



GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

GAUTENG DEPARTMENT OF EDUCATION

SERVICE DELIVERY CHARTER

2018-21

OUR STRATEGIC OVERVIEW

VISION

Every learner feels valued and inspired in our innovative education system.

MISSION

We are committed to provide functional and modern schools that enable quality teaching and learning to protect and promote the right of every learner to quality, equitable and relevant education.

VALUES

We have the following values that are focused on **Learner- IMPACT**:

- Integrity (honesty and truth)
- Motivated
- Passionate
- Accountable
- Committed
- Truth

STRATEGIC GOALS

1. Deliver quality education in a conducive learning environment

- Pillar 1: Curriculum and Assessment Development
- Pillar 2: Teacher Provision and Support
- Pillar 3: Leadership and Management

2. Transform public schooling by addressing barriers to access, equity and redress

- Pillar 4: Infrastructure development and maintenance
- Pillar 5: Planning, finance and resourcing
- Pillar 6: ICT in Education

3. Increase access to quality pre- and post- school educational opportunities

- Pillar 7: Social Cohesion
- Pillar 8: School functionality including community Involvement

4. Provide an administrative service that supports modern and innovative schools.

- Pillar 9: Skills Development
- Pillar 10: Access to quality Early Child Development (ECD)

Transformation, Modernisation and Re-industrialisation (TMR)

The GDE will continue to implement programmes that support the Gauteng Provincial Government's strategy of **Transformation, Modernisation and Re-industrialisation (TMR)**. The Department's programmes will emphasise radical socio – economic transformation that will transform Gauteng into “a seamlessly integrated, socially cohesive, economically inclusive City Region; a leading economy on the African continent underpinned by smart, innovation-driven, knowledge-based and sustainable industries; an accountable, responsive, transparent and clean government and an active citizenry”.

OUR SERVICE DELIVERY STANDARDS IN LINE WITH THE BATHO PELE PRINCIPLES

CONSULTATION

In this regard we undertake:

- To consult with organized formations of parents, educators and learners on educational matters;
- Interact with all stakeholders who have interest in education; and
- Periodically solicit views about the quality of our services through surveys.

ACCESS

All citizens, without reservations will have equal access to all services rendered. In this regard:

- All offices will be accessible to the physically challenged;
- Language barriers will be removed and citizens may use any of the 11 official languages;
- District offices have been established to open access to all people especially those living in rural areas.

COURTESY

All our customers will be treated with courtesy and consideration at all times. In this regard:

- All clients will be treated in a polite and friendly manner;
- All the GDE staff will be identified by name tags at all times;
- Telephone calls will be answered promptly and politely.

INFORMATION

Citizens have a right to full and accurate information. In this regard:

- Information in respect of our organization will be published on the GDE's website
- Information can be obtained at any of the GDE's 15 Districts Offices, and Provincial Office in Johannesburg.

OPENNESS AND TRANSPARENCY

Openness and transparency is the cornerstone of the South African democracy. In this regard we undertake:

- To keep our clients informed about our performance against the targets set; the use of allocated resources.

VALUE FOR MONEY

The GDE shall use the allocated resources efficiently, effectively and economically. In this regard we shall:

- Simplify systems and procedures to eliminate wastage and inefficiency;
- Strengthen management and control to prevent fraud, corruption and mal-administration.

REDRESS

We regard complaints as an opportunity to improve service delivery. In this regard we promise that:

- Whenever our services have fallen below the promised standard, we shall have mechanisms and procedures to address those issues.

INNOVATION AND REWARD

Staff commitment, energy and skills will be harnessed to improve service delivery. In this regard we shall:

- Recognise and reward employees who show loyalty, commitment and dedication;
- Encourage innovation and reward staff for creativity and innovation.

LEADERSHIP

All managers will lead by example and share the vision, mission and goals of the Department with all staff members and stakeholders.

OUR LANGUAGE OF COMMUNICATION

The rapid developments and demographics of the Gauteng Province have resulted in all 11 official languages being spoken in the province. All official languages will be used in the GDE institutions depending on their geographical context to serve members of the public with due regard to their respective language preferences.

HOW WE DEAL WITH COMPLAINTS

We commit to acknowledge all queries received through different channels within 72 hours and we shall work towards resolving the queries within 48 hours of receipt by the relevant Directorate. If it takes longer than 48 hours to find a suitable solution, the complainant will be informed about the progress of the case.

