



GAUTENG PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

SERVICE CHARTER

2020-2021



GAUTENG DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE CHARTER: 2020- 2021

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 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 wrong doing 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.

Our Programme Structure

The programme structure consists of four service delivery areas as summarised below.

PROGRAMME 1 – ADMINISTRATION

Purpose: To provide executive support services to the Head of the Department.

This Programme focuses on strengthening and aligning the Department's organisational capacity and capability to deliver on its mandate and ensure sound corporate governance. It enables the Department's business units to perform efficiently by ensuring effective leadership, management and administrative support to core business divisions through continuous refinement of organizational strategy and structure in compliance with appropriate legislation and best practice.

The table below reflects the sub-programmes that constitutes Programme 1 and summarizes the purpose of the Programme and its sub-programmes.

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme1: Administration	To provide executive support services to the Head of the Department.	Executive Support	Provide technical, administrative and secretariat support services to Departmental committees and Office of the HOD. Provide technical and administrative support on matters pertaining to Parliament, Cabinet, Departmental and Portfolio Committees, as well as relevant committees and structures.
		Risk, Anti-Corruption And Integrity Management	Provide enterprise risk management services. Manage the development and monitory of implementation of Business Continuity plan. Provide anti-corruption and integrity management services.
		Entity Interface And Intergovernmental Relations	Implement governance regulatory compliance framework. Monitor, in collaboration with programme managers, the implementation of shareholder compact or service delivery agreement. Facilitate stakeholder interface, including meetings between the EA and entity board/executive.

			(TBC) Facilitate the evaluation of strategic plans, budget and mandatory and performance reports, in collaboration with programme managers. Prepare recommendations to the EA regarding the approval or amendments of such plans and reports and support the EA in tabling the mandatory report to the relevant structures. Manage and facilitate intergovernmental relations.
		Corporate Management Services	Provide strategic management, monitoring and evaluation and transformation programmes. Provide communication and media liaison services. Manage and monitor the provision of human resource management services. Provide information communication technology management services. Manage the provision of facility and security management services. Provide legal services.
		Financial Management Services	Manage and facilitate the provision of management accounting services. Manage and facilitate the provision of financial accounting services. Manage and facilitate the provision of supply chain management services. Manage and facilitate the provision of internal control and compliance services. Develop and implement the procurement strategies for infrastructure. Develop and implement contract management services.

PROGRAMME 2 – HUMAN SETTLEMENTS INFRASTRUCTURE PLANNING

Purpose: This programme facilitates and undertake housing delivery planning, identifies housing needs, provide a regulatory framework for housing delivery; develop policy guidelines, provide provincial inputs on housing legislation and any amendments associated with these, develop provincial multi-year housing delivery plans; ensure alignment of housing plans with Integrated Development Plans and conduct research on human settlements related topics.

The table below reflects the sub-programmes that constitutes Programme 2 and summarizes the purpose of the Programme and its sub-programmes.

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 2 Housing Needs, Research and Planning	To oversee and ensure human settlement delivery planning.	Needs Research And Policy Development	Manage the implementation of housing policy, strategy and guidelines, housing norms and standards. Provide advice and policy interpretation to the department, stakeholders and municipalities. Develop and review provincial human settlements policies and input on legislation. Coordinate and manage human settlements market analysis / research products. Develop and maintain human settlement delivery-related knowledge management systems. Providing guidance on the implementation of policies. Evaluate the implementation of human settlements (external) policies and strategies. Provide information and knowledge management services
		Sustainable Planning	Facilitate and support the development of human settlements chapters in Municipal Integrated Development Plan. Develop and maintain Infrastructure Development Plan. Provide inputs into the Human Settlements Grant Business Plan. Conduct project feasibility, readiness assessments and undertake land suitability analysis studies. Develop, review and advice on the development of Human Settlements multi -year plans. Measure the impact and sustainability of human settlement programmes. Develop, implement and maintain credible human settlements information system. Provide Geographical Information System (GIS) support to projects.

