KWAZULU-NATAL PROVINCE

COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

REPUBLIC OF SOUTH AFRICA

SERVICE DELIVERY CHARTER

2022/2023

People centred sustainable cooperative governance

OFFICES OF THE KWAZULU-NATAL DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

Location of Head Office	330 Langalibalele Street, Natalia Building Pietermaritzburg	7 Buro Crescent Mayville Durban	271 Church Street Southern Life Building Pietermaritzburg
Office hours	8h00 - 16h00 Monday-Friday		
Tel No	Natalia : 033 260 8046/8053 Southern Life Plaza: 033 355 6100 Wadley House : 033 897 5600 Mkondeni (PDMC) : 033 846 9000		
E-mail	Nokubonga.Caluza@kzncogta.gov.za and Nombuso.Mbhele@kzncogta.gov.za (for service delivery related complaints)		
Website	www.kzncogta.gov.za		
Social media	kzn cogta		

STRATEGIC OVERVIEW

VISION

People centered sustainable cooperative governance.

MISSION

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

CORE VALUES

The Department seeks to ensure quality service provision of its core mandatory functions through the following core values:

VALUE	DEFINITION
Transparency, integrity, professionalism and objectivity	Allowing service beneficiaries and staff to ask questions and responding to their enquiries honestly, frankly, and timely
A high standard of fiscal discipline & accountability	All expenditure be accounted for and be aligned to Department al objectives
Value for money	Adding value to the lives of service beneficiaries
Open communication and consultation	Listening to and taking account of the views and paying heed to the needs of service beneficiaries when deciding what services should be provided
Respect for staff and investment in them as a valued asset	Treating staff with consideration and respect and assign development programmes in line with the Department's objectives and providing a wellness programme
Recognition of performance excellence	Rewarding and recognising staff for good performance
Service excellence through teamwork, sound planning and committed implementation	Support programmes developed by the Department are designed and monitored to have impact on service beneficiaries

OFFICIAL SIGN OFF

It is hereby certified that this Service Delivery Charter and Service Standards:

- Were developed by the Department of Cooperative Governance and Traditional Affairs under the guidance of the MEC: Mr SE Hlomuka, MPL.
- Was prepared in line with the White Paper on Transforming Public Service Delivery, 1997 as well as the Public Service Regulations and all other Public Service frameworks on Batho Pele.

Supported/ ~~Not Supported~~

Mr. Thando Tubane
Head of Department

29/3/22
Date

Approved/ ~~Not Approved~~

Hon Mr. Siphosihle Emmanuel Hlomuka, MPL
MEC: Cooperative Governance and Traditional Affairs

30/3/22
Date

SENIOR MANAGEMENT OF THE DEPARTMENT

Branch/ Programme	Position/ Designation	Name and Surname	Contact Details	
PROGRAMME 1: **Administration**	Head of Department	Mr. Thando Tubane	033 260 8047/8046	Thando.tubane@kzncogta.gov.za HODPA@kzncogta.gov.za
	Acting Head of Ministry	Mr. Zama Sibisi	033 897 3857	Zama.sibisi@kzncogta.gov.za
	Chief Financial Officer	Ms. Yali Joyi	033 260 8036	Yali.joyi@kzncogta.gov.za
	Acting Chief Director Monitoring & Evaluation, Strategic Planning, Policy & Research	Ms. Nneileng Mshengu	033 260 8011	Nneileng.mshengu@kzncogta.gov.za
	Chief Director Corporate Services	Mr. Sithembiso Khanyi	033 260 8025	Sthembiso.khanyi@kzncogta.gov.za
	Chief Director Human Resources Management and Development	Mr. Kisa Dlamini	033 260 8038	Kisa.dlamini@kzncogta.gov.za
	Chief Director Communications	Ms Nonala Ndlovu	033 897 5863	Nonala.ndlovu@kzncogta.gov.za

