



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

KWAZULU-NATAL DEPARTMENT OF HUMAN SETTLEMENTS

SERVICE DELIVERY CHARTER
2023/24 – 2024/25



KWAZULU-NATAL PROVINCE

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OFFICIAL SIGN-OFF

It is hereby certified that this Service Delivery Charter was developed in consultation with:

- Management of the KwaZulu-Natal Department of Human Settlements (referred to as the Department hereafter);
- Department's Deputy Information Officer
- Department's Communications Unit

It is also hereby certified that this Service Delivery Charter:

- Takes into account all policies, legislation and other mandates which impacts on the Department's responsibilities, and
- Reflects a binding statement on Public Service Delivery Commitment by the Department.

Mr M.O.S. Zungu
Head of Department
KwaZulu-Natal Department of Human Settlements

31/03/23

Date:

The Hon. Dr N.N.G. Mahlaba
MEC: Human Settlements & Public Works
KwaZulu-Natal

06/04/2023

Date:



KWAZULU-NATAL PROVINCE

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WHO WE ARE

The KwaZulu-Natal Department of Human Settlements is an organ of state of the KwaZulu-Natal Provincial Government and the South African Government. The Department is led by the Honourable MEC Dr N.N.G. Mahlaba and the Head of the Department, Mr M.O.S. Zungu.



Hon. Dr N.N.G. Mahlaba (MPL)
MEC for Human Settlements and
Public Works



Mr M.O.S. Zungu
Head of Department

WHERE TO FIND US

203 CHURCH STREET	353-363 Dr. Pixley KaSeme Street (EAGLE BUILDING)	COASTAL REGION (EAGLE BUILDING)	INLAND REGION
Pietermaritzburg 3200 Tel: (033) 392 6400 Fax: (033) 392 6490	Durban 4000 Tel: (031) 336 5300 Fax: (031) 336 5114 Fax: (031) 337 4528	353-363 Dr. Pixley ka Seme Street 7,8,9 and 10 th floor Tel: (031) 319 3600 Fax: (031) 368 6610	199 Pietermaritz Street Pietermaritzburg 3200 Tel : (033) 845 2000 Fax: (033) 845 2085
NORTHERN REGION	ILEMBE DISTRICT	UGU DISTRICT	UTHUKELA DISTRICT
Ulundi LA Complex Tel: (035) 874 2697 Fax: (035) 874 2681	Stanger Albert House Cnr Link Road and Old Main Road Tel: 076 759 0475	Port Shepstone 1254 Frere Road Shelly Beach Tel: 072 642 3066	Ladysmith 24 Murchison Street Tel: 071 294 9848



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

HARRY GWALA DISTRICT	AMAJUBA DISTRICT	UMKHANYAKUDE DISTRICT	UMZINYATHI DISTRICT
Temporary closed & relocated to Inland Region	Newcastle 75 Harding Street Tel: 082 694 8119	Jozini Works Depo, Main Rd, Tel: (035) 572 1038	Dundee 75 Karel landman Street, Tel: 083 444 5200
UTHUNGULU DISTRICT	RENTAL HOUSING TRIBUNAL	WEBSITE AND SOCIAL MEDIA	
Empangeni 17 Turnbull Street Tel: 082 491 6318	353-363 Anton Lembede Street 9 th floor Eagle Building Tel: (031) 372 1800 Fax: (031) 372 1831 Fax: (031) 372 1816	Website: www.kzndhs.gov.za FaceBook: KZN Human Settlements Twitter: @kzndohs	

OUR HOURS OF OPERATION

Mondays to Friday: 07h30 to 16h00 (Lunch: 12h30 to 13h00)

OUR VISION

To restore dignity and provide access to sustainable livelihoods through collaborated, equitable, decent and integrated human settlements

OUR MISSION

To transform human settlements into liveable neighbourhoods through integrated human settlements programmes in areas with major economic opportunities and empowerment of all designated groups.

OUR PRINCIPLE VALUES

The Department subscribes to the principles of Batho Pele and embraces the following key values:

- Commitments to performance;
- Trust and honesty;
- Transparency and consultation;
- Integrity; and
- Accountability.

