



culture, sport & recreation
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



DEPARTMENT OF CULTURE, SPORT AND RECREATION
Service Standards and Charter



1. OUR SERVICE CHARTER

The Service Charter for the Culture Sports and Recreation 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

2. WHO WE ARE

The Department operates within the framework of Schedule 5, Part A of the Constitution of the Republic of South Africa Act 108 of 1996 which includes the following:

- Archives
- Library
- Museums
- Cultural Affairs
- Sport

3. VISION

A patriotic socially cohesive society

4. MISSION

To promote social cohesion and nation building through culture, sport and information service to people of Mpumalanga

5. VALUES

Our values are:

- Caring
- Accountability
- Teamwork
- Integrity
- Creativity

6. OUR SERVICE BENEFICIARIES

Our service beneficiaries are:

- Cultural and Sporting Committees
- Non – Governmental Organizations
- Community Based Organizations
- Business Communities
- District and Local Municipalities
- Traditional Councils
- The people of Mpumalanga Province
- Governmental Departments and Public Entities
- Learners and Researchers'
- International, National and Local tourists

7. OUR COMMITMENT

We are committed to respect the rights of our Culture, Sport and Library and Information Services beneficiaries through the implementation of Batho Pele Principles as follows:

PRINCIPLES	SERVICE
Consultation	We will consult our service beneficiaries on the level and quality of the service and provide possible alternatives where necessary
Service Standards	We will inform citizens about the level and quality of the service they will receive so that they are aware of what to expect
Access	Our services will be equally accessible to all people including people with disabilities
Courtesy	We will treat our service beneficiaries with courtesy, respect, consideration and dignity
Information	We will provide full accurate information about the public service to which they are entitled to
Openness and transparency	We will be transparent and open at all times on how the Department functions, reveal information as tabled in the Strategic Plan, Annual Performance Plans and Annual Reports
Redress	Where we have committed a mistake, we will take responsibility and correct it and provide a positive response
Value for money	We will provide public services cost effectively and efficiently in order to give service beneficiaries the best value for money
Customer Impact	We will involve the wider community in discussion about future development of public services using Batho Pele principles in all initiatives
Encouraging innovation and rewarding excellence	We will provide excellent services and reward efforts of staff that perform excellently in providing customer services. We shall always try and find innovative ways of improving services
Integrated and Coordinated Approach	We will involve all relevant stakeholders within and outside government to ensure a well-focused, coordinated and integrated public service

8. OUR SERVICE COMMITMENT

We are committed in providing cost effective and efficient service delivery to the Culture and Sport sector of Mpumalanga.

We are committed to provide easy access to the following services to all people in the Province:

- Improving knowledge and upholding values enshrined in RSA Constitution by coordinating the celebration of our national commemorative days and rolled out of social cohesion campaigns in communities and schools
- Promoting the identification, development and preservation of our heritage and resources.
- Facilitating the development, preservation and promotion of multilingualism.
- Promoting the development of sporting and artistic talent by providing opportunities for development from entry level through to high performance or professional level.
- Delivering community-based recreation programmes and mass participation in Sports, Arts, and Culture and encouraging community participation in such programmes to achieve social cohesion
- Promoting Arts and Culture industries through the coordination of EPWP linked projects.
- Facilitating the development and management of the Geographical Name System in the Province.
- Facilitating the provision of archival services to the Provincial and Local Government ensuring that systems are in place for sound record management and access to the community.
- Promote access to Library Service through establishment and support of municipal public libraries.

9. OUR SERVICE STANDARDS

KEY SERVICES	QUANTITY	QUALITY	TARGET	GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
1. Development and promotion of Arts and Culture	21 Municipalities	White paper on Arts, Culture and Heritage (1996)	All 21 Municipalities	All communities	Mpumalanga Province	Annually	Annually facilitate the development and promotion of the cultural industry in the 21 municipalities
2. Provision of museum and heritage services for education and leisure purposes	6 Museums	National Heritage Resources Act 25 of 1999	Museums patrons	All communities Nationally and Internationally	Mpumalanga Province	7 days weekly	Provide communities with access to 6 museums and 7 heritage institutions days per week
3. Facilitate the review of names of geographic features	21 Municipalities	South African Geographical Names Council Act 118 of 1998	All 21 Municipalities	All geographical features	Mpumalanga Province	Annually	Annually facilitate the review and transformation of the names of geographic features in the 21 municipalities
4. Promotion of multi-lingualism and development of historically marginalised languages	2 designated Languages of the Province	Mpumalanga Provincial Language Act no.3 of 2014	IsiNdebele and SiSwati languages	Previously marginalized communities in the Province	Mpumalanga Province	Annually	Facilitate the development, promotion and protection of 2 designated official languages of the province and enhance linguistic diversity annually
5. Provision of library service support	3 Regional Libraries	The National Library of South Africa Act No. 92 of 1998	All 21 Municipalities	All public libraries	Mpumalanga Province	5 days a week	Provision of library service support to all libraries