			Manage the registration of projects with the NHBRC. Facilitate Rapid Land Release programme.
		Infrastructure Delivery Management Systems	Development of Infrastructure Asset Management Plan (IAMP). Coordinate the development and monitoring of Infrastructure Programme Management Plan (IPMP) and Infrastructure Programme Implementation Plan (IPIP). Coordinate the development and monitoring of Operations Management Plan (OPM) and Maintenance Management Plan (MMP). Provide support to prepare the IPMP, prepare the IPIP, and allocate projects and finalise procurement schedules. Develop and enforce standard designs [where applicable and in line with human settlements designs. Validate all building plans. Manage procurement for construction projects supported by departmental SCM. Manage implementation of projects including contract management in line with budgets, timeframes and quality standards. Prepare and present progress reports. Manage framework contracts for day-to-day, routine and emergency maintenance based on needs and budgets indicated by Education.
		Beneficiary Management	Manage the customer registration on the National Housing Needs Register. Manage the Subsidy and Beneficiary Administration. Manage queries and complaints.

PROGRAMME 3 – HUMAN SETTLEMENTS IMPLEMENTATION

Purpose: This Programme Area drives implementation of sustainable human settlement projects. In terms of the new paradigm shift the programme will be responsible for developing integrated and sustainable human settlements, New Towns and Big Cities. The programme is also responsible for implementation of National Housing Programme utilising the Human Settlements Conditional Grant.

The table below reflects the sub-programmes that constitutes Programme 3 and summarizes the purpose of the Programme and its sub-programmes.

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 3 Human Settlements Implementation	Drive implementation of Gauteng's human settlements projects	Human Settlement Programmes	Manage and implement incremental housing programme. Manage and implement urban renewal housing programme and social rental housing programme. Manage the execution of the IPMP programme.
		Grant Municipality Agency Performance	Ensure Accreditation of Municipalities. Provide Operational Capital Budget. Maintain the Human Settlements Subsidy System (HSS) with updated, credible financial and non-financial data. Manage beneficiary application process (inclusive of providing conveyancers, lenders and developers with particulars of approved qualifications. Register and track housing projects Provide HSS support to accredited municipalities and regional support centres. Manage programme designing and the allocation of houses and other human settlements products. Manage the provision of Financially-Linked Subsidy Programmes (FLISP). Ensure that all payments claims are correct and complete for payment purposes.
		Stakeholder Engagement & Capacity Development	Promote and educate on human settlements programmes and plans. Respond to service delivery protests. Promote and coordinate social facilitation.

Programme 4 – HUMAN SETTLEMENTS IMMOVABLE ASSETS

Purpose: This 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. It is essentially responsible for the efficient management, devolution and transfer of provincial assets.

The table below reflects the sub-programmes that constitutes Programme 4 and summarizes the purpose of the Programme and its sub-programmes.

BUDGET PROGRAMME	PURPOSE	SUB-PROGRAMMES	FUNCTIONS
Programme 4: Human Settlement Immovable Assets	To manage state-owned properties.	Immovable Assets Management	Manage the implementation of rental legislation/ policies/ strategies. Develop maintenance plans for immovable assets. Develop and manage the assets information systems. Develop and manage alternative funding mechanisms through public private partnerships etc. Manage property asset information management systems. Manage rental stock expertise and lease / sale agreements (inclusive of rental stock secured through PPP partnerships). Manage shelter for the vulnerable (institutional housing programme) Manage debt and revenue relating to state-owned properties/ rentals. Acquire and manage the provincial land.
		Assets Disposal	Manage the property/asset register (inclusive of property disposal). Manage the devolution / transfer of properties to municipalities and/or beneficiaries (registration of transfers). Regulate illegal occupants and facilitate the transfer of Housing stock. Prepare submission for

			consideration by Asset Committee to assets disposal and regularization of illegals. Receive and process Regulation 6,7 & 8 claims of transfer of ownership of property i.e. rented residential properties from the Provincial Government to eligible application or beneficiaries and purchased houses to eligible beneficiaries or applicants. Administer all requests to let properties and the agreements thereof and rectify incorrect title deeds. Manage conveyancing.
		Rental Housing Tribunal Support	Render residential and rental complaints management services. Promote and market the services of the Rental Housing Tribunal. Provide secretariat and administrative support to the Rental Housing Tribunal. Render Rental Housing Tribunal services in the Human Settlement service centres.

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 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.

Where can our services be found?

Our public services and information can be accessed on the provincial government's website: <https://www.gauteng.gov.za/>

Our customers and stakeholders

The stakeholders of the Department of Human Settlements are:

- The community
- 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.
- Regional Offices to take the services closer to the clients exist in Johannesburg, Westrand, Sedibeng, Ekurhuleni, Tshwane and Motsweding, and they are accessible as from 7h30 until 16h30.
- The starting time for pre-arranged meetings is strictly adhered to.
- There is relief staff at switchboard during lunch time 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 to 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 also 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 the look of the website on a weekly basis.

