



culture, sport & recreation

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA



SERVICE CHARTER

VISION

A patriotic socially cohesive society

MISSION

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

VALUES

**Caring
Accountability
Teamwork
Integrity
Creativity**

COMMITMENT

**We are committed to respect the rights of our service beneficiaries through the implementation of Batho Pele Principles
We are committed in providing cost effective and efficient service delivery to the Culture and Sport sector of Mpumalanga**

SERVICES

- **Promotion of Arts and Culture**
- **Museum and Heritage services**
- **Language Services**
- **Library and Information Services**
- **Archival Services**
- **Sport and Recreation Services**

OPERATING HOURS

**Offices and Regional Libraries Monday to Friday
07h45 – 16h15**

MUSEUMS AND CULTURAL VILLAGES

**Monday to Friday
07H45- 16H15
Weekends and Public Holidays
09H00 - 16H00
Admission fees: Adults R20.00 & Children R10.00**

A strong partnership with you is what we need to realize the promises in this Service Charter

Should the Department succeed or fail to uphold the above commitment, Complaints and Compliments can be send to the addresses provided

www.mpumalanga.gov.za/dcsr

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
Tel: 013 - 766 5242
Fax: 013 - 766 5592/8253

GERT SIBANDE REGIONAL OFFICE

PHYSICAL ADDRESS:

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

POSTAL ADDRESS:

Private Bag X 9014, Ermelo, 2350
Tel: 017 – 811 6196/3255
Fax: 017 – 811 7477

NKANGALA REGIONAL OFFICE

PHYSICAL ADDRESS:

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

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ISIVUMELWANO SOKUSEBENZA

UMBONO

Umphakathi othanda isitjhaba saso nohlalisene ngokubambana

UMNQOPHO

Ukuthuthukisa ibumbano nokwakhiwa kwesitjhaba ngezamasiko, zemidlalo nemisebenzi yelwazi ebantwini beMpumalanga.

AMAGUGU

Ukutlhogomela
Ukuziphendulela
Ukusebenzisana
Ukudzimelela
Ubuhlakani

UKUZIBOPHELELA

Sizibophelele ekuhlonipheni amalungelo walabo esibabonelela ngemisebenzi ngokuhloma imithetjhwana ye-Batho Pele
Sizibophelele ngokunikela ngemisebenzi yokonga ngepumelelo emkhakheni wezamaSiko nezemiDlalo eMpumalanga

IMISEBENZI

- Ukuthuthukiswa kwezobuKghwari namaSiko
- Imisebenzi yeMyuziyamu namaGugu
- Imisebenzi yezeLimi
- Imisebenzi yeBulungelo leeNcwadi neLwazi
- Imisebenzi yokubulungiweko
- Imisebenzi yezemiDlalo nokuziThabisa

AMA-IRI WOKUSEBENZA

Ama-Ofisi namaBulungelo weeNcwadi weenGodi ngoMvulo kufika ngeLesihlanu
07h45 – 16h15

IMYUZIYAMU NEENDAWO ZAMASIKO

NgoMvulo kufika ngeLesihlanu
07H45- 16H15
Ipelaveke namaLanga wokuPhumula
09H00 - 16H00
Imali yokungena: Abadala R20.00 - Abentwana R10.00

Ukuhlanganyela okunzinzileko nani ngilokhu esikutlhogako ukuze siphumelelise iinthembiso ezikuSivumelwano somSebenzi

Nangabe umNyango uyaphumelela nanyana uyabhalelwa ukukhambisana nesibopho esingehla, iiNghonghoyilo nokuBukwa kungathunyelwa eemphandeni ezinikelweko

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SIVUMELWANO SEKUSEBENTA

UMBONONCHANTI

Ummango lotsandza live lawo nalohlalisene ngekubumbana

INHLOSO

Kukhutsata lubumbano nekwakha sive ngetemasiko, temidlalo nemisebenti yelwati ebantfwini baseMpumalanga

EMAGUGU

Kunakekela
Kutiphendvulela
Kusebentisana
Bucotfo
Likhono lekuticambela

KUTIBOPHELELA

Sitibophelele kuhlomphelele emalungelo alabo lesibentela imisebenti ngekusebentisa imigomo ye-Batho Pele
Sitibophelele kwenta imisebenti ngekonga nangemphumelelo emikhakheni yeTemasiko neTemidlalo eMpumalanga

IMISEBENTI

- Kukhutsata Tebuciko neTemasiko
- Imisebenti Yemisamo neMagugu
- Imisebenti YeteluLwimi
- Imisebenti Yemtapomabhuku neLwati
- Imisebenti Yalokulondvolotiwe
- Imisebenti Yetemidlalo neTekukhibika