	Director Office of the HOD	Ms Sinegugu Mchunu	033 260 8052	Sinegugu.mchunu@kzncogta.gov.za
	Director Financial Accounting	Mr Bhekithemba Cele	033 260 8017	Bheki.cele@kzncogta.gov.za
	Director Supply Chain Management	Mr Nqaba Ludidi	033 260 8023	Nqaba.ludidi@kzncogta.gov.za
	Director Strategic Planning and Service Delivery	Ms. Nneileng Mshengu	033 260 8011	Nneileng.mshengu@kzncogta.gov.za
	Director Monitoring	Mr Themba Duze	033 260 8007	Themba.duze@kzncogta.gov.za
	Director Evaluation	Ms Lezanne Naicker	033 260 8015	Lezanne.naicker@kzncogta.gov.za
	Director Policy and Research	Dr Nomusa Ndlela	033 260 8014	Nomusa.ndlela@kzncogta.gov.za
	Director Auxiliary Services	Ms Zamazulu Mtshali	033 260 8028	Zamazulu.mtshali@kzncogta.gov.za

	Acting Director Information Communication Technology	Mr Sphiwo Mngomezulu	033 260 8069	Siphiwo.mngomezulu@kzncogta.gov.za
	Director Human Resource Administration	Ms Louise Janse van Rensburg	033 260 8001	Louise.jvrensburg@kzncogta.gov.za
	Director Human Capital Development	Ms Nqobile Dlamini	033 260 8058	Nqobile.dlamini@kzncogta.gov.za
	Director Organisational Development Efficiency Services	Mr Muzikayise Cele	033 260 8063	Muzi.cele@kzncogta.gov.za
	Director Corporate Communications	Ms Nondumiso Africander	033 897 5863	Nondumiso.africander@kzncogta.gov.za
	Director Media Liaison	Mr Roman Liptak	033 897 5866	Roman.liptak@kzncogta.gov.za
	Director Internal Control	Ms Thina Dinga	033 260 8040	Thina.dinga@kzncogta.gov.za
	Director Legal Services	Mr Sanele Zondi	033 260 8033	Sanele.zondi@kzncogta.gov.za

PROGRAMME 2- **Local Government**	Acting Deputy Director-General	Ms. Funi Makhanya	033 355 6479/ 6488	Funi.makhanya@kzncogta.gov.za
	Chief Director: Municipal Governance and Administration	Mr. Sicelo Duma	033 355 6311	Sicelo.duma@kzncogta.gov.za
	Chief Director Municipal Service Delivery Support	Ms Buhle Ally	033 355 3118	Buhle.ally@kzncogta.gov.za
	Chief Director : Municipal Finance	Ms. Joey Krishnan	033 355 6225	Joey.krishnan@kzncogta.gov.za
	Chief Director : Capacity Development	Ms. Halima Khunoethe	033 355 6401	Halima.khunoethe@kzncogta.gov.za
	Chief Director : Public Participation	Ms. Funi Makhanya	033 355 6562	Funi.makhanya@kzncogta.gov.za
	Director : Municipal Administration	Ms. Anusha Reddy	033 355 6311	Anusha.reddy@kzncogta.gov.za

	Director : Municipal Investigation	Ms. Sheetal Govender	033 355 6252	Sheetal.govender@kzncogta.gov.za
	Director : Capacity Building Strategy	Ms. Nirvana Simbhoo	033 355 6325	Nirvana.simbhoo@kzncogta.gov.za
	Director : IGR	Ms. Rashnee Heeralal	033 355 6113	Rashnee.heeralal@kzncogta.gov.za
	Director: Municipal Performance	Ms. Nokuphila Mthembu	033 355 6116	Nokuphila.mthembu@kzncogta.gov.za
	Director Municipal Governance	Ms Nondumiso Ngwenya	033 355 6211	nondumiso.ngwenya@kzncogta.gov.za
	Director CDWs and Rapid Response	Mr. Zama Sibisi	033 897 3857	Zama.sibisi@kzncogta.gov.za
	Director Capacity Building Strategy	Ms Narvana Simbhoo	033 355 6325	Nirvana.simbhoo@kzncogta.gov.za
	Director Public Participation	Mr Phumlane Kubheka	031 204 1879	Phumlane.kubheka@kzncogta.gov.za

