



KWAZULU-NATAL PROVINCE

COOPERATIVE GOVERNANCE AND
TRADITIONAL AFFAIRS
REPUBLIC OF SOUTH AFRICA

KZNCOGTA SERVICE DELIVERY CHARTER

Head Office Location: Natalia Building, Southern Life Plaza and Wadley House

Office Hours: 08:00 – 16:00 **Contact:** 033 260 8046/ HODPA@kzncogta.gov.za

DEPARTMENTAL VISION

Capable and Cooperative Governance for Sustainable Service Delivery

MISSION

“KZN COGTA will coordinate and foster co-operation amongst governance institutions and build capacity to accelerate delivery of high-quality services to communities.”

LIST OF SERVICES AND CORE SERVICE STANDARDS

SERVICES	CORE SERVICE STANDARDS
Coordinate, promote, monitor, support and enhance governance in municipalities	Promotion of sound municipal administration and good governance in 54 municipalities on an ongoing basis
	Monitor and support 54 municipalities to improve financial governance, management, and sustainability on an ongoing basis
	Coordinate sector departments and stakeholders on the provision of capacity building initiatives within 54 municipalities on an ongoing basis
	Promotion of intergovernmental relations within the 3 spheres of government on an ongoing basis
	Promote public participation and community development within 54 municipalities on an ongoing basis
Promote integrated sustainable development and planning	Coordination and provision of provincial disaster prevention and mitigation support within the province of KwaZulu-Natal as and when the need arises
	Facilitate and monitor infrastructure development within 54 municipalities on an ongoing basis
	Support and implement programmes that promote local economic development in 54 municipalities on an ongoing basis
	Facilitate and coordinate municipal planning and Land Use Management in 54 municipalities on an ongoing basis
Support the establishment and enhance the functionality of traditional institutions	Support good governance and facilitate conflict management within the traditional institutions on an ongoing basis

YOUR RIGHTS AS A CUSTOMER	YOUR OBLIGATION AS A CUSTOMER
• Quality support that will yield sustainable results • Know the name of the official assist you • Know the Department's complaints handling procedure • Access to information as regulated by PAIA • Prompt and effective service • An opportunity for redress for lapse in service delivery	• Be polite, civil, courteous and respectful towards the officials you are interacting with • Provide all necessary documents as requested within the stipulated period in order to be assisted with speed • Follow all security and safety measures of the Department

Departmental service delivery related complaints can be emailed to:
Nokubonga.Caluza@kzncogta.gov.za and Nombuso.Mbhele@kzncogta.gov.za