



# social development

Department of  
Social Development  
FREE STATE PROVINCE

## SERVICE DELIVERY CHARTER

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This document specifies the services with its standards you as a customer can expect from this department as well as the procedure to follow if the agreed services are not rendered efficiently.

**DEPARTMENT OF SOCIAL DEVELOPMENT**

**DEPARTMENTAL SERVICE DELIVERY CHARTER**

**VISION**

A socially cohesive and empowered community of the Free State

**MISSION**

To meet the human and social needs of the poor and vulnerable communities of the Free State through an inter-sectoral and integrated developmental social service.

**1 WHERE CAN WE BE FOUND**

**Head office**

- 1.1 Street Address Old Mutual Building, Maitland Street, Bloemfontein, 9300
- 1.2 Telephone Nr: (051) 4000 307/9
- 1.3 Fax Nr: (051) 4000 224
- 1.4 Email/website: www.fssocdev.ofs.gov.za
- 1.5 Office Hours: 07:30 -12:30 and from 13:00-16:00
- 1.6 Days of the week: Monday to Friday

**2. Structure – Details of the MEC, HOD, Communications and District Managers**

<b>TITLE</b>	<b>CONTACT PERSON</b>	<b>TELEPHONE</b>	<b>FAX</b>
<b>MEC</b>	Ms S.H. Ntombela	051 - 400 0304	051 - 400 0211
<b>ACTING HEAD OF THE MEC OFFICE</b>	Ms Z. Mogorosi	051 - 400 0302/3/4	051 - 400 0211
<b>HOD</b>	Ms M.S.S. Maboe	051 - 400 0307/9	051 - 400 0224
<b>COMMUNICATIONS MANAGER</b>	Mr. M. Mvambi	051 - 400 0209/083 265 2612	051 - 400 0221

**District Offices**

**Mr T Tladi**

District Manager  
 Xhariep District (DC16)  
 Monate Building  
 36 Groot Trek Street  
 Koffiefontein  
 9986  
 Tel: 053 205 0229  
 Fax: 053 205 0276

**Mr J. Maikgoshu**

District Manager  
 Motheo District (DC17)  
 Thusanong Building  
 Dr Belcher Road, Heidedal  
 Bloemfontein  
 9300  
 Tel: 051 403 2200  
 Fax: 051 432 4857

**Ms P Mphatsoe**

District Manager  
 Lejweleputswa District (DC18)  
 Sanlam Building  
 117 Stateway Street  
 Welkom  
 9460  
 Tel: 057 916 8728/41  
 Fax: 057 916 8777/8750

**Ms M Ntsala**

District Manager  
 Thabo-Mofutsanyana District (DC19)  
 FDC Building  
 Setsing Complex  
 QwaQwa  
 9870  
 Tel: 058 713 2945  
 Fax: 058 713 2995

**Ms T Jongolo**

District Manager  
 Fezile-Dabi District (DC20)  
 KGI Building  
 20 Cross Street  
 Kroonstad  
 9499  
 Tel: 056 216 8090  
 Fax: 056 212 3203 or 086 215 2944

**5. Services on offer**

**5.1. Social Welfare Services**

Substance Abuse, Prevention and Rehabilitation

Care and Services to Older Persons

Crime Prevention and Support

Services to Persons with Disabilities

Child Care and Protection Services

Victim Empowerment

HIV and AIDS

Social Relief

Care and Support Services to Families

**5.2. Development and Research**

Youth Development

Sustainable Livelihood

Institutional Capacity Building and Support

Research and Demography

Population Capacity Development and Advocacy

### **5.3. Organisations rendering services in partnership and on behalf of the Department of Social Development**

Non-Profit Organisations (NPOs)

Community Based Organisations (CBOs)

Faith Based Organisations (FBOs)

## **6. Our Service Standards**

### **6.1. Basic Standards for Frontline Offices**

**Frontline offices will adhere to the following standards:**

Client orientated:

