



GAUTENG PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

SERVICE DELIVERY STANDARDS

2024-2025



GAUTENG DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE DELIVERY STANDARDS: 2024- 2025

Together building sustainable communities

Introduction

The GDI IS has a clear commitment to continuous improvement of service delivery in all areas of its jurisdiction. The White Paper on Transforming Public Service Delivery (Batho Pele White Paper, 1997) provides a clear mandate to departments on the setting of service standards. Provincial departments must publish standards for the level and quality of services they will provide, including the introduction of new services to those who have previously been denied access to them.

The Service Delivery Standards 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 the Service Delivery Standards 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.

Our published Service Standards are the following:

- The customers will not wait for more than 15 minutes to be attended to and will be asked to wait at a comfortable waiting area should they need to. Waiting times may vary due to unforeseen challenges such as loadshedding, which may disrupt the HSS system.
- Decentralization took services closer to clients in regional offices, which includes Johannesburg, Westrand, Sedibeng, Ekurhuleni and Tshwane and they are accessible to clients.
- Meetings with Community Liaison Officers from the Communities are held in conjunction with Departmental Beneficiary Empowerment 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.
- 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 Beneficiary Management Centers.
- 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.
- 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 how to login to the website on a weekly basis.

Our operating hours

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

<p>Johannesburg (Head Office) Physical Address: 124 Main Street Johannesburg</p> <p>Gauteng Provincial Hotline: (080) 022 8827</p>	<p>Ekurhuleni (Regional office) Physical Address: Nevada Building 68 Voortrekker Street Alberton</p> <p>Gauteng Provincial Hotline: (080) 022 8827</p>
<p>Johannesburg (Regional Office) Physical Address: 4th floor, Ikusasa House 129 fox street Johannesburg</p> <p>Gauteng Department of Human Settlements 011 630 5093/5089/5081</p> <p>Gauteng Provincial Hotline: (080) 022 8827</p>	<p>Tshwane (Regional Office) Physical Address: Tshwane Regional Office Gilboa Building 50 Hamilton Street Arcadia</p> <p>Gauteng Department of Human Settlements 012 303 3300/3301</p> <p>Gauteng Provincial Hotline: (080) 022 8827</p>
<p>Westrand (Regional Office) Physical Address: Mogale City Regional Office (Krugersdorp) Lubners Building 57 Cnr Kruger and Burger Street Krugersdorp</p> <p>Gauteng Provincial Hotline: (080) 022 8827</p>	<p>Sedibeng (Regional office) Physical Address: No 1 Loch Street Meyerton</p> <p>Gauteng Provincial Hotline: (080) 022 8827</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.

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.gdhs.gpg.gov.za/ www.gautengonline.gpg.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) 080 022 8827



MS. PHINDILE MBANJWA

HEAD OF THE DEPARTMENT

DATE: 26/02/2024