PROGRAMME 3- **Development and Planning**	Deputy Director-General	Ms. Barbara Mgutshini	033 897 5600/ 5670	Barbara.Mgutshini@kzncogta.gov.za
	Chief Director : Municipal Planning	Ms Lisa Del Grande	033 3556487	Lisa.DelGrande@kzncogta.gov.za
	Chief Director : Provincial Disaster Management	Mr Sibongiseni Ngema	033 846 9006	Sibongiseni.Ngema@kzncogta.gov.za
	Director Community Service Centres	Mr Deon Badul	033 355 6242	Deon.badul@kzncogta.gov.za
	Director Infrastructure Development	Ms Chuleza Jama	033 355 6522	Chuleza.jama@kzncogta.gov.za
	Director: Project Implementation & Institutional Support	Ms Ntombifuthi Buthelezi	033 897 5891	Ntombifuthi.Buthelezi@kzncogta.gov.za
	Director: EPWP	Mr Nhlanhla Moloi	031 708 4343	Nhlanhla.Moloi@kzncogta.gov.za

	Director Spatial Planning	Ms Mandisa Zungu	033 355 6120	Mandisa.Zungu@kzncogta.gov.za
	Director Sector Coordination and Planning	Ms Thandeka Khuzwayo	033 355 6602	Thandeka.khuzwayo.kzncogta.gov.za
PROGRAMME 4- **Traditional Affairs**	Deputy Director-General	Mr. Sikhumbuzo Gumede	033 897 5600/ 5670	Sikhumbuzo.gumede@kzncogta.gov.za
	Chief Director: Traditional Governance & Conflict Management	Mr. Nathi Mpungose	033 897 5659 /5646	Nathi.mpungose@kzncogta.gov.za
	Chief Director: Traditional Resource Administration	Ms. Princess Mtshali	033 897 5687	Princess.myeza@kzncogta.gov.za
	Director: Traditional Institutional Support – Cluster 1	Ms. Batha Nzimande	033 897 5862	Batha.nzimande@kzncogta.gov.za
	Director Conflict Management and Dispute Resolution	Mr Edward Mthiya	033 897 5608	Edward.mthiya@kzncogta.gov.za
	Director Traditional Governance and anthropology	Mr Buhle Ndlovu	033 897 5707	Buhle.ndlovu@kzncogta.gov.za

OUR CLIENTS AND STAKEHOLDERS

The primary clients of COGTA are:

- Municipalities and its entities
- Institutions of Traditional Leadership

The stakeholders of COGTA are:

- The Public
- National and Provincial Departments
- National Assembly and Provincial Legislature
- StatsSA
- SA Cities Network
- SALGA
- Electoral Independent Commission of South Africa

LIST OF SERVICES

KZN COGTA offers the following services as mandated by the Constitution and other legislative frameworks:

(a) Provide internal administrative support to the department
(b) Support delivery of municipal services
(c) Coordinate and support municipal capacity building, strategic planning and monitoring
(d) Develop policies, norms and legislation to promote integration in government's development programmes and service delivery
(e) Provide strategic interventions and support in accordance with the Constitution, and
(f) Promote and support Institutions of Traditional Leadership

COST OF SERVICE

Paper Size	Paper Type	Current	20%	40%	60%	80%
A0	Plain Paper-Map	R 118.50	R 142.20	R 165.90	R 189.60	R 213.30
	Plain Paper-Topo/Ortho	R 142.50	R 171	R 199.50	R 228	256.5
	Laminated-Map	R 128.70	R 154.44	R 180.50	R 205.92	R 231.66

