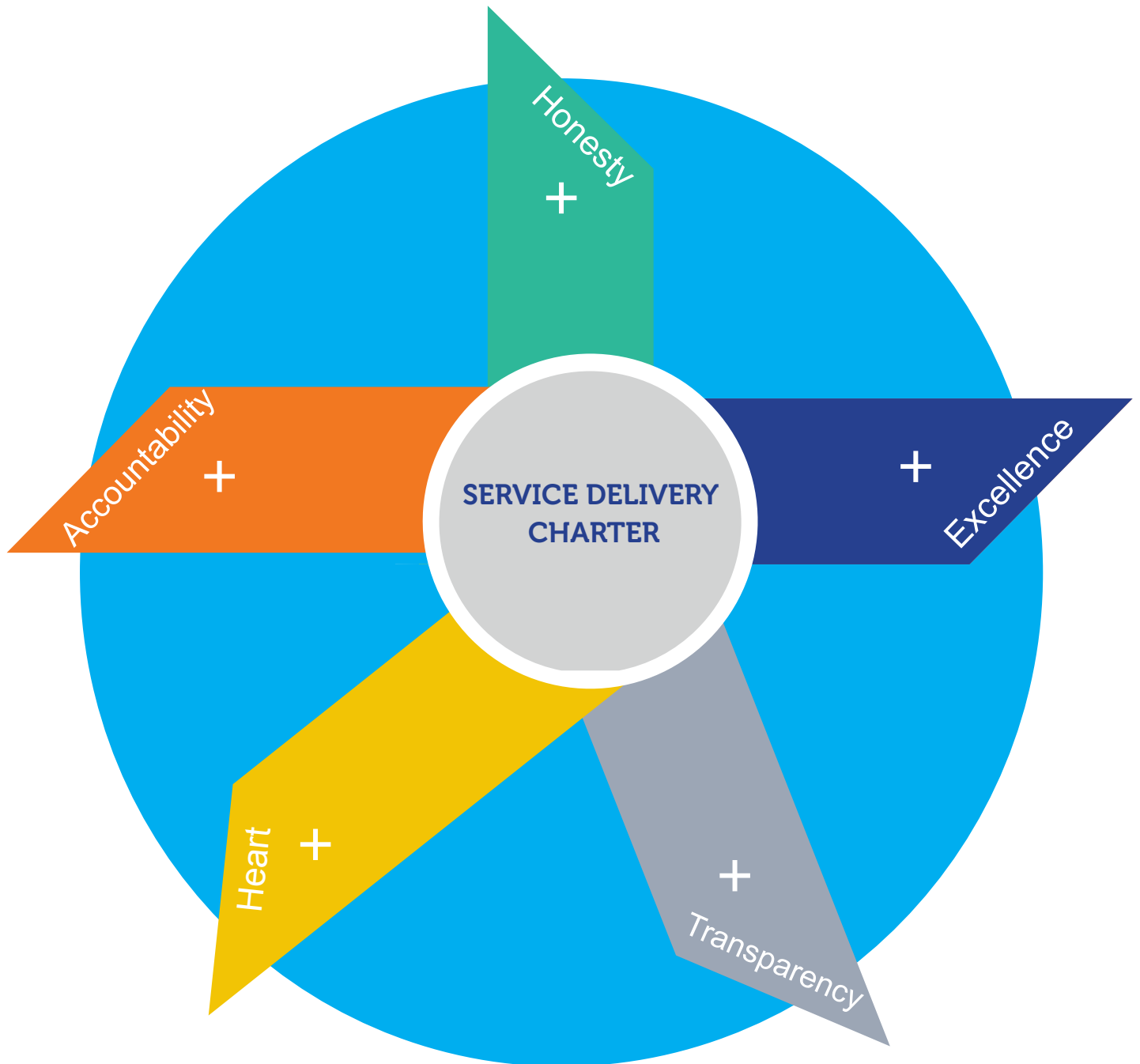


GAUTENG DEPARTMENT OF COMMUNITY SAFETY SERVICE DELIVERY CHARTER



Growing Gauteng Together

WHO WE ARE

Gauteng Department of Community Safety, our job is to provide safety and security for citizen of Gauteng Province.

