



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
SPORT, ARTS AND CULTURE
HEAD OFFICE

LIMPOPO DEPARTMENT OF SPORT, ARTS AND CULTURE: SERVICE DELIVERY CHARTER

FINANCIAL YEAR 2012/2015

1. VISION

A champion of Sport, Arts, Culture and Heritage services for socio-economic development in Limpopo.

2. MISSION

To enhance unity in diversity through the provision of sport, arts, culture and heritage services for sustainable development.

3. VALUES

- Honesty & Integrity
- Accountability
- Transparency & Fairness
- Discipline and respect
- Team work and commitment
- Appreciation & Recognition

4. MANDATES

- The Constitution of the Republic of South Africa, 1996;
- Public Service Act, 1994
- Public Service Laws Amendment Acts, 1997 / 1998Public Service Commission Act, 1997
- Public Service Amendment Act, 1998
- Public Finance Management Act, 1999
- Promotion of Access to Information Act of 2000
- Promotion of Administrative Justice Act, 2000
- White Paper on Transforming Public Service Delivery (Batho Pele)
- Public Service Regulations and
- Other Applicable public service legislations

5. OUR COMMITMENT TO SERVICE DELIVERY

The Department of Sport, Arts and Culture seeks to better understand the needs and challenges of the people, to build the department as an organisation geared towards caring and to serve our people with distinction at all times. As the department we are emphatically committed to the principles of Batho Pele as stipulated White Paper on the Transformation of Public Service, we make our solemn commitment to serving with a smile to all the people of the Limpopo Province who come through our establishment for a variety of reasons.

6. PUTTING PEOPLE FIRST

In carrying out responsibilities, we will strive to provide high-quality customer service guided by the ethos as enshrined in the Batho Pele principles. We therefore commit ourselves to a citizen centric approach in providing services through:-

- **Consultation:** We will consult our customers about the level and quality of the public services they will receive from us, and wherever possible, will give them a choice about the services that are offered;
- **Service standards:** By publishing service standards, we will communicate the level and quality of public services citizens will receive from us so that they are aware of what to expect;

- **Access:** We will ensure that all citizens especially those from previously disadvantaged communities and citizens with special needs have equal access to the service to which they are entitled.
- **Courtesy:** We will provide customers with professional services in a willing, friendly and responsive manner at all times.
- **Information:** We will provide Citizens with accurate and up-to-date information about the public services they are entitled to receive.
- **Openness and transparency:** We will use public forums, focus groups and consultative processes to listen to what our customers think about the quality and value of the services and products we provide, as well as the decisions we make.
- **Redress:** We will offer an apology, a full explanation and a speedy and effective remedy if the promised standard of service is not delivered. We will also respond to complaints made by citizens in a sympathetic and reasonable period.
- **Value for Money:** We will use our resources in an economic and efficient manner in providing public services.

7. DEPARTMENTAL PROGRAMMES

CULTURAL AFFAIRS

- To increase the number of participants in social cohesion and national identity programmes from 0.24 % (12 797) to 4% (209 088) by 2014 in Limpopo
- To contribute towards job creation and sustainability of the cultural industries by increasing the number of marketing opportunities for artists in the next 5 years by 80%
- To sustain three existing provincial museums infrastructure annually
- To increase translated documents from 106 to 156 by 2014
- To expand the range of literature programmes that redress and develop previously marginalised languages by implementing two literature promotion projects annually.

LIBRARY AND INFORMATION SERVICES

- To provide five (5) public library infrastructure by 2014
- To provide 100 000 reading library material to 56 libraries by 2014
- To render records management services to 66 institutions annually
- To preserve 380 linear meters of archivalia by 2014

SPORT AND RECREATION

- To contribute to a healthy nation by increasing participation in sport activities from 184 395 to 434 923 by 2014
- To establish and support transformed institutional and physical structures annually till 2014
- To make a meaningful contribution to the 2010 World cup legacy by delivering mass mobilization programmes and supporting 291 clubs by 2014.
- To increase the number of high performance athletes supported to excel by 40% annually
- To increase the number of skilled officials by training 1% of the population as coaches, technical officials, sport administrators and volunteers by 2014.

CORPORATE SERVICES:

Human Resource Management and Development

- All short listed candidates shall be notified within 2 days after short listing and at least 3 days before interview.
- Fill in funded vacant posts within 90 days after advert
- Provide reliable and updated electronic information to all citizens of the province via the departmental website daily.

