



Resolution 1 of 2013

Service Charter

Preamble

We, the parties in the Public Service Coordinating Bargaining Council (PSCBC) representing the State as Employer and public servants:

Affirm our commitment to upholding the values and principles of public administration enshrined in Section 195 of the Constitution and other laws, policies and frameworks.

Uphold the Constitutional responsibility of the State clearly articulated in the Bill of Rights to deliver services to the citizenry.

Note the continued efforts of the State and public servants in building a developmental state that is inclined towards addressing the needs of the majority of the population particularly those that had been historically disadvantaged.

Acknowledge the service delivery challenges in the public service and other spheres of government.

Concerned about the fiscal challenges confronting the State and the impact this has on service delivery and performance of the State.

Equally concerned about the increasing manifestation of corruption in the public service and the negative impact it has on the socio-economic and political landscape of the country.

Believing in the rich history of our democratic dispensation which entrenches values and principles of human rights, social, economic and political rights.

Motivated by the proven value of collaboration in building a new South Africa, and encouraged by the willingness of all the parties in working towards a common goal of finding mutually-beneficial solutions to our common challenges.

Hereby commit ourselves through this Charter.

1. Objectives of the Service Charter

1.1 The Charter seeks to:

- 1.1.1 Improve service delivery programmes;
- 1.1.2 Reinforce the partners' commitment to service delivery improvement for the benefit of all citizens;
- 1.1.3 Clarify the rights and obligations of each of the parties;
- 1.1.4 Acknowledge and reward excellent performance;
- 1.1.5 Professionalise and encourage excellence in the public service;
- 1.1.6 Enhance performance;
- 1.1.7 Facilitate a process to define service standards in various sectors;
- 1.1.8 Strengthen processes and initiatives that prevent and combat corruption;
- 1.1.9 Facilitate social dialogue among the partners;
- 1.1.10 Help government departments rise to the challenge of treating citizens with dignity and respect and meeting their demands equitably and fairly; and
- 1.1.11 Ensure an effective, efficient and responsive public service.

2. Scope of the Charter

2.1 The Charter shall apply to the State as Employer and employees who:

- 2.1.1 Are employed by the State; and
- 2.1.2 Fall within the registered scope of the PSCBC.

3. Definition of the Service Charter

3.1 This Service Charter is a social contract, commitment and agreement between the State and public servants. It is a written and signed document which sets out the partners' roles and responsibilities to improve performance, enhance and fast track the delivery of services to improve the lives of our people.

3.2 It is a document that enables service beneficiaries to understand what they can expect from the State and will form the basis of engagement between government and citizens or organs of civil society.

PARTIES TO THE COUNCIL AGREE TO A SERVICE CHARTER ON THE FOLLOWING TERMS

Article 1

Purpose of the Charter

This Charter shall:

- 1.1 Define the services offered by the State to the citizens of South Africa;
- 1.2 Outline the service standards that underpin the services offered by the State;
- 1.3 Register the commitments by the State as Employer towards public servants;
and
- 1.4 Specify commitments by public servants towards the citizens.

Article 2

Who We Are

- 2.1 As the State we are also the **Employer**. We employ public servants and are required to provide the necessary resources and a conducive working environment for the delivery of services.
- 2.2 We are **public servants** employed by the State and we serve the people of South Africa.

Article 3

Where We Are Found

- 3.1 As the State we are found in government departments in the national and provincial spheres; and
- 3.2 As public servants we are found in the employ of the State.

Article 4

The Services We Provide

The services provided by the State include, among others, the following:

- 4.1 Basic Education and Higher Education;
- 4.2 Health services
- 4.3 Safety and security
- 4.4 Human Settlements
- 4.5 Social welfare services
- 4.6 Land reform and rural land development
- 4.7 Legal justice system
- 4.8 Correctional services
- 4.9 Water and sanitation;
- 4.10 Border control
- 4.11 Energy;
- 4.12 Waste removal;
- 4.13 Transport, roads, maritime and aviation;
- 4.14 Provision of IDs and passports;
- 4.15 Provision of birth and death certificates;
- 4.16 Provision of driver and vehicle licenses;
- 4.17 National Defence;
- 4.18 Environmental management and protection;
- 4.19 Promotion of arts and culture;
- 4.20 Advancement of the interests of women, children and people living with disabilities;
- 4.21 National planning;
- 4.22 Monitoring and evaluation of government programmes;
- 4.23 Economic development;
- 4.24 Management of mineral resources;
- 4.25 Budget management;
- 4.26 International cooperation;
- 4.27 Cooperative governance and traditional affairs;
- 4.28 Tourism;

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4.29 Communication of Government programmes.

