



GAUTENG PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

SERVICE DELIVERY CHARTER

2024-2025



GAUTENG DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE DELIVERY CHARTER: 2024- 2025

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.
- It enables the Department's business units to perform efficiently by providing corporate support (HR, finance management, ICT 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,
 - ensure alignment of housing plans with IDPs and conduct research on human settlement related topics.
- 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.
 - the programme promotes effective and efficient delivery of Provincial and local housing programmes.
- **Human Settlements Immoveable** 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.

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

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

Comments and suggestions

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

Complaints handling

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

- Come in person and complete a Customer Complaints Form available at your nearest Gauteng Department of Human Settlements service point.
- Lodge your Complaints/Compliments through email, website, telephone, and or through Premier's hotline (Email - hotline@gauteng.gov.za) 0860 428 8364



MS. PHINDILE MBANJWA

HEAD OF THE DEPARTMENT

DATE: 26/02/2024