OUR VISION

The vision of the Department of Community Safety is to realize Gauteng as a Province where people feel and are safe.

OUR MISSION

The Gauteng Department of Community Safety is primarily established to ensure effective oversight over the province's law enforcement agencies and to reduce the number of road accidents and fatalities in the province. In addition, the Department contributes towards ensuring the realisation of National Outcome 3 which states that 'all people in South Africa are and feel safe'.

To be an innovative, effective and proactive department that ensures the safety of communities through:

Improving the Quality of Policing

Deepening Meaningful Community Participation

Enhancing Social Crime Prevention

Fostering Integrity

Initiating and Sustaining Sound and Supportive Institutional Arrangements

Promoting Pedestrian Safety

Intensifying Traffic Law Enforcement

Creating a Safer Road Environment

OUR VALUES

In order for the department to discharge its responsibilities in an effective and efficient way, it is crucial to foster a value based organisation. The departmental values support the Batho Pele principles which should underpin our behaviour in support of impactful cohesive and efficient service delivery.

- There are:
- Honesty;
- Excellence;
- Accountability;
- Respect; and,
- Transparency

It is our firm belief that it is through the "HEART" value system that we will be able to position the organisation as an empowered and developmental orientated government institution.

SERVICE DELIVERY

We as public officials and public servants reaffirm to our clients and all stakeholders that we are here to serve the people of Gauteng.

We are dedicated to continuously improve upon delivery and quality of the services that we offer from all divisions of the department through service and product knowledge.

We recognise that the performance of the people that we employ and retain in the department is integral to the quality of services we provide. We therefore operate with the philosophy that staff treated well will in turn care for our clients with the same dedication. We believe that not only is a partnership between us and our clients' essential, but that this relationship must also be extended to include our staff.

We strongly encourage our customers to make their views known about any aspect of our operations. Their suggestions, complaints and compliments will help to shape the way we adapt and improve all aspects of our service delivery.

THE SERVICES WE PROVIDE

Core functions and responsibilities

The core functions and responsibilities of the department are:

- ☐ To monitor police conduct by overseeing the effectiveness and efficiency of the province's law enforcement agencies;
- ☐ To promote good relations between the police and communities;
- ☐ To assess the effectiveness of visible policing;
- ☐ To liaise with the Minister of Police with respect to crime and policing in the province;
- ☐ To record and investigate public complaints alleging police inefficiency;
- ☐ To mobilise all communities in the fight against crime;
- ☐ To promote social crime prevention through partnerships and other appropriate interventions; and
- ☐ To reduce road fatalities.

WHAT YOU CAN GENERALLY EXPECT AT A SERVICE POINT

We acknowledge that your visit might be related to a traumatic and stressful experience. All our personnel are committed in making every effort to make your attendance a simple and worthwhile experience.

You can expect the following standard or treatment when you visit our offices-

You can expect our official to:

Deal with you professionally and accord fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social attributes;

Identify themselves by name and to wear a name tag for easy identification;

Address you directly, with respect and due regard for your human dignity and other rights; and

Treat you courteously and provide you with apology and explanation for any inconveniences if they occur.

THE SERVICES AND STANDARDS

SERVICES	SERVICE STANDARDS
<u>PROVINCIAL SECRETARIAT:</u> Management of complaints against the Police	<p>A complaint that falls within the mandate of the Department must be registered on the IMPACc system, immediately upon receipt of the complaint</p> <p>Upon registration, the IMPACc system will generate a sms that will provide the complainant with the reference number and the name and contact details of the person responsible to investigate the complaint</p> <p>If the complaint falls outside the mandate of the Department it will be referred to the relevant organisation within 7 workings days and the complainant informed of the referral</p> <p>The complainant will be contacted by the official within 48 hours after registration of the complaint to acknowledge receipt and to make the necessary arrangements for a meeting</p> <p>The meeting will take place with the Station Commander/Branch Commander/Commissioned Officer to discuss the complaint in the presence of the complainant. During this meeting resolutions will be taken which will be captured and signed by the Station Commander/Branch Commander/Commissioned officer, official and the complainant</p> <p>The complaint will be finalised within 30 workings days of registration</p> <p>Upon finalisation the "Finalisation of Complaint" form must be completed by the official and signed by both the complainant and official</p> <p>Follow up will be made on any outstanding matters and feedback will be provided to the complainant</p>