KEY SERVICES	QUANTITY	QUALITY	TARGET	GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
6. Provision of Archival services for all government departments and its entities	1 Archive Building	National Archives of South Africa No.43 of 1996	Government Departments and Public Entities	Government Departments and Public Entities	Mpumalanga Province	5 days	Provide access to inclusive archival services in the repository to the public five days per week
7. Coordinate national commemorative days and other significant departmental events	21 Municipalities	Enhanced social cohesion and nation building	All 21 Municipalities	All communities	Mpumalanga Province	Monthly or bi-monthly	Coordinate national commemorative days and other significant events in the 21 municipalities monthly or bi-monthly
8. Provision of School Sport services	4 Districts	National Sports Act No. 110 of 1998	All learners selected by Department of Education to participate at district tournaments	All learners	Schools across the Province	Annually	Annually coordinate schools sport tournaments at district, provincial and national level
9. Provision of Community Sport and Recreation services	21 Municipalities	National Sports Act No. 110 of 1998	All 21 Municipalities	All communities	Mpumalanga Province	Weekly	Weekly promote active participation in sport and recreation to enhance healthy life style of communities in 21 Municipalities
10. Provision of sport advancement services	21 Municipalities	National Sports Act No. 110 of 1998	All 21 Municipalities	Priority codes clubs	Mpumalanga Province	Annually	Annually provide support services to clubs from priority codes

KEY SERVICES	QUANTITY	QUALITY	TARGET	GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
11. Scout and nurture talent through sport academies	4 Academies	National Sports Act No. 110 of 1998	All 21 Municipalities	Athletes	Mpumalanga Province	Quarterly and Annually	Quarterly and annually scout and nurture talented athletes to represent the province at national and international level

10. 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 5 rings◆ We will identify ourselves 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

IN PERSON

SERVICE PRINCIPLE	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 and 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 language 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 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 needs

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◆ The Department will publish informative publications through annual reports, newsletters and website

OUR ACCOUNTABILITY

We undertake to:

- ◆ Monitor our performance against the standards set out in this Charter
- ◆ Performance information will be provided on our website, 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.

11. 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

12. 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 days
- ◆ Respond to requests for information accurately and thoroughly.
- ◆ Abide to all legal requirements and other obligations

13. 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

14. CONTACT DETAILS

HEAD OFFICE

PHYSICAL ADDRESS

No.7 Government Boulevard, Building 5, 1st and 2nd floor

Riverside Park, Mbombela, 1200

POSTAL ADDRESS

P O Box 1243, Mbombela, 1200

Telephone number: 013 - 766 5242

Fax number: 013 - 766 5592/8253

REGIONAL OFFICES

EHLANZENI REGIONAL OFFICE

PHYSICAL ADDRESS

Nkululeko Youth Centre, Matsulu, 1204

POSTAL ADDRESS

P O Box 6675, Nelspruit, 1200

Telephone number: 013 – 778 6000

Fax : 013 – 788 6029

GERT SIBANDE REGIONAL OFFICE

PHYSICAL ADDRESS:

20A de Clerg Street, Mutual and Federal Building, Ermelo

POSTAL ADDRESS:

Private Bag X 9014, Ermelo, 2350

Telephone number: 017 – 811 6196/3255

Fax number: 017 – 811 7477

NKANGALA REGIONAL OFFICE

PHYSICAL ADDRESS:

Solomon Mahlangu Drive, KwaMhlanga Government Complex, building No.2

POSTAL ADDRESS:

Private bag X4030, KwaMhlanga, 1022

Telephone number: 013 – 947 2880/2817

Fax number: 013 – 947 2896

Website. <http://www.mpumalanga.gov.za/dcsr>

CUSTOMER's OBLIGATION

We count on a strong partnership with you for the realization of the promises in this Charter. In return we expect the public to be civil and courteous and to respect the dignity of our officials all the time.

PLEDGE TO MAINTAIN SERVICE DELIVERY STANDARDS

We will always tell the truth, perform our duties with noble motives and set an example in the community we serve.

Recommended:



Mr. SW Mnisi
Acting Head of Department
Date: 03/09/15

Approval:



Ms. N Mahlangu-Mabena
Member of Executive Council
Date: 03/09/15