



**GAUTENG PROVINCE**

HUMAN SETTLEMENTS  
REPUBLIC OF SOUTH AFRICA

## SERVICE DELIVERY CHARTER AND SERVICESTANDARDS

**2023-2024**



# GAUTENG DEPARTMENT OF HUMAN SETTLEMENTS

## SERVICE CHARTER: 2023- 2024

*Together building sustainable communities*

### Introduction

The GDHS has a clear commitment to continuous improvement of service delivery in all areas of its jurisdiction. As part of this commitment, we have developed the Service Charter and Service Standards of the Department which clearly sets out the core-functions of our Department, the purpose of each Component and the generic service standards you can expect when dealing with us.

The Service Charter is an undertaking to you to provide the highest level of service possible by meeting the standards set out in this document. The process is ongoing to ensure that proper systems and procedures are in place to fulfill our stated commitments. The purpose of this Charter is to transform the Gauteng Department of Human Settlements into excellency and in so doing contribute to a better quality of life to all through building a people's centered sustainable communities.

### Who are we?

Our core mandate is to ensure the provision of housing across the province in order to build sustainable communities and facilitate share and equitable social and economic growth and development.

Our mandate is derived from chapters 3, 6 and 7 of the Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996). Section 26 of the Constitution guarantees the right to have access to housing. The State is mandated to take steps to achieve the progressive realization of this right.

The primary role of the Gauteng Department of Human Settlements is to promote and facilitate the provision of adequate housing in its province.

### Our Vision

We are an accountable Department which builds integrated sustainable human settlements and improved quality of household life.

## **Our Mission**

We provide relevant differentiated, quality housing opportunities to qualifying beneficiaries in partnership with various stakeholders.

## **Our Values**

The values of the GDHS which underpin its organizational culture and are informed by the Batho Pele (“People First”) principles are enumerated as follows:

### **Honesty**

Employees must be truthful and trustworthy always for example, coming to work and doing daily duties diligently.

### **Loyalty**

Always put the interest of the Department first, Employees who work with confidential information like SCM practitioners, risk management officers, document management practitioners, office cleaners and others must not compromise the Department by leaking confidential information.

### **Professionalism**

Behaviour towards, colleagues, public and stakeholders must always be of good standard, for example, employees must always be cordial to all and take responsibility even in matters that do not fall within their duties.

### **Human Dignity**

We must demonstrate a caring attitude, a willingness to serve and must be respectful to the public, other employees, and everyone that we come in to contact with, at all times.

### **Service Delivery**

Employees must provide excellent services as expected by our stakeholders and the public.

### **Sanctioning bad and rewarding good behaviour**

We have a duty to put control measures to prevent bad behaviour, to discipline wrongdoing and reward good behaviour, always saying “thank you” when one has done well.

### **Sound ethical standards**

Employees and managers must instill and uphold ethical values and standards in their daily operations. They must do the right thing and add value the Department.

### **Accountability**

Every one of us must account for his/her actions and be willing to provide reasons for our actions and decisions. Where wrong decisions and actions were taken, restore order.

### **Integrity**

Do the right thing, even when nobody is watching.

## **Excellence**

Employees must bear the mark of professionalism, commitment and excellence in standards of work. The values captured above underpin the organizational culture of the Department.

### **The services we provide**

#### **The main goal of the Administration Programme is to:**

- Strengthen and align the Department's organizational capacity and capability to deliver on its mandate; and
- It enables the Department's business units to perform efficiently by providing corporate support (HR, Finance management, Information Communication Technology (ICT), Legal Services, Communication and Security and Facilities).

#### **The aim of the Housing Needs, Research and Policy Development Programme is to:**

- facilitate and undertake housing delivery planning;
- identify housing needs;
- provide a regulatory framework for housing delivery,
- develop policy guidelines;
- provide provincial inputs on housing legislation and any amendments associated with these;
- provide provincial multi-year housing delivery plans; and
- ensure alignment of housing plans with IDPs and conduct research on human settlement related topics.

#### **Human Settlements Immovable Management Programme provides for:**

- the sale and transfer of Rental Stock;
- devolution of housing assets; and
- implementation of the Enhanced Extended Benefit Scheme as well as Housing Property Maintenance.

#### **The emphasis on the Human Settlements Development Programmes is on:**

- the provision of individual subsidies and housing opportunities to beneficiaries with accordance with the housing policy; and
- the programme promotes effective and efficient delivery of provincial and local housing programmes.

