



GAUTENG PROVINCE

e-GOVERNMENT

REPUBLIC OF SOUTH AFRICA

GAUTENG DEPARTMENT OF e-GOVERNMENT SERVICE CHARTER 2023-2024

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. Principles

- Embracing disruption
- An entrepreneurial eGovernment approach
- Digital inclusion and access
- Simplicity of service
- Culture and ethics
- Integration and inter-operability

6. GCR e-Government Strategy:

- Government strategic pillars and GCR e-Government Strategy is expressed in the department's plans;
- The roll out of the Gauteng Broadband Network (GBN) across GCR;
- To deliver e-services;
- Interoperability and the eradication of duplication of applications within the Gauteng City Region, through effective governance;
- To promote increased use of available e-services; and
- To stimulate the ICT economy in the province.

6.1 The key interventions for the department are to enhance the use of technology in support of crime interventions focusing on:

- Introducing e-panic button;
- High quality drones;
- High quality face recognition CCTV;
- Integrated intelligence operation centre;
- Tracking strategic assets of the state;
- Cashless provincial services;
- Paperless customer services;
- Enhancing the use of technology in support of health interventions;
- ICT Skills Development for entrepreneurs in TISH areas; and
- Providing connectivity to (schools, libraries, healthcare centres) in TISH Areas.

7. 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

8. Services we provide

The department has adopted five pillar 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.

8.1 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.
- We will, through the implementation of the e-Waste Management Strategy, put measures in place to ensure that the growing amount of e-Waste is disposed of, recycled or re-purposed to ensure a clean, healthy and safe environment, but also stimulate the economy through SMME support and job creation.

8.2 External Service Standards

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

9. 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

10. 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

2023-2024 Gauteng Department of e-Government Service Charter is hereby recommended, supported and approved by:

RECOMMENDED				
TITLE	NAME & SURNAME	BUSINESS UNIT	SIGNATURE	DATE
Deputy Director	Mr. Dan Majola	Customer Relationship Management		18 April 2023
SUPPORTED				
Director	Ms. Nomvula Ntshalintshali	Communications		18/04/23
APPROVED				
Chief Director	Mr. Nhlanhla Cebekhulu	Communications		19/04/2023