

# OFFICE OF THE PREMIER SERVICE DELIVERY CHARTER

## The Role of the Office of the Premier

The role of the Office of the Premier is to provide long term planning, policy coordination, monitoring and evaluation of government performance based on the agreed outcomes.

## Contact Details

Physical address: 30 Simmonds Street  
Marshalltown  
Johannesburg

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2107

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e-mail: [hotline@gauteng.gov.za](mailto:hotline@gauteng.gov.za)  
Website: [www.gauteng.gov.za](http://www.gauteng.gov.za)  
Office hours: Monday to Friday, 8h00 – 16h30  
Social Media: Twitter - GautengProvince  
Instagram - Gauteng\_Government  
Facebook - Gauteng Provincial Government

## Vision

Leadership for an integrated city-region, characterised by social cohesion and economic inclusion; the leading economy on the continent, underpinned by sustainable socio-economic development.

## Values

The values and principles that underpin the Office of the Premier's pursuit of its vision are predicated on the principles of Batho Pele, and are:

- Patriotism
- Purpose
- Team Focus
- Activism
- Integrity
- Accountability
- Innovation

## Services

- Provide strategic leadership to the entire government and society (i.e. on research and policy development, economic, societal and spatial transformation and the modernisation and reindustrialisation in the province);
- Oversee the effective functioning of the entire provincial administration and fast-track delivery of policy priorities of this term of office and implement the NDP 2030;
- Provide long term planning, policy coordination, monitoring and evaluation of government performance on priorities (coordination of government strategic planning process, centralised planning and provide monitoring and evaluation of transversal programs);
- Communication and interface with communities and key sectors of society (increased channels for citizen communication and stakeholder engagement);
- Provide strategic and administrative support to the Premier and Executive Council (developing the legislative agenda for the province, support for Premier's political role, cabinet services and leader of government business);
- Mainstreaming issues of Gender; Youth, Disability and the Older Person's in our programmes (Mainstreaming of the rights and associated issues pertaining to the targeted Groups).

## Service standards

The Office of the Premier have set the following minimum standards for the level and quality of services provided:

### The Office of the Premier commits to:

- Strengthen proactive engagements at ward level 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.
- 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.

## Performance against standards

The Office of the Premier shall publish the results of the performance against the standards each year in our annual report. All 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.

### In line with the Batho Pele principles, the public has the right to:

- 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

### The Office of the Premier expects the public to:

- Treat officials with courtesy
- Use services prudently
- Observe 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

## Complaints System:

Complaints and enquiries may be addressed telephonically or in writing to the Gauteng Government Public Liaison Hotline.

The Gauteng Public Hotline operates from 7am to 6pm. Monday to Friday – and is accessible through four different channels:

- Calls: 08600 - 11000 (Shared Cost)
- E-Mail: [hotline@gauteng.gov.za](mailto:hotline@gauteng.gov.za)
- Fax: 011 429 3222
- Post: Gauteng Public Hotline, Private Bag X61  
Marshalltown, Johannesburg, 2011

Together, Moving Gauteng City Region Forward



**GAUTENG PROVINCE**

OFFICE OF THE PREMIER  
REPUBLIC OF SOUTH AFRICA