- Publish a credible Service Delivery Charter to the citizens of the province annually

Finance

- All payments of service rendered are done accurately within 30 days of receipt of invoice and substantiated by valid documentation
- Duly completed supplier registration forms received shall be captured within 5 working days and supplier number issued within 10 working days.
- All tenders received shall be evaluated within 30 working days of the closing date of the tender and the contract awarded to the preferred bidder within 30 days of evaluation.
- Payment of all authentic conditional grant claims received across the province through the required operational systems to contractors and relevant service providers within 30 days of receipt.
- Provision of monthly, quarterly and annual statutory reports on the grant performance to Provincial Treasury
- Letters of demand received from litigants shall be acknowledged within 7 days of receipts. Strategic Management
- Prompt Investigations of services delivery complaints from the customers provincially are finalized within thirty days.
- Strategic plan documents and performance information is published for the provincial customers after adoption by the Legislature

8. GENERIC SERVICE STANDARDS

- Telephones shall be answered within 5 rings in a friendly manner.
- Employees shall introduce themselves when answering telephones at all times.
- Where an employee is not knowledgeable about the subject, s/he shall refer the matter to the relevant person/unit immediately.

- Any employee who receives a message shall ensure that it is written down and passed on to the relevant person/unit within a day and the message shall be responded to within 2 working days.
- Information on government activities shall be made available on request within 10 working days.
- Correspondence, including letters of complaint, shall be acknowledged within 3 working days of receipt, including details of who is dealing with the matter approximately time frame for resolving the matter and contact details.
- Electronic mail shall be responded to within 2 working days of receipt.
- Correspondence shall be responded to in writing within 10 working days in simple, appropriate language.
- Correspondence for referral shall be sent to the relevant unit within 3 working days and that unit shall respond within 10 working days.
- Invitations to meetings shall be issued 7 days before the meeting.
- Agendas of the meetings shall be issued 3 working days before the meeting.
- Where a scheduled meeting with clients cannot be attended to by an employee, a written apology shall be submitted 3 days before the meeting unless alternative arrangements are made.
- Minutes of the meetings shall be circulated 3 days after the meetings and filed appropriately.
- All visitors shall be seated in a comfortable area and attended within 10 minutes of their arrival.
- Employees will be available during lunch hour at our service delivery points i.e. district offices and head offices.

9. HOW CAN YOU HELP US?

We will never achieve our goal of servicing the people with distinction every time without community participation. Thus as a valued Stakeholder, Customers and Partners, you can help us to meet our service standards and achieve our commitment to you, by:

- Treating our staff courteously.
- Explaining over the telephone if you are calling from mobile phone, so that our staff is aware of your circumstances.
- Giving us sufficient and accurate information for us to provide the service you require; and
- Providing feedback and comments on the service we provide.
- Participating in all departmental consultations forums.

10. INTERNAL & EXTERNAL REVIEW OF OUR PERFORMANCE

As a measure of ensuring public accountability and inculcating the culture of service excellence, we will implement institutional measures in terms of Public Service Regulations to ensure that we live up to our stated commitments to our internal and external stakeholders. We will measure our performance by:

- Monitoring our service against the stated standards and commitments, along with other performance indicators taken from our strategic plan, annual performance plan and operational plans
- Reporting on how well we have met our standards quarterly
- Reviewing and updating our service charter annually to ensure its relevance to your needs.
- We will conduct an independent review of this charter in line with Treasury regulations and new mandates.
- Conduct customer and employee satisfaction surveys at least once a year.

11. FEED BACK ON OUR SERVICES

We, the Department of Sport, Art and Culture welcome your suggestions for improving our services, programmes and facilities, if you are unhappy with a service we urge you to come forward with your concerns. We will treat any complaint seriously, and will respond accordingly. Enlisting your complaint about service if you are unhappy about

the treatment you received from any departmental official you are dealing with, customer may make a complaint in the way that best suits them, either by

- Raise your concern directly with the officer concerned.
- Inform the officer at the service delivery unit in the department through writing, phone, fax, e-mail or by physical presentation.
- Speak or write to the Head of specific office.
- Speak or write to the Head of the Department or MEC in the event that you do not receive a satisfactory feedback.

12. DEPARTMENTAL DETAILS: WHERE DO YOU FIND US?

Physical Address

21 Biccard Street

Polokwane

Tel: 015 284 4000

Fax: 015 284 4058

Postal Address

Private Bag x9549

Polokwane

0700

Complaints/suggestions, recommendations and enquiries can be send to Service Delivery and Batho Pele Unit (Mr. Maila K.K- 072 621 7370; 015 284 4026, Mr. Seopa N and Managa K).

RECOMMENDED / NOT RECOMMENDED



BASANI BALOYI

HEAD OF DEPARTMENT

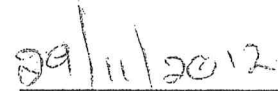


DATE

APPROVAL ~~DISAPPROVE~~



MEMBER OF THE EXECUTIVE COUNCIL



DATE