- Frontline personnel will wear name tags for identification purposes
- A service delivery charter will be displayed indicating the names of the officials in the specific frontline office, the services rendered by the specific office and the standards applicable to these services
- Contact details of key personnel like telephone numbers, e-mail addresses, etc. will be displayed
- Contact details like telephone numbers, etc. are displayed at entrance of building/office for emergency enquiries after hours
- Accessibility: For example ramps for the people with disabilities.
- Personnel will communicate in a language spoken by its customers or any other language commonly spoken by the majority of people
- Posters of the Batho Pele Believe Set will be displayed
- Boxes will be displayed at frontline offices – different ones for complaints/compliments/suggestions to improve services
- A book where customers can make notes on complaints/compliments/suggestions to improve services will be available
- Procedures to lodge complaints will be displayed at the entrance of the building/office

- Service hours will be displayed at the entrance of the building/office
- Information/helpdesk will be available to assist clients with enquiries
- Information board will be available informing clients what projects (SDIP) are currently implemented to improve service delivery to them.
- Costs for services, if applicable, will be displayed
- A waiting area will be provided for clients at all buildings/offices
- The safety of clients will be ensured when visiting a frontline office

Staff orientated:

- Personnel will be able to handle queries of those visiting the frontline office and direct them to the right person to handle it further
- Frontline personnel will be trained in customer care principles
- Frontline staff will be trained to implement the new Batho Pele Belief Set
- A complaints register will be kept
- Offices will be cleaned every day

**6.2. Service and Service Standards**

<b>Programme Area</b>	<b>Line Service</b>	<b>Contact Person</b>	<b>Service Standards</b>
<b>Social Welfare Service</b>	Integrated services to street children	Mr. W.X. Ntshona Executive Manager Room 202 2 <sup>nd</sup> Floor, Old Mutual Building Tel: 051-400 0316	<ul style="list-style-type: none"> <li>• Integrated services rendered to all identified street children in affected communities on a daily basis</li> </ul>
	Intervention services to children in need of care and protection	Me P.F. Ndaba Executive Manager Room 113/114, 1 <sup>st</sup> Floor, Old Mutual Building Tel. 051- 400 0257	<ul style="list-style-type: none"> <li>• All children reported to be in need of care to be dealt with in 24 hours, assessed within 5 days and cases finalised within 6 months.</li> </ul>

	Foster care supervision services	Me M.T. Moroke Senior Manager, Room 105/106, 1 <sup>st</sup> Floor, Old Mutual Building Tel: 051- 400 0323	<ul style="list-style-type: none"> <li>All children in foster care to be contacted at least once a quarter and placement reviewed every 6 months.</li> </ul>
	Statutory Services with regard to Early Childhood Development (ECD) centres		<ul style="list-style-type: none"> <li>All qualifying ECD centres registered within 8 weeks after application and thereafter re-registered every 24 months.</li> </ul>
	Pre- statutory services to Orphans and Vulnerable Children (OVC)		<ul style="list-style-type: none"> <li>All identified OVC receive appropriate services within 24 hours to 1 month.</li> </ul>
<b>Development Services</b>	Sustainable Livelihoods and Youth Development	Ms M. Masekoa Executive Manager Room 211, 2 <sup>nd</sup> Floor, Old Mutual Building Tel. 051- 400 0311  Mr. M.S. Matsuma Senior Manager, Ground Floor, Room 2 Liberty Life Building Tel. 05 – 407 0598  Mr. B. Nazo Senior Manager, Room 610 Liberty Life Building Tel. 051-409 0592	<ul style="list-style-type: none"> <li>Develop projects and implement programmes that sustain livelihood strategies of communities (focusing on women, youth and children with disabilities) during the current financial.</li> </ul>
			<ul style="list-style-type: none"> <li>2 (10%) Projects involving target group graduate to SMMEs in identified areas in a financial year</li> </ul>
			<ul style="list-style-type: none"> <li>All funded projects are supported through appropriate accredited and non-accredited training programmes in a financial year.</li> </ul>
<b>NGO's (No Profit Organizations) Services</b>	Institutional Capacity Building and Support	Mr. J.M.W. Linström Executive Manager Room 204, 2 <sup>nd</sup> Floor, Old Mutual Building Tel. 051- 400 0315	<ul style="list-style-type: none"> <li>Provide institutional capacity building programmes based on skills development criteria to all identified projects to enable projects to meet funding requirements and function effectively</li> </ul>