	Laminated-Topo/Ortho	R 149.50	R 179.40	R 209.30	R 239.20	R 269.10
A1	Plain Paper-Map	R 94.50	R 113.40	R 132.30	R 151.50	170.1
	Plain Paper-Topo/Ortho	R 111	R 133.20	R 155.40	R 177.60	R 199.80
	Laminatedr-Map	R 107.90	R 129.48	R 151.06	R 172.64	R 194.22
	Laminated-Topo/Ortho	122.2	R 146.64	R 171.08	R 195.52	R 219.96
A2	Plain Paper-Map	R 72	R 86.40	R 100.80	R 115.20	R 129.60
	Plain Paper-Topo/Ortho	R 87	R 104.40	R 121.80	R 139.20	R 156.60
	Laminatedr-Map	R 75.40	R 90.48	R 105.56	R 120.64	R 135.72
	Laminated-Topo/Ortho	R 88.40	R 105.56	R 123.76	R 141.44	R 159.12
A3	Plain Paper-Map	R 22.50	R 27	R 31.50	R 36	R 40.50
	Plain Paper-Topo/Ortho	R 30.00	R 36	R 42	R 48	R 54
	Laminated r-Map	R 32.50	R 36.50	R 45.50	R 55	R 58.50
	Laminated-Topo/Ortho	R 39.00	R 46.80	R 54.60	R 62.40	R 70.20
A4	Plain Paper-Map	R 15.00	R 18	R 21	R 24	R 27
	Plain Paper-Topo/Ortho	R 22.50	R 27	R 31.50	R 36.00	R 40.50
Map book	Thematic Maps	R 200.00	R 240	R 280	R 320	R 360
Map book	census	R 300.00	R 360	R 420	R 480	R 500

CORE SERVICE STANDARDS

a) Facilitate a smooth transition from one municipal administration to the next within three months after municipal elections;
b) Ensure all municipal councils are fully operational within three months after municipal elections;
c) Conduct annual evaluations on the overall performance of municipalities as per section 47 report;
d) Assist communities to access government services through Community Development Workers on daily basis;
e) Provide on-going support to functionality of municipal rapid response teams;
f) Assess, monitor and report on municipal performance on quarterly basis;
g) Monitor development and implementation of municipal mechanisms, procedures and processes aimed at enhancing the efficacy of participatory democracy at local government level on quarterly basis;
h) Monitor the state of municipal finance and provide feedback with recommendations to municipalities on quarterly basis;
i) Assess, refine and review IDPs annually;
j) Prepare, analyse and disseminate incident maps on quarterly basis to the Provincial Disaster Management Centre;
k) Monitor functionality of frontline service delivery points (Community Service Centres) on quarterly basis;
l) Monitor and report on the implementation of LED initiatives quarterly;
m) Establish functional Traditional Councils every five years;
n) Ensure a smooth transition during elections of traditional councils, local houses and provincial house of Traditional Leaders are fully operational within 3 months after elections;
o) Monitor management of the Traditional Trust Account on quarterly basis;
p) Report on the management of the Traditional Trust Account on annual basis and;
q) Resolve disputes of ubukhosi and payment of traditional leaders submitted to the Department in accordance with legislation, policies and frameworks within the agreed timeframes

GENERIC SERVICE STANDARDS

a) Telephone calls to KZN COGTA will be answered within three (5) rings and the operator will identify him/herself to the caller.
b) Correspondences will be acknowledged within a minimum of 3 working days and maximum of 5 working days.
c) Visitors shall be attended to as per scheduled appointment while visitors without an appointment shall be assisted within a maximum of 30 minutes of which an appointment shall be secured with a relevant official for a later date as agreed.

a) Complaints must be dealt with fairly. If a complaint needs investigating, it must ideally be looked at by the Director of the component in which the complaint arose. The procedure for investigation must be:
   - open, communicated to and understood by all those involved in the complaint;
   - unbiased – not favouring any party;
   - thorough – establishing the facts and checking details; and
   - consistent – treating people in similar circumstances in the same manner.

b) Where the standard of service falls below the promised standard as stipulated in the Departmental Service Delivery Charter, the Department must take full responsibility and offer the opportunity for redress ensuring that the issue is not repeated in the future.