Mobilising communities to join in the fight against crime	<p>It is expected that the CPR official is transparent in dealing with community members.</p> <p>The CPR official must make sure that all issues are dealt with in an honest and in a credible manner</p> <p>It is expected that the CPR official respects community members all the time when dealing with community members</p> <p>CPR officials must always honour appointments, workshops and meetings</p> <p>The CPR officials must always be accessible to communities they serve.</p> <p>It is expected that CPR officials must give full and accurate information</p> <p>If a complaint is not resolved timeously and in a correct manner it is expected that an apology should be rendered to the community member concerned.</p>
Establishment, support and assessment of Community Policing Fora	<p>It is expected that the CPR official is transparent in dealing with community members.</p> <p>The CPR official must make sure that all issues are dealt with in an honest and in a credible manner.</p> <p>It is expected that the CPR official respects community members all the time when dealing with community members</p> <p>CPR officials must always honour appointments, workshops and meetings</p> <p>The CPR officials must always be accessible to communities they serve.</p> <p>It is expected that CPR officials must give full and accurate information</p> <p>If a complaint is not resolved timeously and in a correct manner it is expected that an apology should be rendered to the community member concerned.</p>
Training of members of the Community Policing Fora	<p>It is expected that the CPR official is transparent in dealing with community members.</p> <p>The CPR official must make sure that all issues are dealt with in an honest and in a credible manner.</p> <p>It is expected that the CPR official respects community members all the time when dealing with community members</p> <p>CPR officials must always honour appointments, workshops and meetings</p> <p>The CPR officials must always be accessible to communities they serve.</p> <p>It is expected that CPR officials must give full and accurate information</p> <p>If a complaint is not resolved timeously and in a correct manner it is expected that an apology should be rendered to the community member concerned.</p>

<p>Conduct public meetings together with Community Policing Fora</p>	<p>It is expected that the CPR official is transparent in dealing with community members.</p> <p>The CPR official must make sure that all issues are dealt with in an honest and in a credible manner.</p> <p>It is expected that the CPR official respects community members all the time when dealing with community members</p> <p>CPR officials must always honour appointments, workshops and meetings</p> <p>The CPR officials must always be accessible to communities they serve.</p> <p>It is expected that CPR officials must give full and accurate information</p> <p>If a complaint is not resolved timeously and in a correct manner it is expected that an apology should be rendered to the community member concerned.</p>
<p>Establish, deploy and assist in the resourcing of patrollers in the different policing precincts</p>	<p>It is expected that the CPR official is transparent in dealing with community members.</p> <p>The CPR official must make sure that all issues are dealt with in an honest and in a credible manner.</p> <p>It is expected that the CPR official respects community members all the time when dealing with community members</p> <p>CPR officials must always honour appointments, workshops and meetings</p> <p>The CPR officials must always be accessible to communities they serve.</p> <p>It is expected that CPR officials must give full and accurate information</p> <p>If a complaint is not resolved timeously and in a correct manner it is expected that an apology should be rendered to the community member concerned.</p>
<p><u>SOCIAL CRIME PREVENTION AND PROMOTION OF SAFETY:</u></p> <p>To provide professional services to victims within Gauteng</p> <p>Provision of residential service to victims of abuse within Gauteng</p> <p>Provision of volunteer based victim support services</p> <p>Coordination of victim empowerment services</p>	<p>To provide integrated, holistic and multi-disciplinary services to victims of domestic violence and sexual assaults.</p> <p>To promote self-reliance and independent living, by:</p> <ul style="list-style-type: none"> ○ Supporting victims towards complete healing both physically and mentally ○ Imparting various life skills and training opportunities ○ Promoting the economic empowerment of clients <p>To offer shelter services to victims who require emergency and med-long term accommodation.</p> <p>To ensure speedy and effective prosecution and conviction of perpetrators of violence and sexual assault on women and children who report cases at Ikhaya Lethemba.</p> <p>To develop Ikhaya Lethemba Centre as a centre for learning.</p> <p>To manage Victim Empowerment Programme services provincially by ensuring that victim empowerment centres at police stations are linked and a standardised service is offered.</p>

