

SERVICE DELIVERY CHARTER

The Public Service Commission (PSC) is an independent institution that is impartial and exercises its powers and perform its functions without fear, favour or prejudice in the interest of the maintenance of effective and efficient public administration and a high standard of professional ethics in the Public Service which applies to both national and provincial spheres of government.



SERVICES

The work of the PSC focuses on the following **six key performance areas**:

- human resource management and leadership evaluation
- handling labour relations and labour practices
- service delivery evaluation and improvement
- promotion of the democratic values and principles
- conducting public administration investigations
- promoting professional ethics

The PSC does not charge for its services.



CONTACT DETAILS

Physical address (National Office): ABSA Towers, cnr Lilian Ngoyi & Pretorius Streets, Pretoria Central, 0002

The PSC also has offices in all the provinces.

Postal address: Private Bag X 121, Pretoria, 0001

Website: www.psc.gov.za

Telephone number: (012) 352 1100

E-mail address: info@opsc.gov.za

Office hours: Monday – Friday (excluding public holidays) from 08:00 – 16:30

National Anti-Corruption Hotline
0800 701 701



SERVICE STANDARDS

As part of upholding its values, the PSC commits to the following service standards:

- Acknowledge receipt of a grievance/complaint with 48 hours of receipt thereof
- Grievances of employees on salary levels 2 – 12 finalised within 30 working days from date of receipt of all relevant documentation
- Grievances of Heads of Department finalised within 45 working days from date of receipt of all relevant documentation
- Complaints finalised within 3 months from date of receipt of all relevant documentation
- Early resolution complaints finalised within 45 days from date of receipt of all relevant documentation
- If a grievance/complaint is not resolved within the stipulated time frame, the affected parties will be advised and provided with reasons for the delay

Both the PSC and service beneficiaries have the right to all the Batho Pele principles, especially the following:

- Courteous behaviour at all times
- Prompt and efficient service.

Any enquiries can be directed to the Director-General. For more information, visit the PSC website: www.psc.gov.za



MR BEN MTHEMBU
ACTING CHAIRPERSON