IMPACT STATEMENT

- Sustainable livelihoods through transformed human settlements



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

OUR STRATEGIC OUTCOMES

- Improved good governance
- Spatial transformation through multi-programme integration
- Adequate housing and improved quality living environment
- Improved security of tenure
- Economically transformed human settlements sector

THE KEY SERVICES THAT WE PROVIDE

- Conduct research project on human settlements.
- Invest in priority Housing Development areas/node, public spaces.
- Implement Register for Breaking New Ground (BNG) housing needs at Local Municipalities
- Development of policies and guidelines for human settlements.
- Provide municipal institutional support to local municipalities.
- Provide Expanded Public Work Programmes to beneficiaries and SMMEs and Co-operatives
- Plan and implement the upgrading of informal settlements.
- Provide support with acquisition of private and state owned suitable land for Human Settlements.
- Issuing of lease agreements to tenants of state properties.
- Provide maintenance of state owned properties
- Manage disposal and devolution of properties
- Provision of a mixed range of housing opportunities and choices.
- Facilitate the development of a functional residential property market that enables the participation of low and middle income households.
- Reduce the bond amount with Finance Linked Individual Subsidy Programs for first time home owners.
- Provide subsidy beneficiary approval.
- Provide a range of creative and affordable special needs accommodation and shelter
- Provide transfer of property title deeds.
- Provide subsidy finance payment claims.
- Provision of service sites.
- Provide consumer education, social facilitation and prevent land invasion
- Provide social rental accommodation for qualifying households
- Provide coordination of housing opportunities for vulnerable groups (elderly, disabled, child headed household).
- Implement Community Residential Units programmes.

WHO BENEFITS FROM THIS SERVICE DELIVERY CHARTER

- Citizens/civil society
- National and other Provincial Departments
- District and Local Municipalities
- Entities and institutions
- Contractors and Implementing Agents
- Financial and business sectors



KWAZULU-NATAL PROVINCE

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REPUBLIC OF SOUTH AFRICA

DEPARTMENTAL PLEDGE TO MAINTAIN THE SERVICE DELIVERY CHARTER

The Department pledges to uphold the Constitution and rule of law, and to ensure that services are rendered in an accessible, fair, cost-effective and transparent manner with professional ethics and standards to ensure effective, efficient and quality service delivery.

HOW WE COMMIT TO THE BATHO PELE PRINCIPLES

In delivering services to our clients, the Department will be guided by Batho Pele principles and commits itself to the following:

1. CONSULTATION

Citizens will be consulted about the level and quality of the public services they receive and, wherever possible, given a choice about the services that are offered.

We commit to the following consultative arrangements:

- Establish effective consultative forums relevant to the service delivered and targeted customer base;
- Develop and implement assessment tools that will be used in conducting customer satisfaction surveys; and
- Conduct outreach programmes and consumer education.

2. SERVICE STANDARDS

Citizens will be told about what level and quality of public service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.

We commit to the following new arrangements for service standards:

- Publish the Human Settlements Service Delivery Improvement Plan and the Service Commitment Charter annually;
- 100% compliance with the management regulatory framework;
- 100% compliance with Department- specific legislation and policies;
- Deliver all promised services according to approved business plans and within the budget allocated for each financial year; and
- Review performance against the standards set annually and as standards are met, these will be raised.

3. ACCESS

All citizens will have equal access to the services they are entitled to.

We commit to the following new arrangements to improve access:

- Develop strategies that will facilitate service delivery which will be included in each year's Strategic Plan;
- Frequent updating of the Departmental website that will allow access to services and apprising citizens of details of the Department;
- Make the Departments services accessible to customers with disabilities, and
- Improve the treatment of citizens at Departmental access points, as well as at points of frontline delivery.



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

4. COURTESY

Citizens will be treated with courtesy and consideration.

We commit to the following new arrangements to show courtesy to front customers:

- Provide customer service training that includes the Batho Pele Principles and associated action plans to all employees;
- Disseminate information, create awareness and conduct workshops on the Public Service Code of Conduct to all Department employees;
- Provide protocol training to all relevant stakeholders and key employees;
- Provide cultural diversity training to all Departmental employees;
- Train receptionists before placement in reception areas;
- Acknowledge correspondence within three (3) working days and subsequent speedy reply; and
- Improve public relations, code of conduct, dress code and telephone etiquette.

