

DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE STANDARDS

We the Department of Human Settlements have committed ourselves adhering to the following service standards in serving our customers:

1. OFFICE HOURS

We commit ourselves to observe official working hours from 07h45 to 16h15.

2. CODE OF CONDUCT

All officials shall adhere to the Public Service Code and other Public Service Regulations.

3. PAYMENT OF CLAIMS AND INVOICES

The Departments commits itself to process all claims and invoices within 30 working days.

4. 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.

5. RESPONSE TO TELEPHONE CALLS

We shall answer telephone calls from our customers within 5 rings and with a standard greeting.

6. RELIABILITY

We will provide efficient services as promised, perform them right the first time and maintaining error free records.

7. RESPONSIVENESS

We will provide prompt service to customers and keep them informed of when and how the services will be performed.

8. ASSURANCE

We will instill confidence in our customers and be consistently courteous.

9. EMPATHY

We will give our customers individual attention in a caring fashion and have their best interest at heart.

10. COMPLAINTS

The Stakeholder Management Directorate shall attend to all complaints lodged within fourteen (14) working days.

11. SERVICE DELIVERY

We will uphold, implement and observe the Batho Pele Principles on day-to-day service delivery activities.