The promotion of youth safety	Youth crime prevention programmes implemented in every police station as well as youth safety forums.
Prevention of violence against -Men as Safety Promoters -Women as Safety Promoters -Information sessions for the elderly and people with disabilities	Establish Man as Safety Promoters, Woman as Safety Promoters, elderly and people with disability groups are in response to the levels of Domestic Violence
Promotion of school safety	Develop and implement school safety interventions
<u>TRAFFIC MANAGEMENT:</u>	
Improving the road environment	Conduct inspections at identified hazardous locations which are roads that contribute largely to road accidents and fatalities with a view of reducing the occurrence of road accident and fatalities at those specific locations.
Improving vehicle fitness	Operations targeting Unroadworthy vehicles.
Pedestrian operations	Operations targeting pedestrians on freeways to improve pedestrian safety.
Zero tolerance operations	Conduct zero-tolerance operations to improve driver compliance to the rules of the road.
Overload control	Weigh vehicles to prevent overloading.
Crime prevention	Conduct crime measures to support the SAPS and to address trio crimes.
Taxi violence/ conflict	Conduct taxi law enforcement operations to reduce taxi conflict incidents.

OUR CUSTOMERS AND STAKEHOLDERS

- ☐ Woman & Gender groups
- ☐ Faith based organization
- ☐ Hostel Communities
- ☐ South African Police Service (SAPS)
- ☐ Citizens of Gauteng Province
- ☐ Business Community
- ☐ Patrollers

Non-Government Organizations (NGOs)

Educational Institutions

South African National Roads Agency (SANRAL)

Driving Schools

Emergency Medical Services (EMS)

Law Enforcement Agencies

(Tshwane, Ekurhuleni, Johannesburg Metro

Police (JMPD's) and Local Municipalities)

Road and freight industry

Labour

Youth formations

Media

Metropolitan Police Department (MPD's)

Celebrities Sectors

Taxi Associations

All spheres of Government

Research & Academic Institutions

Community Policing Forums

Road Traffic Management Corporation (RTMC)

BUS Depots

☐ Violence against woman and children (VAWAC)

CUSTOMERS AND STAKEHOLDERS RIGHTS AND OBLIGATIONS

OUR OBLIGATION

- ☐ To render a professional service to all our clients;
- ☐ Ensure visibility on Public Servants (Identification) at all times;
- ☐ Serve the community with integrity;
- ☐ Educate the public and ensure awareness on road safety programmes;

CUSTOMER 'S RIGHTS

- ☐ The right to a professional service by the police (Gauteng Traffic Police , Metro Police , Local MPD's & SAPS);
- ☐ The right to lodge a complaint, if dissatisfied about services rendered by Law Enforcement Agencies (Gauteng Traffic Police, SAPS, MPDS);
- ☐ The right to privacy & confidentiality with regards to any information we may have about you;
- ☐ The right to not to be discriminated against;
- ☐ The right to be consulted about the services you receive;
- ☐ The right to be treated with respect and dignity at all times;
- ☐ The right to shelter & counselling to victims of crime, especially to those of sexual & domestic violence;

- ☐ The right to report any Corruption or Fraud encountered at all vehicle testing stations & driving license testing centre;
- ☐ The right to be informed about the level of service standard you are entitled to receive;
- ☐ The right to have equal access to all services offered by the department;
- ☐ The right to be educated and made aware on road safety matters;
- ☐ The right to receive all the services they are entitled to without bias;