5. INFORMATION

Citizens will be given full and accurate information about the public services they are entitled to receive.

We commit to the following new arrangements to improve the flow of information:

- Publish the Annual Report on the performance of the Department;
- Publish customer satisfaction surveys 3 months after being conducted;
- Address the citizens in a language that the individual citizen will understand during frontline interactions;
- Make all information available in the basic language groups (IsiZulu and English);
- Make use of visual aids in the dissemination of information (photographs, pictures, images and symbols) in order to cross language and literacy barriers, and
- Publicize the "Know your rights" campaign as part of the Citizens Charter development and rollout campaign.

6. OPENNESS AND TRANSPARENCY

Citizens will be given information on how the three spheres of government and the various departments function, as well as the cost of the services provided.

We commit to the following new arrangements for openness and transparency:

- Submit quarterly reports to all relevant stakeholders;
- Include in the Service Delivery Improvement Programme, progress against business plans, the budget used as well as the extent to which Batho Pele principles are being covered;
- 100% compliance with the Promotion of Access to Information Act;
- Make available contact details of relevant Department officials;
- Submit and publish the Department's Annual Reports; and
- Submit and publish "Annual Report To The Citizen".



KWAZULU-NATAL PROVINCE

HUMAN SETTLEMENTS
REPUBLIC OF SOUTH AFRICA

7. REDRESS

Dealing with complaints – If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic and positive response.

We commit to the following new arrangements for dealing with complaints:

- Develop and implement a complaints policy and procedures framework;
- Train and empowering employees in dealing with complaints;
- Resolve problems and complaints within stipulated timeframes;
- Avail on the website complaints procedure; and
- Frontline teams to demonstrate that they have analyzed and used complaints made to improve service delivery – ongoing.

8. SERVICE DELIVERY IMPACT

The Department will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of Batho Pele based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.

We commit to the following new arrangements to measure service delivery impact:

- Establish mechanisms to measure service delivery impact in the review of the financial year, and report on services to be accessed in the Annual Reports; and
- Establish mechanisms to evaluate organizational effectiveness based on the sum total of service delivery activities as aligned to the organizational goals to be reported in the financial year Annual Report.

9. VALUE FOR MONEY

Public service will be provided economically and efficiently in order to give citizens the best possible value for money.

We commit to these arrangements to ensure value for money:

- Deliver services according to approved business plan and within the allocated budget; and
- Identify best practices / innovation related to cost saving mechanisms.

10. ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

The Department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.

We commit to the following new arrangement for encouraging innovation and rewarding excellence – Leaders to put in place mechanisms that:

- Encourage innovation and creativity;
- Facilitate the sharing of best practices regularly;
- Recognize and reward performance; and
- Identify new ways of rewarding excellence.



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REPUBLIC OF SOUTH AFRICA

11. LEADERSHIP AND STRATEGIC DIRECTION

All the leaders in the service delivery chain will provide direction, create alignment, engage employees, create effective partnerships and demonstrate ethical and sound values.

We commit to the following new arrangements for leadership development:

- To put in place and publish customer-focused, effective, user-friendly and aligned strategic plans bi-Annually.

OUR SERVICE STANDARDS

We will deliver our services according to the following standards:

- Resolve Rental Housing complaints within **90** days.
- Pay invoices within **30** days.
- Issue title deeds to qualifying beneficiaries within **24** months.
- Provide housing consumer education to beneficiaries monthly.
- Provide municipal support to accredited municipalities quarterly.
- Respond to telephonic complaints within **four (4)** working days.
- Acknowledge correspondence received within **five (5)** working days of receipt.
- We will answer the telephone within **15** seconds (**5** rings).
- Provide housing to qualifying beneficiaries timeously.

HOW WE DEAL WITH COMPLAINTS/COMPLIMENTS/SUGGESTIONS/QUERIES

All complaints/compliments/suggestions/queries must be sent to:

Ms. Gugu Luthuli
353-363 Dr Pixley ka Seme
Durban,
4001
E-mail address: gugu.luthuli@kzndhs.gov.za