Article 5

Service Standards

- 5.1 There shall be clearly defined service standards for all government sectors;
- 5.2 All sectors must, as a minimum, meet the following service standards:
 - 5.2.1 Serve citizens promptly and courteously at all service delivery points;
 - 5.2.2 Provide friendly and helpful service;
 - 5.2.3 Help service users make the right choices in accessing services;
 - 5.2.4 Provide appropriate signage and information desks;
 - 5.2.5 Public servants must wear nametags for easy identification;
 - 5.2.6 Answer calls promptly;
 - 5.2.7 Ensure shorter queues at service delivery points;
 - 5.2.8 Respond to queries and complaints promptly;
 - 5.2.9 Respond to mail and email correspondence promptly;
 - 5.2.10 Resolve customer complaints fairly, consistently and promptly; and
 - 5.2.11 Encourage service users to make suggestions on how to better the services offered.
- 5.3 All public institutions must visibly display Batho Pele Call Centre and the Anti-Corruption Hotline numbers.

Article 6

Commitments by the State as Employer

The State commits to the provisions enshrined in Section 23 of the Constitution, the Labour Relations Act and other applicable labour legislation, to:

- 6.1 Create an enabling environment and provide adequate resources, within the confines of what is available, for public servants to perform their duties;
- 6.2 Implement conditions of service that fairly reward public servants,
- 6.3 Maintain a disciplined public service cadre;
- 6.4 Develop a feedback mechanism that will allow the public to compliment or raise complaints about the conduct and attitudes of public servants and the

- quality, timelines and efficacy of the services they provide;
- 6.5 Facilitate a rewards and recognition system commensurate with the values and principles of the Charter that focuses on individuals and teams;
 - 6.6 Introduce modern and innovative procedures and systems for the delivery of services;
 - 6.7 Implement information and communication technology policies and programmes to support and improve the delivery of services;
 - 6.8 Implement governance systems that optimise management of resources, risk management and audit management;
 - 6.9 Simplify procedures and ease formalities related to access and delivery of services;
 - 6.10 Implement service delivery improvement programmes;
 - 6.11 Introduce systems and processes that facilitate citizens' access to government services;
 - 6.12 Institute national accountability and integrity systems to promote value-based societal behaviour and attitudes as a means of preventing corruption;
 - 6.13 Recognise that public servants have the right to create or belong to associations, trade unions or any other group as provided for by applicable laws;
 - 6.14 Recognise that public servants within applicable laws shall have the right to engage in collective bargaining; and
 - 6.15 Membership or non-membership of a political party shall not be used as criteria for appointment into the public service.

Article 7

Commitment by Public Servants

Public Servants commit to:

- 7.1 Be faithful to the Republic, honour the Constitution and abide by the laws in the execution of duties;
- 7.2 Promote the unity and wellbeing of the South African nation in performing official duties;
- 7.3 Loyal execute the policies of government in the performance of duties;
- 7.4 Serve the public in an unbiased and impartial manner in order to create confidence in the public service;
- 7.5 Be polite, helpful and reasonably accessible in dealing with the public, at all times treating members of the public as customers who are entitled to receive high standards of service;
- 7.6 Have regard for the circumstances and concerns of the public in performing official duties and in the making of decisions affecting them;
- 7.7 Provide timely service towards the development and upliftment of all South Africans;
- 7.8 Not unfairly discriminate against any member of the public on account of race, gender, ethnic or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language;
- 7.9 Not abuse their position in the public service to promote or prejudice the interest of any political party or interest group;
- 7.10 Respect and protect every person's dignity and rights as contained in the Constitution;
- 7.11 Recognise the public's right of access to information, excluding information that is specifically protected by law;
- 7.12 Co-operate fully with other employees to advance the public interest;
- 7.13 Execute all reasonable instructions by persons officially assigned to give them, provided these are not contrary to the provisions of the Constitution and/or any other law;
- 7.14 Refrain from favouring relatives and friends in work-related activities and

never abuse authority or influence other employees, nor be influenced to abuse authority;