EMA - AWA EKUSEBENTA

Emahhovisi neMitapomabhuku Yetigodzi: Umsombuluko kuya kuLesihlanu
07h45 – 16h15

IMISAMO NETINDZAWO TEMASIKO

Umsombuluko kuya kuLesihlanu
07H45- 16H15
Lisontfo neMaholide Esive
09H00 - 16H00
Imali yekungena: Labadzala R20.00 - Bantfwana R10.00

***Budlelwano lobucinile nani nguloko lesikundzingako kuze sifeze letetsembiso
letikulesivumelwano Sekusebenta***

***Nangabe Litiko liphumelela noma lehluleka kugcina lesibophelelo lesingenhla, Tikhalo ne
Tincomo kungatfunyelwa kulamakheli laniketiwe***

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LENANEEO LA DITIRELO

LENANEEO LA DITIRELO PONO

Sethaba se se kgokaganeng e bile e le setshaba se se itsebang.

TSELAPHIHLELELO

Go fihlelela kgokagano le go aga setshaba ka mokgwa wa setso, dipapadi le tshedimoso ya ditirelo go batho ka moka ba Mpumalanga.

DITUMELO

Hlokomelo.
Boikarabelo.
Tshomisano mmogo.
Boitshepo.
Botsweletsi

DITIRELO

- Go phagamisa tsa Bokgabo le Setso.
- Go phagamisa tsa Bokgobokelo le tsa Bohwa.
- Go phagamisa ditirelo tsa Bokgobapuku le Tshedimoso.
- Go phagamisa ditirelo tsa Boikgobokelo bja dilo tsa kgale
- Go phagamisa ditirelo tsa Dipapadi le Boithabiso.

DINAKO TSA MOSOMO

Dikantoro le Makgobapuku a selete Mosopologo go fihla ka Labohlano
07h45 go fihla ka 16h15

Mafelo a beke le matsatsi a maikhutso
09h00 go fihla ka 16h00.

Ditshelite tsa go tsena : Ba ba golo R20,00 & Bana R10,00

Re letetse tshomisano ye e tiilego, gore rekgone go tsweleletsa tshepediso ya maleba. Ge kgoro ye e ka atlega go ba go palelwa ke go latela le go phethegatsa ditshepiso tse e di tshepisiseng mo go Lnaneo Tirelo ye, dipelaelo le dikeletso, di ka romelwa go aterese ye e filweng

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UMBONONGQANGI

Ukuba nomphakathi othanda izwe lawo nohlalisene ngokuzwana.

INHLOSONGQANGI

Ukugqugquzela ubumbano nokwakheka kwesizwe ngokwamasiko,
ezemihlalo nemisebenzi yolwazi kubantu baseMpumalanga

AMAGUGU OKUKANYE IZISEKELONGQANGI

Ukunakekela
Ukwazi ukuphendula nokulandisa
Ukusebenzisana
Ubuqotho
Ulwazi lokusungula nokuqamba izinto

ESIZIBOPHEZELE KUKHO

Sizibophezele ekuhlopheni amalungelo alabo esibasizayo ngokulandela imigomo ye Batho Pele
Sizibophezele ekwenzeni imisebenzi ngokonga nangempumelelo emikhakheni Yezamasiko Nezemidlalo eMpumalanga

IMISEBENZI

- Ukugqugquzela Ezobuciko Namasiko
- Imisebenzi yezigcinamagugu Namagugu
 - Imisebenzi Yolimi
- Imisebenzi Yemitapomabhuku Kanye Nolwazi
 - Imisebenzi elondolozwe
- Imisebenzi Yezemidlalo Nokungebeleka

IZIKHATHI ZOKUSEBENZA

Amahovisi Kanye nemitapomabhuku esezifundeni
07h45 – 16h15

Izigcinimagugu kanye nezakhiwomakhaya zamasiko
NgoMsombuluko kuya kuLwesihlanu
07H45- 16H15

Ngempelasonto kanye nangamaholidi
09H00 - 16H00

Imali yokungenza kwabadala: R20.00 kuthi izingane : R10.00

***Ukubambisana okuqinile yikhona esikubhekile nesikudingayo phakathi kwethu ukuze sikwazi
ukuphumelela kwesikwethembisile ngokwalomqulu wokuletha imisebenzi kubantu.
Uma kwenzeka ukuthi uMnyango uyaphumelela noma uyahluleka ukulandela lokhu ozibophezele kukho
okushiwo ngenhla , zingandluliswa izikhalo noma izincomo kuleli kheli elinikeziwe***

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STANDERTON LIBRARY
PHYSICAL ADDRESS:
16 Caledon St
Standerton
2430
POSTAL ADDRESS:
Tel: 017 712 3601
Fax: 017 712 2475

MIDDELBURG LIBRARY
PHYSICAL ADDRESS:
37 OR Tambo St
POSTAL ADDRESS:
Private bag x 1810
Middelburg
1050
Tel: 013 – 243 2347
Fax: 013 – 243 4387

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