COMPLAINTS/ COMPLIMENTS & SUGGESTIONS

Complaints can be lodged at any of our service points

- a. Ask for the Office Manager and lodge your complaint. Ensure that you take down his/her name and leave your contact details, and/ or
- b. Write a complaint and put it in the complaints/ suggestion box at the reception areas;

Submit your complaint to our customer service centre

- o Hotline number: 08600 11000
- o Telephone: (011) 689 – 3600
- o Fax: (011) 689 – 3650

Write to

Private Bag x 62440
Marshalltown
2107

Operating Times

7:30am – 16:00pm Monday – Friday
8:00am – 16:30pm Monday – Friday

WHERE CAN OUR SERVICES BE FOUND

HEAD OFFICE

Physical Address:
64 Pritchard Street
Marshalltown
Johannesburg

Postal Address:

P.O. Box 62440
Marshalltown

2017

Telephone	(011) 689 3600
Fax	(011) 689 3602
Website address	www.gautsafety.gpg.gov.za
Facebook	Gauteng Department of Community Safety
Twitter	@Comm_Safety_GP

Name of Regional Offices	Physical Address
Pretoria Regional Office Pretoria Traffic Road Safety	Cnr. Grant and Stanton Koedoespoort 0001
Mabopane Regional Office	5206 Block A Mabopane 0190
Temba Regional Office	2025 Jubilee Road Temba 0407
Ekangala / Bronkhorspruit Regional Office	56 Kruger Street Bronkho Forum Bronkhortspruit 1020
Donkerhoek TCC	Plot 1 Mooiplaas /N4 East Free way Kaalkfontein /Donkerhoek Rayton /1001
Benoni Regional Office	Public Roads and Transport building Main Reef Road Mackenzie Park Benoni 1500
Heidelberg TCC	N3 Freeway Houtpoort, Heidelberg 1438
Heidelberg Regional Office Road safety	66 Pretorius Street Heidelberg 1438
Merafong Regional Office	64 Pritchard Street Marshalltown 2107
Krugersdorp Regional Office Road Safety Croesus Regional Office Special Law Enforcement Unit	64 Pritchard Street Marshalltown 2107

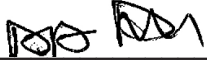
Special Patrol Unit Anti – Truck Highjacking Unit	2 Monte Carlo Cnr Nurburg Road Raceway Industrial Park 2128
Traffic Statistics Unit	64 Pritchard Street Marshalltown 2107
Vereeniging Regional Office	1A Blesseboek Street Leeuhof, Vereeniging 1930
Charlie Romeo	64 Pritchard Street Marshalltown 2107
High Speed Specialized Unit	64 Pritchard Street Marshalltown 2107
(Victim Offices)	Physical Address
Ikhaya Lethemba	176 Smith Street Braamfontein Johannesburg 2017
Ikhaya Lethemba	2799 Union Road Evaton 1984
Orange Farm Police Station	15754 Ext 4 Orange Farm

IMPLEMENTATION OF AGREEMENT

This agreement shall come into effect on the date it enjoys majority support and will remain in force unless terminated or amended by agreement.

SERVICE STANDARDS APPROVAL

ADOPTED BY THE ACCOUNTING OFFICER FOR GAUTENG DEPARTMENT OF COMMUNITY SAFETY



HOD YOLISWA MAKHASI

Date: 02/08/19

APPROVED BY THE POLITICAL AUTHORITY FOR THE GAUTENG DEPARTMENT OF COMMUNITY SAFETY




MEC FAITH MAZIBULO

Date: 06/08/19

SERVICE STANDARDS APPROVAL

ADOPTED BY THE ACCOUNTING OFFICER FOR GAUTENG DEPARTMENT OF COMMUNITY SAFETY



HOD YOLISWA MAKHASI

Date: 02/08/19

APPROVED BY THE POLITICAL AUTHORITY FOR THE GAUTENG DEPARTMENT OF COMMUNITY SAFETY



MEC FAITH MAZIBULO

Date: 06/08/19



GAUTENG PROVINCE
COMMUNITY SAFETY
REPUBLIC OF SOUTH AFRICA

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of Community Safety



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