

DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE COMMITMENT CHARTER

SERVICES OFFERED

FINANCIAL INTERVENTION <ul style="list-style-type: none"> ➢ Individual Housing Subsidies ➢ Enhanced Extended Discount Benefit Scheme ➢ Social and Economic Facilities ➢ Accreditation of Municipalities ➢ Operation Capital Budget ➢ Housing Chapters of IDP's ➢ Rectification of Pre 1994 Housing stock 	INCREMENTAL HOUSING <ul style="list-style-type: none"> ➢ Integrated Residential Development ➢ People's Housing Process (PHP) ➢ Informal Settlement Upgrading ➢ Consolidation Subsidies ➢ Emergency Housing Assistance
SOCIAL AND RENTAL HOUSING <ul style="list-style-type: none"> ➢ Institutional Subsidies ➢ Social Housing ➢ Community Residential Units 	RURAL HOUSING <ul style="list-style-type: none"> ➢ Rural Subsidy: Informal Land Rights ➢ Farm Worker Assistance

COMMITMENT BY THE MEC FOR HUMAN SETTLEMENTS

CITIZEN'S RIGHTS

In terms of the Constitution of the Republic of South Africa, Act no 108 of 1996, particularly as it refers to Chapter 2 Bill of Rights, everyone has a right to have access to adequate housing, and the rights of the citizen will be protected and respected and the Department will within the financial resources allocated to it ensure progressive realisation of this right.

CITIZEN'S OBLIGATION

Citizens of the Mpumalanga Province are expected to play a pivotal role to ensure that the vision, mission and strategic goals of Department of Human Settlements are achieved. In return citizens are required to be courteous and be civil at all times and respect the dignity of the departmental officials.

LOCATION

HEAD OFFICE

Physical Address : Building No 7
Extension 2
No 7 Government Boulevard
Riverside Park
Nelspruit
Mpumalanga
Republic of South Africa

Postal Address : Private Bag X 11328
Nelspruit
1200

Website : www.dhs.mpg.gov.za

EHLANZENI DISTRICT

NELSPRUIT : Kaeweldorp Building
Corner Emnotweni and Cascade Close
Nelspruit
1200

NKANGALA DISTRICT

EMALAHLENI : 2nd Floor Piet Koornhof Building
No.1 Justice Street
Witbank
1035

KWAMHLANGA

Government Complex
Building No 6
Kwa-Mhlanga
1022

GERT SIBANDE DISTRICT

ERMELO : 68 Fourie Street
Ermelo
2350

ELUKWATINI

Stand No 27
Diepgezeit Main Road (Opp eMbuleni Hospital)
Elukwatini
1192

BATHO PELE PRINCIPLES AND THE COMMITMENT THEREOF

CONSULTATION

We can only assume to know what our service beneficiaries/service recipients want. The only way we can find out for certain is by enquiring with them. This can be done through surveys, questionnaires, meetings, suggestion boxes, Executive Council Outreach Programme and by talking to our customers. It's important to report back to customers so they know what to expect, and to our staff so they know what is expected from us.

SERVICE STANDARDS

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

1. We commit ourselves to observe official working hours from 07h45 to 16h15.
2. The Department commits itself to process all claims and invoices within 30 working days.
3. 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.
4. We shall answer telephone calls from our service beneficiaries/service recipients within 5 rings and with a standard greeting.
5. We will provide efficient services as promised, perform them right the first time and maintain error free records.
6. We will provide prompt service to service beneficiaries/service recipients and keep them informed of when and how the services will be performed.
7. We will instil confidence in our service beneficiaries/service recipients and be consistently courteous.
8. We will give our service beneficiaries/service recipients individual attention in a caring fashion and have their best interest at heart.
9. The Stakeholder Management Directorate shall attend to all complaints lodged within fourteen (14) working days.
10. We will uphold, implement and observe the Batho Pele behaviour on day-to-day service delivery activities.

ACCESS

Easy access to the Head Office and Regional Offices is possible to all our service beneficiaries/ service recipients including those with disability by: -having wheelchair ramps, disabled parking bays, taking our services out to the community is. Also other services can be accessed through Regional Offices.

COURTESY

We will be polite and friendly to our service beneficiaries/ service recipients. service beneficiaries/ service recipients should be treated with respect and consideration. We must always be willing to assist. Telephone etiquette is vital. All our correspondence must be respectful. All our front line officials will be identified by wearing name tags.

INFORMATION

Information about us (Department of Human Settlements) through local newspapers, local radio stations (Ligwalagwala and Ikwekwezi) annual reports monthly or quarterly reports, posters and leaflets.

OPENNESS AND TRANSPARENCY

Information about our day to day activities, how much our Department receive, how that money is spent will be made available to the service beneficiaries/ service recipients through our annual reports, strategic plans and service commitment charters.

REDRESS

In case you are not happy with our standard, manner of providing services, please address your complaint or dissatisfaction to our Stakeholder Management Directorate (013) 766 6423, building 6 lower ground and email amabuza@mpg.gov.za. An apology, full explanation and effective, speedy remedy will be offered when the promised standards of service have not been delivered. When complaints are made, we will give our service beneficiaries/ service recipients a sympathetic ear.

VALUE FOR MONEY

All our services are provided at no cost or at affordable cost to our service beneficiaries/ service recipients by making the best use of available resources. Avoid wastage of resources. It also means elimination of fraud and corruption.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

We will provide our service by encourage partnerships with different stakeholders in order to improve service delivery and rewarding our staff who "go the extra mile" in making it all happen.

CUSTOMER IMPACT

In providing our service we will ensure that the Pele behaviour is put into practice, which will then increase the chances of improvement in our service delivery. This in turn will have a positive impact on our service beneficiaries/ service recipients.

LEADERSHIP AND DIRECTION

Leadership will create an atmosphere which allows for creativity. Our Management will ensure that goals are set and that planning is continuous.

TELEPHONIC CONTACT

When you phone the department, we will:

- Identify ourselves by section and name
- Answer calls as promptly as possible
- Help in a polite manner
- Referred to the appropriate official/ directorate within the Department in case of dissatisfaction

CONTACT DETAILS

OFFICE	TELEPHONE	FAX
Office of the MEC	(013) 766 6607	(013) 766 8461
Office of the HOD	(013) 766 6233	(013) 766 8430
Office of the CFO	(013) 766 6361	(013) 766 8441/2
Corporate Services	(013) 766 6707	(013) 766 8441/2
Incremental Housing	(013) 766 6733	(013) 766 8441/2
PHP and Rural	(013) 766 6315	(013) 766 8441/2
Switchboard Building 6	(013) 766 6088	(013) 766 8441/2
Switchboard Building 7	(013) 766 6978	(013) 766 8441/2



human settlements
MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