Complaints can be logged through the following channels:

- Walk in (Schools, District Offices and Head Office)
- Call centre/Switchboard : **(011) 355 0000**
- Hotline: **0800 000 789**
- **Email:** gdeinfo@gauteng.gov.za & TalktotheMEC@gauteng.gov.za
- Postal Address: **P.O. Box 7710, Johannesburg, 2000**

CERTIFICATION SERVICE

OPERATING HOURS

Application for Certificate(s) : 07h30- 14h00

Collection of certificates : 07h30- 15h00

TARRIFS FOR CERTIFICATION SERVICES

CERTIFICATION	TARRIFS		
	2018/19	2019/20	2020/21
Replacement of a Senior Certificate/ National Senior Certificate	R107	R118	R130
Change or amendments on certificate	R107	R118	R130
Confirmation document issued prior to the certificate (system generated document)	R45	R47	R50
Letter to Embassy and authentication of the qualifications (work/study group)	R45	R47	R50
Re-issue of a Statement of Results (Provincial)	R45	R47	R50
Replacement of Standard 6,7,8,9,10 and Standard 10 practical certificates	R107	R118	R130
Verification of Senior Certificate qualification issued prior to 1992 government organisation	R45	R47	R50
Verification of Senior Certificate issued prior to 1992 for non-government institutions	R65	R68	R72
EXAMINATION FEES			
Re-MARK	R105	R112	R120
Re-check	R25	R27	R29
Viewing	R205	R219	R234

THE GAUTENG DEPARTMENT OF EDUCATION OFFICES:

DISTRICT NAME	PHYSICAL ADDRESS	CONTACT DETAILS
Ekurhuleni North	78 Howard Avenue, Munpen Building, Benoni	Tel: 011 746 8098
Ekurhuleni South	No. 2 Robin Close, Infinity Office Park, Meyersdal	Tel: 011 389 6142
Gauteng East	Corner 2nd Avenue and 3rd Street, Old FNB Building, Springs	Tel: 011 736 0887 Fax: 011 736 0805
Gauteng North	No. 86 Watermeyer Street, Val de Grace, Pretoria	Tel: 012 846 3511
Gauteng West	Corner Human and Boshoff Street, Krugersdorp	Tel: 011 660 4581
Johannesburg Central	Corner Modjadji and Old Potchestroom Road, Soweto College, Pimville	Tel: 011 983 2308
Johannesburg East	No. 142 Fourth Street, Parkmore, Sandton	Tel: 011 666 9002/9104 Fax: 086 602 5211
Johannesburg North	Cnr Jorrison & Biccard Street, FNB Building, 2nd Floor, Braamfontein	Tel: 011 694 9357
Johannesburg South	100 Northern Parkway, Crownwood Plaza, Ormonde	Tel: 011 247 5710
Johannesburg West	20 Madeline Street, Florida	Tel: 011 831 5300
Sedibeng East	Corner Joubert and Kruger Avenue, Sanlam Building, Vereeniging	Tel: 016 440 1787
Sedibeng West	6 Samuel Street, Vanderbijlpark, Sebokeng	Tel: 016 594 9120
Tshwane North	Wonderboom Junction Shopping Mall, Cnr Lavender and Voortrekker Roads, Wonderboom	Tel: 012 543 1479
Tshwane South	265 President Towers Building, Pretorius Street, Pretoria	Tel: 012 401 6317
Tshwane West	Old Hebron College, Klipgat Road (near ODI Hospital), Mabopane	Tel: 012 701 5229

HEAD OFFICE	NAME	PHYSICAL ADDRESS
Head of Department	6 Hollard street, Talis Building Johannesburg, 2000 Postal Address: P.O. Box 7710, Johannesburg, 2000	Tel: 011 355 1009 Switchboard: 011 355 0000
MEC	6 Hollard street, Talis Building, Johannesburg. Postal Address: P.O. Box 7710, Johannesburg, 2000	Tel: 011 355 0669 Switchboard: 011 355 0000

OFFICES OPERATING HOURS:

Monday – Friday

08h00 – 16h00

Date of the next review: 01 July 2021

THE GAUTENG DEPARTMENT OF EDUCATION SERVICE DELIVERY CHARTER 2018-21 OFFICIAL SIGN-OFF:

SIGNED: ALBERT CHANEE

DDG: STRATEGIC PLANNING MANAGEMENT

DATE: 03/07/18

SIGNED: EDWARD MOSUWE

HEAD OF DEPARTMENT

DATE: 05/07/2018

SIGNED: ANDREK PANYAZA LESUFI (MPL)

MEMBER OF THE EXECUTIVE COUNCIL: EDUCATION

DATE: 04/07/2018