We will help you by:

- Offering you services that meet the required standards
- Be courteous and professional at all times.
- Identifying ourselves when we speak to you.
- Listening carefully to you, and refer you appropriately should we not understand your language.
- Answering your telephone calls within five rings.
- Providing accurate information.
- Providing you with reasons for our decisions.
- Explaining what you need to know and do, such as
  - ✓ the type of services we offer;
  - ✓ how to qualify for services we offer; and
  - ✓ how, when and where to apply.
- Providing you with, or referring you in writing to other services, you may need.
- Providing you with written feedback about approved or declined applications.
- Inform you about procedures to appeal our decisions.
- Redress and apologise for our mistakes.
- Provide you with timeous services.
- A zero tolerance policy on abuse, misuse, fraud and misconduct.
- Taking care of customers with special needs such as the disabled or elderly.
- Respond to all correspondence (physical and electronic) received within 14 working days.

## 7. Customer Care

If you want to complain about service standards not met, you can contact the following persons below in writing, verbally, post or telephonically.

### **Old Mutual Building**

Private Bag X20616  
Bloemfontein  
9300

### **Batho Pele Coordinators**

Mr. J.N. Janse van Vuuren  
Tel. (051) 4000221  
Room 306  
3<sup>rd</sup> Floor Old Mutual Building  
E-mail: [vanvuurenj@socdev.fs.gov.za](mailto:vanvuurenj@socdev.fs.gov.za)

Mr. L.E. Khati  
Tel. (051) 4000219  
Room 307  
3<sup>rd</sup> Floor Old Mutual Building  
E-mail: [khati@socdev.fs.gov.za](mailto:khati@socdev.fs.gov.za)



### **Communications and Marketing**

Mr. M. Mvambi  
Tel. (051) 4000209  
Room 413  
4<sup>th</sup> Floor Old Mutual Building  
E-mail: [mondli@socdev.fs.gov.za](mailto:mondli@socdev.fs.gov.za)

Ms G. Moncho  
Tel. (051) 4000204  
Room 411  
4<sup>th</sup> Floor Old Mutual Building  
E-mail: [moncho@socdev.fs.gov.za](mailto:moncho@socdev.fs.gov.za)

**Call Centre Number: 086 000 2468**

**Any compliments regarding our services can also be directed to them.**

#### **8. Your Rights**

As a customer you have the right to:

- Access our services via call centre, telephone and service points.
- Apply for the services we provide.
- Services that promote your rights and wellbeing
- Receive protection when you report any form of abuse, misuse or misconduct.
- Be served in the language of your choice.
- Be informed about clear procedures on reporting abuse, misuse, fraud or misconduct.
- Receive a friendly and helpful service from respectful, responsible and competent officials.
- Full information through self-explanatory leaflets, booklets and website.
- See your personal information.
- Redress and an apology for wrong and unfair practices in our service.
- To be treated equal.
- Privacy and confidentiality.
- Reasons for decisions taken.
- Lodge a formal complaint at any of our offices or service points.
- Request that your case or application be re-examined.
- Ask for full and fair investigation of every complaint
- Demand proper feedback on the outcomes of investigations.
- Expect that you will not be inconvenienced by administrative errors.
- Make suggestions or compliments on our services.

**9. Your Obligations**

As a customer your obligations are to:

- Respect and cooperate with officials.
- Be honest.
- Provide us with correct and full information such as your ID number.
- Provide feedback on our performance - good or bad
- Request government officials to identify themselves.
- Report unusual and poor services.

**10. Our performance against our standards**

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

\_\_\_\_\_  
**HEAD OF DEPARTMENT**

\_\_\_\_\_  
**EXECUTING AUTHORITY**

Date: \_\_\_\_\_

Date: \_\_\_\_\_