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.

In order 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 Department
Department of Human Settlements
Private Bag x079
Marshalltown
2107**

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 point.

Contacts and Information

HEAD OFFICE

Department of Human Settlements
11 Diagonal Street
Johannesburg
2001

Postal Address:
Private Bag X79
Marshalltown,
2107

Tel: (011) 085-2531

Fax: (011) 355-5196

<https://www.gauteng.gov.za/Departments/CPM-001007>

Contacts and Information

Member of Executive Council: (011) 355 4000

Head of Department:

Chief of Staff: (011) 355 4000

1. BRANCHES AND CHIEF DIRECTORATES

1.1 BRANCH: PLANNING AND PROPERTY MANAGEMENT

Purpose: To manage human settlements delivery planning and stakeholder facilitation and property management

- Deputy Director General: 079 504-3929

❖ CHIEF DIRECTORATES

- **Planning and Stakeholder facilitation**

Chief Director: (011) 355 4000

- **Social Housing, Property and Land Management**

Chief Director: Tel: 079 872-3739

- **Rental Tribunal and Assets Transfers**

Chief Director: 079 506-0405

1.2 BRANCH: FINANCIAL MANAGEMENT SERVICES

Purpose: To render effective financial management services in the Department.

- Chief Financial Officer : 083 600-8992

❖ CHIEF DIRECTORATES

- **Supply Chain Management**

Chief Director: Tel: 082 749-7773

- **Financial Management**

- **Financial Management**

Chief Director: 083 600-8992

1.3 BRANCH: CORPORATE MANAGEMENT SERVICES

Purpose: To manage and monitor the provision of corporate management services

- Deputy Director General: Tel: 076 412-4184

❖ CHIEF DIRECTORATES

- **Human Capital Management**

Chief Director: Tel: 079 874-1303

- **Communication Services**

Chief Director: Tel: 071 609-0058

❖ Strategy and planning

Chief Director: Tel: 072 370-1183

❖ Legal Services

Director: Tel: 083 602-5793

1.4 BRANCH: PROGRAMME MANAGEMENT AND REGIONAL COORDINATION

Purpose: to manage the implementation of human settlement programmes and projects

- Deputy Director General: Vacant

❖ CHIEF DIRECTORATES

- **Human Settlement Programmes and Project Management**

- Chief Director: 082 603-0324

- **Regional Coordination of Five (5) Regions**

- Chief Director: 082 453-6320

1.5 DIRECTORATE: RISK MANAGEMENT

Purpose: To develop Departmental risk policy/strategy and ensure implementation and compliance through the Department.

Director: Tel: 071 603-2537

1.6 DIRECTORATE: ANTI- FRAUD AND CORRUPTION

Purpose: To conduct the investigations into all allegations of Fraud, Corruption and Mal-administration in the implementation of housing programmes.

Director: Tel: (011) 355 4041

2. REGIONAL OFFICES

Purpose: To implement housing service delivery programmes to the public within the Regions.

2.1 JOHANNESBURG REGION

Physical Address:
4th floor, Ikusasa House 129 fox street
Johannesburg
2000
Gauteng

Chief Construction Project Manager Grade A
Tel: (011) 630 5093/5089

2.2 TSHWANE & METSWEDING REGION

Tshwane Regional Office
Gilboa Building
50 Hamilton Street
Arcadia
PRETORIA

Chief Construction Project Manager Grade A
Tel: (012) 303 3300/3301

2.3 WEST RAND REGION

Mogale City Regional Office (Krugersdorp)
Lubners Building
57 Cnr Kruger and Burger Street
Krugersdorp

Chief Construction Project Manager Grade A
Tel: (011) 662 8311

2.4 SEDIBENG REGION

No 1 Loch Street
Meyerton

Chief Construction Project Manager Grade A
Tel: (016) 360 7000

2.5 EKURHULENI REGION

Physical Address: Nevada Building
68 Voortrekker Street
Alberton

Chief Construction Project Manager Grade A
Tel: (011) 861 3001

Signed:



MS PHINDILE MBANJWA

HEAD OF DEPARTMENT

DATE: 04/03/2001