



GAUTENG PROVINCE

e-GOVERNMENT
REPUBLIC OF SOUTH AFRICA

GAUTENG DEPARTMENT OF e-GOVERNMENT SERVICE CHARTER 2020 - 2021

Who We Are?

We are the Gauteng Department of e-Government.

1. Our Policy Mandate

Growing Gauteng Together

- The 6th Administration of the Gauteng Provincial Government has adopted a Growing Gauteng Together as a programme of action to accelerate the delivery of government services in the Province.

2. Our Vision

- A Smart Gauteng City Region that provides efficient quality services to citizens

3. Mission

- Modernise government services and foster the implementation of a citizen centric innovation ecosystem that stimulates sustainable economic growth through transformative fourth industrial revolution technologies.

4. Values

- **Excellence:** To incrementally, systematically and consistently enhance frontline service delivery
- **Growth:** To constantly innovate and seek new opportunities
- **Openness:** To be customer centric and thrive to improve high levels of service to the public
- **Value for Money:** To provide services at costs affordable to the citizens of Gauteng.

5. Our Strategies, Frameworks and norms and standards are as follows:

- The ICT Master Systems Plan.
- The ICT Continuity Management Framework.
- ICT Norms and Standards.
- The Cybersecurity Strategy.
- The ToRs for the Innovation Forum.
- As-Is Evaluation Report to assess level of duplications on ICT application in the province to improve efficiencies.
- The Gauteng ICT skills development Strategy.
- The Big Data Strategy.
- The Department is in the process of drafting the provincial 4IR Strategy as well as the ICT Skills Development basket of offerings to realise the objectives of the Gauteng ICT Skills Development Strategy.

6. Language of Communication

The Gauteng Provincial Government has approved the following five (5) languages to be used for official government business. These are:

- English
- Zulu
- Sotho
- Xhosa
- Afrikaans

7. Services we provide

The department has adopted five pillars as strategic levers to realise the mandate of the new Provincial Administration. These pillars are as follows:

- Pillar 1 – Modernise ICT Infrastructure and Connectivity.
- Pillar 2 – Digital Platform, e-Services and Application.
- Pillar 3 – Provincial ICT oversight and governance.
- Pillar 4 – ICT solutions advocacy and communication facilitated.
- Pillar 5 – Ensure that Gauteng is a hub of 4th Industrial Revolution skills.

7.1 Our Service Standards

- We commit to acknowledge all complaints and complements received through different channels within 72 hours and we shall work towards resolving complaints within 48 hours of receipt.
- We will ensure efficient administration and management of the e-Government department.
- We will build an enabling ICT infrastructure for the GCR connected government.
- We will create the enabling platform and support services to enable GCR entities to design, develop and deliver e-Government Services.
- We will establish a GCR e-Government governance structure to drive priorities, policies, standards and regulations.
- We will promote the usage of e-Government services (Citizens, Business and Government entities).
- We will stimulate the ICT economy through facilitating incubation and innovation as well as encouraging public private partnerships for the development and roll-out of e-Government services.
- We will attempt to pay all our suppliers within 30 days from receipt of a correct invoice.

7.2 External Service Standards

- All Gauteng Department of e-Government service points are easily accessible by everyone, including people living with disability.

8. Operating hours

The Gauteng Department of e-Government service channel is opened as follows:

Monday-Friday

Office: 08:00 to 16h30

GPG Hotline: 07:00 to 18:00

9. Complaints Management System

Should we not live up to the above commitments standards, complaints can be addressed through the following channels?

Contact Information:

Tel: 011 355 2222
086 001 1000

Physical address:

Imbumba House
75 Fox Street
Johannesburg
South Africa

In writing:

Private Bag X112
Marshalltown
South Africa
2107

Email: hotline@gauteng.gov.za or customerqueries@gauteng.gov.za

Website: www.gauteng.gov.za