



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
SPORT, ARTS AND CULTURE

VISION

A socially cohesive and active citizenry for sustainable economic growth.

MISSION

To champion a socially cohesive and active citizenry through sport, arts, culture and heritage services for sustainable economic

SERVICES

- Arts and Culture services
- Museums and Heritage Services
- Language Services
- Library Services
- Archival services
- Sport and Recreation services

VALUES

- Integrity
- Accountability
- Transparency
- Dedication
- Teamwork
- Innovation
- Professionalism



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You are invited to send any suggestions, compliments, criticism or recommendations for improvement of our services or standards to the following :

The Head of Department :

The Department of Sport, Arts and Culture,
21 Biccard Street, Polokwane, 0700,

Tel: 015 284 4000

E-mail: HOD@sac.limpopo.gov.za.

Premiers Hotline: 0800 864 729

Presidential Hotline : 17737

OPERATING HOURS:

7H30 –16H30



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SERVICE DELIVERY CHARTER

OUR SERVICE STANDARDS

We commit to upholding the Batho Pele principles and related standards in the delivery of our services by ensuring the following:

- We will consult you about your service needs and your expectations about the level and quality of service
- We will set and publicly display clear, measurable service standards.
- We will ensure clear signage and directions at all departmental facilities.
- Employees with official mobile phones will remain accessible during reasonable working hours.
- Key contact numbers—including Batho Pele Principles, Service Charter, Presidential, Anti-Fraud, and Anti-Corruption Hotlines—will be clearly visible in all facilities.
- We will implement inclusive programs for rural communities, children, youth, women, and people with disabilities.
- We will maintain accessible infrastructure that meets universal design standards and supports digital access for all citizens.
- Our employees will wear official nametags and introduce themselves clearly when engaging with citizens.
- We will display service information clearly at all public service points in all three official provincial languages.
- Employees will provide reliable information, and if they are not knowledgeable, they will refer the matter immediately to the relevant official/unit
- We respect your right to seek a second opinion and will refer you to the relevant services within a day.

The Department in delivering on the mandate is committed to:

- We will acknowledge receipt of your letters or emails within 3 working days.
- We will provide relevant contact details for future enquiries or follow-up and inform you when to expect a full response.

- We will respond fully to your correspondence within 14 working days.
- We will answer calls within 3 rings and direct you to the relevant official where necessary.
- If your call is not answered within 3 rings, it will be diverted to another employee or back to the switchboard to leave a message.

We further commit ourselves to the following arrangements with regard to meetings:

- Meeting invitations will be issued 7 days in advance.
- If an employee cannot attend, a written apology will be provided 2 days prior, unless alternative arrangements are made.

Where services were not rendered according to customers' expectations, we commit ourselves to :

- If services do not meet your expectations, we will issue an apology within 2 working days.
- Once a complaint is lodged, we will provide updates on the investigation within 14 working days.5

When you call us :

- We will answer calls within 3 rings and direct you to the relevant official where necessary.
- If your call is not answered within 3 rings, it will be diverted to another employee or back to the switchboard to leave a message.

YOUR RIGHTS

You have the right to all the Batho Pele principles, especially:

- To be treated respect , dignity, and compassion in every interaction.
- Have equitable access to Departmental programmes.
- Have your personal information treated with confidentiality.

YOUR RESPONSIBILITY TO US

- Providing timely, complete, and accurate information.
- Treating our employees courteously.
- Respecting the dignity of our employees at all times.
- Providing feedback and comments on the quality of our service.

OUR CONTACTS

Head Office

Department of Sport, Arts, and Culture
21 Biccard Street, Polokwane, 0700
Contact Numbers:
Telephone: 015 284 4000
Email: HOD@sac.limpopo.gov.za
Website: <http://www.sac.limpopo.gov.za>

Capricorn District

Provincial Archives Building
Plot 1337 Potgieter Ave
Bendor-Polokwane (Next to traffic department)
Contact Person : Ma Mabotja L
Tel: (015) 284 4000
Mabotlal@sac.limpopo.gov.za

Sekhukhune District

Lebowakgomo Legislature Building, 2nd Floor
Private Bag x 75, Lebowakgomo, 0730
Contact Person : Adv. Mdluli TA
Tel: (015) 633 6828
E-mail : Mdlulit@sac.limpopo.gov.za

Waterberg District

105 Collins Street,
Private Bag X1005, Modimolle, 0510
Contact Person: Mr. Ramaoka MM
Tel: (014) 717 4832
Email: ramaokam@sac.limpopo.gov.za

Mopani District

Giyani Parliament, Department of Sport, Arts, and Culture,
Ground Floor,
Private Bag X9688, Giyani, 0826
Contact Person: Mr. Mangena M.F
Tel (015) 812 3107/3349
Email: MopaniDistrictHead@sac.limpopo.gov.za

Vhembe District

Thohoyandou-Government Buildings
Private Bag x 5031
Thohoyandou, 0950
Mr Thovhakale MC
Tel: (015) 962 4625/4
Thovhakalemc@sac.limpopo.gov.za