

PUBLIC SERVICE STANDARDS

INTRODUCTION

Gauteng Community Safety is a government department established under the Gauteng Provincial Government (GPG) with an objective to ensure safety and security within the Gauteng Province.

The department specifically deals with the issues of safety and security through overseeing the operations of the Law Enforcement Agencies i.e. South African Police Service, Johannesburg Metropolitan Police, Tshwane Metropolitan Police and the Ekurhuleni Metropolitan Police Departments.

BACKGROUND

Established by the Gauteng Provincial Government (GPG) in 1996, Department of Community Safety was first referred to as the Department of Safety and Security, 1997, with additional mandate focussing on establishment of Metro Police divisions and Community Mobilisation the Department was now referred to as Safety and Liaison from 1997. In 2004, the Department was transformed into the new Department of Community Safety.

OUR VISION

"To ensure that Gauteng is a Safe and Secure Province"

OUR MISSION

The Department 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, we contribute towards ensuring the realisation of National Outcome 3 which states that 'all people in South Africa are and feel safe'.

- Monitoring and evaluating the effectiveness and efficiency of policing agencies;
- Effective implementation and promotion of appropriate social crime prevention initiatives;
- Providing excellent traffic management services;
- Coordination of efforts and programmes in the criminal justice system;
- Educating and empowering citizens on issues of public safety and coordinating community safety initiatives;
- Improving and strengthening relations between communities and law enforcement agencies; and,
- Determining community policing needs and prioritizes in keeping with the provision of section 206(1) of the Constitution of the Republic of South Africa, 1996

OUR VALUES

In pursuit of both its Constitutional and legislative mandates, the Department continued to entrench its adopted values, which are intended to give direction to our actions and provide guidance to how we behave. The "HEART" values adopted and lived by the Department are the following:

- Honesty;
- Excellence;
- Accountability;
- Respect; and;
- Transparency;

LEGISLATIVE FRAMEWORK

The Department of Community Safety derives its mandate primarily from section 206 (3) of the Constitution of the Republic of South Africa, 1996, which, inter alia, entitles the province to monitor police conduct and to oversee the effectiveness and efficiency of the South African Police Service (SAPS), including receiving reports on the functioning or performance of the police service. In addition, the Department derives its mandate from the following pieces of legislation and policies:

- The South African Police Service (SAPS) Act No. 68 of 1995 as amended;
- The Civilian Secretariat for Police Service Act, 2011 (Act No. 2 of 2011);
- The Independent Police Investigative Directorate Act (IPIID), 2011 (Act No. 1 of 2011);
- The National Road Traffic Act, 1996 (Act No. 93 of 1996);
- The National Land Transport Act, 2009 (Act No. 5 of 2009);
- The National Road Safety Act, 1972 (Act No. 9 of 1972);
- The Gauteng Transport Framework Revision Act, 2002 (Act No. 8 of 2002);
- Administrative Adjudication of Road Traffic Offences (AARTO) Act, 1998 (Act No. 46 of 1998);
- Road Traffic Management Corporation (RTMC) Act, 1999 Act No. 20 of 1999);
- The Gauteng White Paper on Transport Policy, 1997;
- The National Crime Prevention Strategy, 1996;
- The White Paper on Safety and Security, 1998; and,
- The White Paper on National Transport Policy, 1996.

Non-entity – specific legislation

As a government Department, the Department is expected to ensure compliance with the following pieces of legislation and policies:

- South African National Policy Framework for women empowerment and gender equality;
- Public Service Act, 1994 (Act No. 103 of 1994), as amended and its regulations;
- Public Finance Management Act (PFMA), 1999 (Act No. 1 of 1999) and its regulations;
- Promotion of Access to Information Act (PAIA), 2000 (Act No. 2 of 2000);
- Promotion of Administrative Justice Act (PAJA), 2000 (Act No. 3 of 2000);
- Promotion of equality and prevention of unfair discrimination, 2000 (Act No.2 of 2000);
- Skills Development Act, 1998 (Act No. 97 of 1998);
- South African Qualification Authority Act, 1995 (Act No. 58 of 1995);
- Labour Relations Act, 1995 (Act No. 66 of 1995) as amended and its regulations;
- Basic Conditions of Employment Act, 1997 (Act No. 75 of 1997);
- Employment Equity Act, 1998 (Act No. 55 of 1998);
- Occupational Health and Safety Act, 1993 (Act No.

- 85 of 1993);
- Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- Broad-Based Black Economic Empowerment (BBBEE) Act, 2003 (Act No. 53 of 2003);
- Intergovernmental Relations Framework Act, 2005 (Act No. 13 of 2005);
- National Youth Commission Act, 1996 (Act No. 19 of 1996);

KEY SERVICES OF THE DEPARTMENT

The department takes its service delivery mandate from the Constitution, the SAPS Act and the Civilian Secretariat for Police Act, in responding for its Legislature mandate the department continued to focus on;

- Civilian Oversight;
- Social Crime Prevention;
- Traffic Management

SERVICE STANDARDS

HEAD OFFICE:

- Monitoring and Evaluation of Police Service Delivery;
- Evaluation of Police performance in relation to Priority Crimes;
- Conduct quality research on Law enforcement agencies;
- Promotion of Police Conduct and Accountability;
- Promotion of good relations between the police and community;
- Coordination of Social Crime Prevention initiatives in the Province;
- Prevention of Violence against Women and Children;
- Enhancing Victim Empowerment;
- Educate the community on road safety;
- School based Crime Prevention;
- Reducing violence relating to weapons alcohol, and drug abuse;
- Prevention of Youth Criminality;
- Reduce corruption in the traffic services in the Province;
- Investigate complaints against all Law Enforcement Agencies;
- Patroller Programme;
- Service Delivery Improvement;

REGIONAL OFFICES:

- Effective traffic law enforcement;
- Inspections of Drivers Licenses;
- Conduct vehicle fitness;
- Inspections of Road users' compliance with the rules of the road;
- Inspection of Vehicle Testing Stations, Driving license, Testing Centre and Driving Instructor;
- Inspections of transportation of hazardous goods;
- Inspections of freight vehicles for overloading;
- Inspection of Public Passenger Transport vehicles;
- Conducting of traffic training at the Traffic Training College

CUSTOMERS AND STAKEHOLDERS RIGHTS AND OBLIGATIONS

We are committed to ensure that all customers and other stakeholders have adequate, equal and fair access to our services.

You have the right to:

- To be treated in a courteous, respectful and professional manner;
- Equitable access to departmental programs, projects and services;
- Confidential treatment of information in accordance with relevant legislation;
- Reasonable access to information in accordance with relevant legislation;
- Complain about services and/ or treatment received and to it being treated seriously and impartially;
- Participate in decision making processes about expected services, and
- To be served/ treated in line with anti-discrimination legislation, in the spirit of the Constitution o South Africa.

You have the obligation to:

- Provide timely, honest, complete and accurate information;
- To show consideration to our officials, management and other stakeholders;
- Meet obligations that are derived from any reciprocal service relationship;
- Provide feedback on the quality of our services;
- Keep appointments or give notice as early as possible if you will not be able to make it;
- Keep up to date with information on departmental policies, programmes and projects, and
- Play an active role in joint public participation process.

WHERE CAN OUR SERVICES BE FOUND

HEAD OFFICE

Physical Address:
64 Pritchard Street
Marshalltown
Johannesburg

Postal Address:
P.O. Box 62440
Marshalltown

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

REGIONAL OFFICES AND SERVICE CENTRES

GAUTENG TRAFFIC POLICE REGIONAL OFFICES

BENONI	ADDRESS : Mainreef Road no.26, Benoni 1560 TEL: (011) 748- 2100 FAX: (011) 748 - 2101	PRETORIA COLLEGE	ADDRESS: Plot Sandui Str. Boekenhoustkloof Pretoria West 0001 TEL: (012) 372-9800 FAX: (012) 372- 4041
BRONKHORSPRUIT	ADDRESS : Plot 81, Sandui street, Zandfontein Pretoria West TEL: (012) 372 8053	DONKERHOEK TCC	ADDRESS : N4 East Freeway Donkehoek Rayton 1001 TEL: (011) 932- 2198 FAX: (011) 932- 0158
HEIDELBERG	ADDRESS : 66 Pretorius street, Heidelberg 1438 TEL: (016) 340-4000 FAX: (016) 340 - 4041	HIGH SPEED SPECIALIZED UNIT	ADDRESS : Growth Point Office Park Continuity SA Building Unit 4 & 5 , Cnr Old Pretoria Rd Midrand TEL: (011) 296- 2000
KRUIS	ADDRESS: Cnr Walter Sisulu & Kruis street, Johannesburg TEL:(011) 335-3000	PRETORIA TRANSPORT	ADDRESS : Cnr Grand & Stanton Road, Koedoespoot Pretoria 0001 TEL: (012) 327- 7123 FAX: (012) 327- 1297
PRETORIA TRAFFIC	ADDRESS : Cnr Grand & Stanton Road, Koedoespoot,Pretoria 0001 TEL: (011) 391-2000 FAX: (011) 391 - 2111	HEIDELBERG TCC	ADDRESS : N3 Heidelberg TEL: (016) 342- 1172 FAX: (016) 342- 1173
VEREENIGING	ADDRESS : Blesblok Street 1A, Leenhof Vereeniging TEL: (016) 422- 5214 FAX: (016) 422-5217		

VICTIM OFFICE (HEAD OFFICE)

IKHAYA LETHEMBA	ADDRESS: 176 Smith street Braamfontein TEL: (011) 242-3000
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REGIONAL VICTIM OFFICES

SHARPVILLE	ADDRESS: 1997 Cnr Hulwana & Khabatsheane Str. Itsose Primary School Sharpeville TEL: (016) 451- 9700 FAX: n/a
DUDUZA	ADDRESS : 01 Nala Street, Old Customer Care Centre Duduza TEL: (016) 730- 4900 FAX: n/a
ORANGE FARM	ADDRESS : 15754 Ext 4, Orange Farm TEL: n/a FAX: n/a

PUBLIC SERVICE STANDARDS APPROVAL

ADOPTED BY THE ACCOUNTING OFFICER FOR GAUTENG DEPARTMENT OF COMMUNITY SAFETY


ADV. MOBEBAZI TSHONGWEM (HOD)
Date: 04/01/2014

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


MEC SIZAKELE NKOSI-MALOBANE
Date: 08/09/2014