

MPUMALANGA PROVINCIAL GOVERNMENT

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Department of Human Settlements

Litiko
Lekuhlaliswa Kwebantfu

Departement van
Menslike Nedersettings

Umnnyango
Wokuhlaliswa Kwabantu

SERVICE STANDARDS

The Department of Human Settlements has committed itself to the following service standards in serving its customers:

- OFFICE HOURS**
We commit ourselves to observe official working hours from 07h45 to 16h15.
- CODE OF CONDUCT**
All officials shall adhere to the Public Service Code and other Public Service Regulations.
- PAYMENT OF CLAIMS AND INVOICES**
The Departments commits itself to process all claims and invoices within 30 working days.
- CORRUPTION**
The Department is committed to the elimination of all forms of corruption and any suspected corrupt activity must be reported to the **Accounting Officer** with immediate effect.
- RESPONSE TO TELEPHONE CALLS**
We shall answer telephone calls from our customers within 5 rings and with a standard greeting.
- RELIABILITY**
We will provide efficient services as promised, perform them right the first time and maintaining error free records.
- RESPONSIVENESS**
We will provide prompt service to customers and keep them informed of when and how the services will be performed.
- ASSURANCE**
We will instill confidence in our customers and be consistently courteous.
- EMPATHY**
We will give our customers individual attention in a caring fashion and have their best interest at heart.
- COMPLAINTS**
The Stakeholder Management Directorate shall attend to all complaints lodged within fourteen (14) working days.
- SERVICE DELIVERY**
We will uphold, implement and observe the Batho Pele Principles on day-to-day service delivery activities.

We agree to implement the Service Standards for the Department of Human Settlements.

MR D DUBE
HOD

MR MSA MASANGO (MPL)
MEC

