

DEPARTMENT OF FINANCE

SERVICE DELIVERY CHARTER

Who are we?

We are the Department of Finance in North West Province, which prudently manage public resources by providing strategic financial management support to all departments and municipalities enabling them to deliver on their mandate. We commit to having well trained and supported staff to develop and maintain the principles of:

- Impartiality and independence;
- Acting without favour or prejudice in discharging its powers and functions;
- Integrity in working closely with other departments and municipalities;
- Leadership and innovation in financial and resource management;
- Trust and respect with all clients; and
- Protect the principle of merit, equity and fairness in employment.

Our Vision

We will be the ultimate financial management authority and adviser on fiscal matters to the North West Provincial Administration in pursuit of transparency, good financial management and accountability to all our stakeholders.

Our Mission

To create an enabling environment for government to deliver effective services throughout the North West Province by prudently managing public resources

Our Charter

Our charter provides you with:

- Information and services;
- Our commitment to provide you with quality services;
- Our service standards;
- How you can lodge a complaint;
- How can you help us to help you

Office Hours

- Our Offices are open from Monday to Friday only
- We open our Offices for services at 8H00
- Tea Break : 10H00 to 10H15 and from 15H00 to 15H15
- Lunch : 12H45 to 13H30
- We close our Offices at 16H30

Our value:

- Fairness;
- Equity;
- Accessibility;
- Transparency;
- Participation; and
- Professionalism

Our Contact information

Make an appointment by telephone, in writing or in person.

Mmabatho Garona Building.

Private Bag X2060
MMABATHO
2735

Telephone Number: 018-3883584/4254/2191

Website: <http://treasury.nwpg.gov.za>

- We provide the following services:**
- (a) Department provides strategic oversight role to Departments, Public Entities and Municipalities on the following areas:
 - Internal Auditing,
 - Budget management,
 - Accounting Services, Asset Management,
 - Supply Chain Management,
 - Municipality Finance Services
 - Information technology systems.
 - (b) Value adding services and reporting.

Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by

Our Service standards

Keeping Appointments: If any employee of the Department makes an appointment with a customer, the employee will keep the appointment at a mutually agreed time unless exceptional circumstances arise.

Written Complaints: Customer will receive written acknowledgement within 3 days upon receipt of the correspondence. The department will reply to written complaints within 20 working days. In the event the matter is complex the Department is obliged to inform you.

Telephonic complaints: If a member of the public lodges a telephonic complaint and in the course of the conversation it is agreed that a written reply is necessary, the Department will respond in writing within 20..

Telephone calls: All calls to the Departments Offices will be answered within:
- 15 seconds (8 rings) If the customer's queries cannot be answered at the time of the call, a return call must be made at all times.

E-mails : Customers queries through e-mail must be answered
- Within 48 hours
- If more time is needed for a fuller reply within 5 working days.

In our dealings with customers either telephonically or in person we will:

- Identify ourselves and provide contact details
- Provide the customers with comprehensive information
- Communicate with the customers in a language understood by them
- Refer the customer to the correct Directorate/Department for information if we are unable to assist him/her
- Be polite, courteous and patient
- Ensure that information provided is accurate.

In our dealings with the media we will:

- Our Communications Directorate will provide Information.
- Respond in writing to all media queries.

How can you help us to help you

- Tell us your special needs;
- Let us know if you need an interpreter to use our services;
- Do not offer our officials money, gifts and favours;
- Inform the department if there are any changes of circumstances;
- Treat staff with respect and courtesy;
- Provide full and accurate information e.g. identity

Report any corruption practices at the following toll free number: 0800 204 992

Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report

You have the right to all the Batho Pele principles:

- Consultation
- Access
- Courteous behavior
- Openness & Transparency
- Information
- Redress
- Value for money

We expect you to be civil, courteous and respect the dignity of our officials at all times

Our Contact Information:

Head Office:

Telephone Numbers:

Office of the MEC
018 – 388 3445/6 Fax : 018 – 388 1872

Email: GPaul@nwpg.gov.za

- Head of Department

018 – 388 4440/3584 Fax: 018 – 3881748/1724

Postal Address:

- Private Bag X2060
MMABATHO
2735

Internal Audit: Regions

Potchefstroom

- Royal Building

1st Floor
James Moroka Street
POTCHEFSTROOM

or

P.O. Box 2008
POTCHEFSTROOM
2531
Tel: 018 – 2976549

Rustenburg

- Private Bag X82090

RUSTENBURG

0300

0145 – 924514

Information Technology

Garona Building

- 018 – 3884411

Fax : 018 - 3881729

Information Technology Regions

Rustenburg

- 44 Boom Street

ABSA BUILDING

RUSTENBURG

0300

Tel: 014– 5925831/3883724

Potchefstroom

- Chrishani Street
Agricultural Center
Admin. Building

POTCHEFSTROOM

Tel: 018 – 2996677/3882992/3

Lichtenburg

- 19 Thabo Mbeki Street

LICHTENBURG

2740

Tel: 018 – 632 2005/3883005

Vryburg

- 171 market Street

Opposite Steers
VRYBURG

P.O. Box 101
VRYBURG
8600

Tel: 053 – 927 6568

Klerksdorp

- Klerksdorp Hospital

Johnn Orrs Street
KLERKSDORP
2570

Tel: 018 – 462 7681 / 388 2990/1