

MPUMALANGA PROVINCIAL GOVERNMENT



DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

REVIEWAL OF SERVICE CHARTER



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OUR SERVICE CHARTER

The Service Charter for the Department of Cooperative Governance and Traditional Affairs informs you about:

- Who we are
- Our values
- Our services
- Our Service beneficiaries
- Our commitment
- Our Service Standards
- Our Service principles
- Our accountability
- How you can help us
- Departmental information



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WHO WE ARE

We are the Department of Co-operative Governance and Traditional Affairs. We draw our mandate from section 155 (6) (a) and (7) of the Constitution of South Africa.

6. Each provincial government must establish municipalities in its province in a manner consistent with the legislation enacted in terms of subsections (2) and (3) and, by legislative or other measures, must
(a) provide for the monitoring and support of local government in the province

7. The national government, subject to section 44, and the provincial governments have the legislative and executive authority to see to the effective performance by municipalities of their functions in respect of matters listed in Schedules 4 and 5, by regulating the exercise by municipalities of their executive authority referred to in section 156(1).



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Vision

Responsive, effective, efficient and sustainable cooperative governance system

Mission

To coordinate, support, monitor and strengthen an integrated cooperative governance system



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VALUES

Our values are:

- Goal orientated
- Professionalism
- Learning and development
- Responsive
- Integrity
- Honesty
- Excellence in Service Delivery



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OUR SERVICES ARE:

The provision of overall administrative support and monitoring to Municipalities

- Assessment of Municipal Integrated Development Plans
- Development and reviewal of Municipal Local Economic Development strategies
- Monitoring the implementation of Disaster Management plans
- Facilitate the provision of services and information between Government and communities (Community Development Workers)
- Monitoring the implementation of Service Standard
- Assessment of the management letter from the Auditor general
- Facilitate the implementation of Legislative Framework
- Approval of Municipal Infrastructure Grant Business Plan
- Provide administrative support to Traditional Leaders



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OUR SERVICE BENEFICIARIES

Our service beneficiaries are:

- Non-Governmental Organizations
- Community Based Organizations
- Business Communities
- District and Local Municipalities
- SALGA
- Traditional Councils
- The people of Mpumalanga Province



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OUR COMMITMENT

We are committed to respect the rights of our Service beneficiaries through the implementation of Batho Pele Principles as follows:

PRINCIPLE	SERVICE
Consultation	<ul style="list-style-type: none">• We will consult the public through Izimbizo, Ward Committees and CDW's of the Department to identify community needs and get community views
Courtesy	<ul style="list-style-type: none">• We will wear our name tags and identify ourselves• We will be neatly dressed and well presented
Redress	<ul style="list-style-type: none">• Where we have committed a mistake, we will take responsibility and correct it.



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OUR COMMITMENT TO YOU Cont...

PRINCIPLE	SERVICE
Access	<ul style="list-style-type: none"> • Our offices will be accessible to all including people with disabilities.(erection of ramps and provision of a sign language interpreter) • Our offices will be clean and comfortable, have clear signage and current relevant information on display.
Value for money	<ul style="list-style-type: none"> • We will provide public services cost effectively and efficiently.
Openness and transparency	<ul style="list-style-type: none"> • We will be transparent and open at all times on how the Department functions, reveal information as tabled in the annual Budget Speech, by publishing Departmental annual reports.
Information	<ul style="list-style-type: none"> • We will provide accurate information through news letters, Izimbizo, website and annual reports.



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OUR SERVICE COMMITMENT

We are committed in providing cost effective and efficient support and monitoring to Municipalities.



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OUR SERVICE STANDARDS

Generic Service	Quantity	Quality/Standard	Target group	Target area	Time	Full statement
Assessment of Municipal Integrated Development Plans	21 Municipal Integrated Development Plans	Section 31 of Municipal Systems Act of 2000	All 21 municipalities	Mpumalanga Province	31 days after submission	Assessment of all 21 Municipal Integrated Development Plans received from municipalities in Mpumalanga
Development and review of Municipal Local Economic Development strategies	21 Municipalities	National Local Economic Development Framework 2006-2011 Section 152 no.1(c;e) of the Constitution of Republic of South Africa	All 21 municipalities	Mpumalanga Province	12 Months	Develop and review all 21 Municipal Local Economic Development strategies of Mpumalanga Province
Monitoring the implementation of Disaster Management plans	21 Municipalities	Disaster Management Act of 2002	21 Municipalities	Mpumalanga Province	Annually	Monitor the implementation of Disaster management plans of 21 municipalities in Mpumalanga Province



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OUR SERVICE STANDARDS

Generic Service	Quantity	Quality/Standard	Target group	Target area	Time	Full statement
Facilitate the provision of services and information between Government and communities (Community Development Workers)	402 Wards	Cabinet Resolution no. 58 of 2003	402 Wards	Mpumalanga Province	Continuous	Facilitate the provision of services and information between Government and communities through the CDW programme in Mpumalanga Province
Monitoring the implementation of Service Standard	21 Municipalities	White Paper on the Transformation of Service Delivery (Batho Pele) 1997	All Municipalities	Mpumalanga Province	Continuous	Monitor the implementation of Service Standards by all 21 municipalities in Mpumalanga Province
Assessment of the management letter from the Auditor general	21 Municipalities	Municipal Finance Management Act of 2003, Section 131(2)	All Municipalities	Mpumalanga Province	Annually	Facilitate the assessment of management letters from Auditor General of all 21 municipalities of Mpumalanga Province and assist with development of remedial action plans to address the identified gaps.