### **Where can our services be found?**

Our public services and information can be accessed on the provincial government's website: [www.gdhs.gpg.gov.za/www.gautengonline.gpg.gov.za](http://www.gdhs.gpg.gov.za/www.gautengonline.gpg.gov.za)

## Our customers and stakeholders

The stakeholders of the Department of Human Settlements are:

- The communities
- Public Servants
- Municipalities
- National and Provincial Departments
- Legislature: Housing Standing Committee
- Organized Labour
- Strategic Partners and Stakeholders

**Our published Service Standards are the following:**

- The customers will not wait for more than 10 minutes to be attended to and will be asked to wait at a comfortable waiting area should they need to;
- Meetings with Community Liaison Officers from the Communities are held in conjunction with Departmental Community Liaison Officers, to clarify issues in relation to the project implementation within communities, on a quarterly basis;
- The starting time for pre-arranged meetings is strictly adhered to;
- There is relief staff at the switchboard during lunchtime to take care of incoming calls;
- In case of emergencies where an official may not attend a confirmed meeting, an apology is extended within thirty (30) minutes before the meeting starts;
- The complaints and queries are acknowledged within fourteen (14) days and resolved within ninety (90) days;
- Lunch and other breaks are taken without disrupting services in all the Customer Relations Management Offices;
- Public meetings, stakeholder engagements, Project Steering Committee Workshops are held on a monthly/quarterly basis or as regular as required to discuss project progress and to note concerns and inputs from the communities; and
- The departmental website is updated, e.g. loading up the date content such as the MEC's speeches, articles, and statements and giving creative ideas on the lock of the website on a weekly basis.

## Our operating hours

**Operational hours** are from Monday to Friday, from **7h30 to 16h30**

<p><b>Johannesburg (Head Office)</b> Physical Address: 124 Main Street Johannesburg</p> <p>Telephone: 011 085 2531</p>	<p><b>Ekurhuleni (Regional office)</b> Physical Address: Nevada Building 68 Voortrekker Street Alberton</p> <p>Telephone: (011) 861 3001/3071/3070</p>
<p><b>Johannesburg (Regional Office)</b> Physical Address: 4th floor, Ikusasa House 129 fox street Johannesburg</p> <p>Telephone: (011) 630 5093/5089/5081</p>	<p><b>Tshwane (Regional Office)</b> Physical Address: Tshwane Regional Office Gilboa Building 50 Hamilton Street Arcadia</p> <p>Telephone: (012) 303 3300/3301</p>
<p><b>Westrand (Regional Office)</b> Physical Address: Mogale City Regional Office (Krugersdorp) Lubners Building 57 Cnr Kruger and Burger Street Krugersdorp</p> <p>Telephone: (011) 662 8311/8328/8329</p>	<p><b>Sedibeng (Regional office)</b> Physical Address: No 1 Loch Street Meyerton</p> <p>Telephone: (016) 360 7000/7725</p>

## Customer's rights and obligations to facilitate courtesy

You have the right to all the *Batho Pele* principles, which include:

- To be consulted about the level and quality of the public service you receive.
- To be told what level and quality of public service delivery standard you will receive so that you know what to expect.
- To have access to the services to which you are entitled.
- To be treated with courtesy and consideration.
- To receive full and accurate information about the public services that you are entitled to.
- To be offered an apology, a full explanation, and a speedy and effective remedy if the promised quality of service is not delivered.
- To receive a sympathetic, positive response when complaints are made.
- The right to a public service that is provided economically and efficiently to ensure value for money.

Customer's **obligations**:

If you visit the Department of Human Settlements office, you have the responsibility to:

- Treat our staff with courtesy
- Use our services prudently
- Provide our staff with full information when lodging a query or requesting information
- Observe our working hours and timeframes for delivery.

<b>Comments and suggestions</b>
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We are committed to providing the highest standards of service within available resources. To improve continuously the level of service we provide, we are open to suggestions and comments and will use the information you give us to revise and improve our policies and procedures.

We need to know if:

- You have received outstanding service.
- You feel we are not meeting our service commitment to you.
- You have ideas on how we can improve our service to you.

To ensure that your needs and expectations are being met, we encourage you to provide us with your comments and suggestions. You may fill in a feedback form which we have made available at our offices and leave it in suggestion boxes at our foyers, or you can send it to the following address:

**Head of the Department  
Department of Human Settlements  
Private Bag x079  
Marshalltown  
2107**

**WEBSITE ADDRESS**

Website: [www.gauteng.gov.za](http://www.gauteng.gov.za)

## Complaints handling

You are free to lodge any complaints to the department using any of the following methods:

- Walk-in and complete a Customer Complaints Form available at your nearest Gauteng Department of Human Settlements service points; and
- Lodge your Complaints/Compliment through email, website, telephone, and or through Premier's hotline (Email - [hotline@gauteng.gov.za](mailto:hotline@gauteng.gov.za)), 0860 428 8364.

**Signed/Approved:**



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**MS. PHINDILE MBANJWA**  
**HEAD OF DEPARTMENT**  
DATE: 14/03/2023