- 7.15 Use the appropriate channels to air grievances;
- 7.16 Commit to the optimal development, motivation and utilisation of staff and the promotion of sound labour and interpersonal relations;
- 7.17 Deal fairly, professionally and equitably with other employees;
- 7.18 Be creative in thought and in the execution of duties, seek innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law;
- 7.19 Not engage in any transaction or action that is in conflict with or infringes on the execution of official duties;
- 7.20 Accept the responsibility to undergo ongoing training and self-development;
- 7.21 Be honest and accountable in dealing with public funds and use the property of the public service and other resources effectively, efficiently, and only for authorised official purposes;
- 7.22 Promote sound, efficient, effective, transparent and accountable administration;
- 7.23 Act against fraud, corruption, nepotism, maladministration and any other act which constitutes an offence, or which is prejudicial to the public interest;
- 7.24 Give honest and impartial advice, based on all available relevant information;
- 7.25 Honour the confidentiality of matters, documents and discussions, classified or implied as being confidential or secret; and
- 7.26 Demonstrate professionalism, competency, excellence, transparency and impartiality in the performance of official duties;
- 7.27 Dress and behave in a manner that enhances the reputation of the public service when performing official duties;
- 7.28 Be punctual at work, meetings and events;
- 7.29 Under permitted circumstances act responsibly as far as the use of alcoholic beverages or any other substance with an intoxicating effect is concerned;
- 7.30 Not use official position to obtain private gifts or benefits during the performance of official duties nor accept any gifts, donations, rewards in kind or cash, or benefits when offered as these may be construed as bribes;
- 7.31 Not use or disclose any official information for personal gain or the gain of others;

- 7.32 Not, without approval, undertake remunerative work outside official duties or use office equipment for such work;
- 7.33 Demonstrate integrity and respect all rules, values and established codes of conduct in the performance of official duties;
- 7.34 Declare financial interests at specified times according to prescribed laws and procedures; and
- 7.35 Declare and recuse themselves from any official action or decision-making process which may result in improper personal gain.

Article 8

Commitment to Batho Pele Principles

8.1 In carrying out their duties, public servants are guided by the following **Batho Pele Principles**:

8.1.1 **Consultation**: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice regarding the services offered;

8.2.2 **Service Standards**: Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect;

8.2.3 **Access**: All citizens have equal access to the services to which they are entitled;

8.2.4 **Courtesy**: Citizens should be treated with courtesy and consideration;

8.2.5 **Information**: Citizens should be given full, accurate information about the public services to which they are entitled;

8.2.6 **Openness and transparency**: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge;

8.2.7 **Redress**: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response; and

8.2.8 **Value for money**: Public services should be provided economically and efficiently in order to give citizens the best value for money;

9. Implementation of Agreement


This agreement shall come into effect on the date it enjoys majority support and will remain in force unless terminated or amended by agreement.

10. Dispute Resolution

Any dispute about interpretation or application of this agreement shall be dealt with according to the dispute resolution procedure of the PSCBC.

THIS DONE AND SIGNED AT _____ ON THE _____ DAY OF _____ 2013.

ON BEHALF OF THE EMPLOYER PARTY

	Name	Signature	Date
State as Employer	KHUMBULA NDABA		2013/05/19

ON BEHALF OF TRADE UNION PARTIES

Trade Union	Name	Signature	Date
DENOSA			
HOSPERSA/NUPSAW/NATU			
NAPTOSA			
NEHAWU			
POPCRU			
PSA			
SADTU			
SAPU			