll Free)
- E-Mail: hotline@gauteng.gov.za and support@gauteng.gov.za
- Fax: 011 429 3222
- Post: Gauteng Public Hotline, Private Bag x 115, Marshaltown, Johannesburg, 2011

Social Media Platforms

Website: <https://www.gauteng.gov.za/Hotline> (Zero Rated)
Communications - Twitter: @GautengProvince
Service Delivery - Twitter: @GautengHotline
Service Delivery - Facebook - GautengHotline
SMS ShortCode – 35023
WhatsApp – 082 601 1000
USSD *134*47472# or *134*GPGSA (Zero Rated)
Gauteng App: Hotline

■ Contacts and information

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