

GAUTENG DEPARTMENT OF FINANCE

SERVICE CHARTER 2015/16

Who We Are?

We are the Gauteng Department of Finance.

Our Vision

"A Connected Gauteng City Region that uses Information and Communication Technology to support the delivery of quality services and equitable and inclusive social economic development of its citizens"

The Services We Provide

ICT Shared Services:

The purpose of this programme is to roll out a GPG broadband network for the promotion of service delivery efficiencies and connectivity of provincial government offices, facilities and community centers and to ensure coordination, regulation and compliance of all ICT related activity and investment in GPG

Human Resources Services:

The purpose of this programme is to reengineer and transform back office processes to realize efficiencies and improve front line service delivery.

Our Service Standards

- 2 Gauteng Broadband Network core sites built.
- 100% of recruitment adverts placed on DPSA website, GPG E-Recruitment website and external media houses within an agreed time (Letter of Engagement).
- 100% of suppliers paid within 30 working days of receipt of invoice.

Our 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.


Complaints Management System

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

Contact Information:



Tel. No: (011) 355 2222
Hotline: 08600 11000
Fax: (011) 429 3222



Physical address:
Imbumba House,
75 Fox Street,
Johannesburg,
South Africa



In writing:
Private Bag X112,
Marshalltown,
South Africa, 2107



Email:
hotline@gauteng.gov.za
Website:
www.finance.gpg.gov.za
www.gautengonline.gov.za



Working Hours:
Office: 08:30 to 17h00
GPG Hotline:
07:00 to 18:00

Together, Moving Gauteng City Region Forward



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