c) The handling of complaints must be done in accordance with the stages listed below although the stages may overlap or not follow the same sequence:

Stage 1 – receiving of complaints

a) Frontline service staff (Administrators, Clerks, CDWs and Personal Assistants) must receive; record and refer the complaint to the relevant Directorate within 24 hours.
b) Directorates must acknowledge all received complaints within a minimum of 3 working days and maximum of 5 working days. .
c) All received complaints must be captured on the complaints form.
d) All complaints received must be recorded on a complaints register by the relevant Directorate and reported to the Sub-directorate: Service Delivery on a quarterly basis.

Stage 2: - responding to complaints

a) All received complaints must be attended to within a minimum of 3 working days and maximum of 5 working days.
b) Written complaints received through the Presidential Hotline must be attended to within a minimum of 3 working days and maximum of 5 working days.
c) Urgency of the matter must determine how the complaint must be concluded, however complaints must be, investigated and resolved within 25 working days.
d) The Sub-directorate: Service Delivery must follow up and ensure that a written notice or feedback is sent, by the relevant party, where the complainant must be advised on the progress.
e) In case a complainant is dissatisfied with the outcome or progress made in addressing the issue, he or she may escalate the matter to the DDG or HOD.

Stage 3: dealing with unresolved complaints or dissatisfied complainants

a) The DDG or HOD must investigate and review the referred unresolved complaints. At this stage a complainant may not rely on the findings of stage 2.
b) The DDG or HOD must advise the complainant of his or her right to refer the matter to the MEC or the Ombudsperson if still not satisfied with the response or outcome.
c) Unresolved complaints must be finalised within 25 working days or such further period as may be agreed to by the complainant.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

Staff members from salary level 1-12 will be recognised for their outstanding work and rewarded for going beyond the call of duty through the Departmental Service Excellence Programme.

Should members of the public and stakeholders wish to compliment any COGTA employee; it is encouraged that those be done in writing and sent directly to that Chief Directorate.

YOUR RIGHTS AS A CUSTOMER

As our customer you are entitled to:

a) Quality support that will yield sustainable results
b) Know the name of the official assist you
c) Know the Department's complaints handling procedure
d) Access to information as regulated by PAIA
e) Prompt and effective service
f) An opportunity for redress for lapse in service delivery

YOUR OBLIGATION AS A CUSTOMER

a) Be polite, civil, courteous and respectful towards the officials you are interacting with
b) Provide all necessary documents as requested within the stipulated period in order to be assisted with speed
c) Follow all security and safety measures of the Department

ADDITIONAL CONTACT DETAILS

TRADITIONAL AFFAIRS DISTRICT CONTACT DETAILS

DISTRICT	ADDRESS/ LOCATION	CONTACT NUMBER
UGu	54 Windsor On Sea, Shelly Beach, Port Shepstone	039 315 1991
Harry Gwala	12 Stuarts Town FNB Centre, corner of Margaret & Commercial Road, Ixopo, 3276	039 834 2400/5
UMgungundlovu	Whitby Lodge, 110-112 Langalibalele Street, Pietermaritzburg (alternative entrance at 115 Jabu Ndlovu Street)	033 897 5641/ 5712
UMkhanyakude	No 60 of 52 Mzolozolo Avenue, COGTA Office, UMkhuze	035 573 1752
UThukela	57 Fairclough Road, Ladysmith	036 631 4838/ 4205
UMzinyathi	26 Beacons field, Dundee	034 212 2772/ 2564
ILembe	No1, Albert House. Corner of R102 and Link/Gledhow Road, KwaDukuza	032 551 1035
Zululand	King Dinizulu Street, Legislature Building, Ground Floor, Ulundi	035 874 7554
King Cetshwayo	7 Aloe loop Street, Veldenvlei, Richards Bay	035 772 1901
Amajuba	56 York Street, Newcastle	034 312 5380/ 7942
EThekwini	7 Buro Crescent, Mayville	031 204 1711/ 1788