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OUR SERVICE STANDARDS

Generic Service	Quantity	Quality/Standard	Target group	Target area	Time	Full statement
Facilitate the implementation of Legislative Framework	21 Municipalities	Municipal Systems Act no.32 of 2000 Municipal Structures Act no. 117 of 1998 Municipal Finance Management Act no.56 of 2003 Municipal Planning and Performance Management Regulations of 2001	All Municipalities	Mpumalanga Province	Annually	Facilitate the implementation of Local Government Legislative Framework in Mpumalanga Province by all 21 municipalities
Approval of Municipal Infrastructure Grant Business Plan	All received Business Plans	Division of Revenue Act 2011 Municipal Infrastructure Grant Policy	All Municipalities	Mpumalanga Province	Monthly	Approved Municipal Infrastructure Grant Business Plan received in Mpumalanga Province



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OUR SERVICE STANDARDS

Generic Service	Quantity	Quality/Standard	Target group	Target area	Time	Full statement
Provide administrative support to Traditional Leaders	59 Traditional Leaders	Mpumalanga Traditional Leadership Act of 2005 Traditional Leaders and Governance Framework of 2003 Policy on Tools of Trade for Traditional Leaders	59 Traditional Leaders	Mpumalanga Province	Quarterly	Provision of administrative support to 59 Traditional Leaders in Mpumalanga Province



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OUR SERVICE PRINCIPLE

Telephone:

SERVICE PRINCIPLES	MEASURE OF EFFECTIVENESS
Our telephone will be answered promptly.	<ul style="list-style-type: none">• Your call will be answered within 3 rings.• We will identify our selves by name and work area• Direct your enquiry to the appropriate section/ person.• If the person you wish to speak to is not available, another official will deal with your query or will return your call within 24 hours.• Recorded messages will be responded to within 1 working day.



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In person:

SERVICE PRINCIPLES	MEASURE OF EFFECTIVENESS
We will assist you promptly	<ul style="list-style-type: none"> • Act in a friendly and helpful manner • Give you a warm welcome and deal with your query/ enquiry promptly • Address you directly with respect.
We will communicate to you in a language that you understand	<ul style="list-style-type: none"> • You may write a letter, drop an e-mail or lodge your complaint either telephonically or by visiting our offices. • On receipt, all complaints are registered and acknowledged in writing within 5 working days. • In our acknowledgement we will outline the action taken. • Please inform us immediately, If things go wrong and you do not receive a good service . • If you are not satisfied, you may refer the matter to the supervisor /Head of Department. • Officials at registry and all who interface with the public are expected to speak all official languages and a sign language



Interview:

SERVICE PRINCIPLES	MEASURE OF EFFECTIVENESS
We will give reasonable notice for interviews	<ul style="list-style-type: none">• We will advise you about interview arrangements in a timely manner.• We will inform you of any changes in arrangements 2 days before your scheduled interview• We will see you within 20 minutes of your scheduled time and advise you of unexpected delays• We will actively address your diverse needs



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Written communication:

SERVICE PRINCIPLES	MEASURE OF EFFECTIVENESS
We will respond to your correspondence	<ul style="list-style-type: none">• Acknowledge your letter and advise you of progress within five working days.• Update and inform you of progress until service has been delivered.• In spite of financial constraints the Department will publish informative literature through annual reports, newsletters and website .



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OUR ACCOUNTABILITY

We undertake to:

- Monitor our performance against the standards set out in this Charter
- Performance information will be provided on our web site, newsletter and annual report
- Be open to feedback on our performance and suggestions
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy
- Formally review the standards set out in this Charter every three years



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HOW YOU CAN HELP US

You can help us by:

- Providing us with accurate and relevant information
- Treating our staff with courtesy and respect
- Complying with what is required of you by law
- Providing us with feedback on our services
- Informing us where we have not met your requirements



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TO HELP US HELP YOU

We ask you to:

- Tell us if you have special needs
- Let us know if you need an interpreter to access services
- Attend scheduled meetings punctually
- Provide us with changes in your circumstances in two working days
- Respond to requests for information accurately and thoroughly
- Abide to all legal requirements and other obligations



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TO HELP US SERVE YOU BETTER:

We ask you to:

- Inform us when we do not meet your expectations
- We welcome suggestions and comments
- Provide clear details of relevant facts, persons and dates when you make a complaint
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address



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DEPARTMENTAL INFORMATION

HEAD OFFICE

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Nelspruit 1200

Contact Details:

Tel: (013) 766 6087

Fax: (013) 766 8252

Disaster Toll Free Number:

0800 202 507

Website:

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End!!



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