

PUBLIC SERVICE COMMISSION

SERVICE DELIVERY CHARTER

2019



About us

The Public Service Commission (PSC) is an independent Constitutional 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.

Our mission and vision and values

VISION

A champion of Public Service excellence in democratic governance in South Africa.

MISSION

To promote the constitutionally enshrined democratic values and principles throughout the Public Service by-

- investigating, monitoring, evaluating the organisation and administration, and personnel practices;
- proposing measures to ensure the effective and efficient performance;
- issuing directions with regards to personnel procedures relating to the recruitment, transfers, promotions and dismissals;
- advising on personnel practices; and
- reporting on its activities.

VALUES



Our Key Services

Investigation of grievances of employees in national and provincial departments

(The PSC's *Rules for the referral and investigation of grievances of employees in the Public Service* comprehensively describes the processes followed by the PSC)

- We acknowledge receipt of a grievance within 48 hours of receipt thereof
- Grievances of employees on salary levels 2 – 12 must be finalised within 30 working days from date of receipt of all relevant documentation
- Grievances of members of the Senior Management Service Members (SMS) must be finalised within 45 working days from date of receipt of all relevant documentation
- We record the findings and reasons for our decision in writing and make recommendations
- We communicate the outcome of our investigations in writing to the relevant executive authority, and where the grievance was referred by an aggrieved employee, also to the aggrieved employee
- Once a finding and recommendation have been made, we cannot reconsider the finding or alter the recommendation

Conduct leadership and human resource reviews

We conduct annual reviews on identified topical issues on human resource management and leadership practices in the public service and make recommendations for improvement

Promote the 9 constitutional values and principles as enshrined in the Constitution

- We engage with stakeholders to promote the 9 constitutional values and principles as enshrined in the Constitution
- We conduct governance assessments biennially by applying an Institutional Evaluation Tool that contains a balanced set of indicators for each of the nine constitutional values and principles and reporting to departments and the Executive on the outcome of these evaluations
- We report annually to the National Assembly and provincial legislatures through the section 196 (4)(e) Report. Section 196(4)(e) of the Constitution stipulates that we have a duty "to report in respect of its activities and the performance of its functions, including any finding it may make, directions and advice it may give; and to provide an evaluation of the extent to which *the values and principles set out in Section 195 are complied with*".

Complaints in relation to personnel and public administration practices in national and provincial departments

(The PSC's *Rules on Conducting Investigations* comprehensively describes the processes followed by the PSC)

- We acknowledge receipt of a complaint with 48 hours of receipt thereof

Early resolution complaints

- Early resolution complaints will be finalised within 45 days from date of receipt of all relevant documentation. We will inform a complainant of the closure/ referral/ outcome of an early resolution complaint within 10 days from the date on which the complaint was closed/ finalised/ referred

Complaints for investigation with terms of reference

- We will determine terms of reference for investigations
- We will produce a provisional report on the outcome of our investigation and provide the executive authority and affected parties with an opportunity to comment on the findings made within 30 days from the date of receipt of the provisional report
- We will provide the executive authority with a final report containing findings, which may also contain advice and/or recommendations and/or directions, for implementation of the recommendations and/or directions and to provide feedback to us within 60 days from the date of receipt of the report
- If the executive authority decides not to implement our recommendations, reasons must be provided to us

Promote professional ethics

- We annually identify topical issues relating to professional ethics in the public service that require closer scrutiny and make recommendations for improvement
- We annually co-host the celebration of International Anti-Corruption Day
- We engage with stakeholders on professional ethics in the public service
- We monitor compliance with the **Financial Disclosure Framework** for members of the SMS in the public service. In this regard, we annually-
 - monitor the rate of submission of financial disclosure forms in national and provincial departments by the compliance date of 31 May each year and publish a Factsheet
 - scrutinise the financial disclosure forms of SMS members in terms of Regulation 21(1) of the Public Service Regulations, 2016, to assess compliance with the requirement to disclose all financial interests and also establish whether the involvement of officials in any activities of the companies could lead to conflicts of interest
 - compile a statistical overview and analysis of the state of compliance with the requirement to submit the financial disclosure forms in national and provincial departments
- We manage the **National Anti-Corruption Hotline**
 - We analyze a complaint lodged with the Hotline and generate a case report within 2 days
 - We refer complaints to relevant national or provincial departments or relevant entities within 7 days from the date the case report is generated
 - Departments provide feedback to the PSC within 40 days of referral on progress made in respect of the investigation
 - Feedback is updated on a continuous basis on the Case Management System of the NACH, which is accessible upon request by the complainant
- We compile a Factsheet on Completed Disciplinary Proceedings on **Financial Misconduct** reported by national and provincial departments in terms of the Public Finance Management Act read with the Treasury Regulations





ADHERENCE TO BATHO PELE PRINCIPLES

Service beneficiaries have the right to all the Batho Pele principles, especially the following:

- Courteous behaviour at all times by addressing you directly with respect
- We will explain our procedures to you and ensure that you understand same
- We will provide you with information and advice on our services



WHEN YOU HAVE A COMPLIMENT OR COMPLAINT

Please inform us if you received good or bad service. You can provide a compliment, complaint or suggestion about our services by:

- Using the suggestion box at any of our offices
- You may write a letter
- Drop an e-mail to fieniev@opsc.gov.za
- Make a telephone call to Ms Fienie Viviers at (012) 352 1145
- Visit our offices

If you have any enquiry about our products, please contact Information and Communication Services at (012) 352 1197. For more information, visit the PSC website: www.psc.gov.za



CONTACT DETAILS

Physical address (National Office): Public Service Commission House, Office Park Block B, 536 Francis Baard Street, Arcadia, 0083

The PSC also has offices in all the provinces (See attached list)

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

CONSTITUTIONAL VALUES AND PRINCIPLES

People's needs must be responded to and Public participation encouraged

A High Standard of **Professional Ethics** must be promoted and maintained

Public Administration must be **Accountable**

Public Administration must be **Development Oriented**

Public Administration must be Broadly Representative of the South African people

Transparency must be fostered

Services must be provided **Impartially, Fairly, Equitably** and without Bias

Human Resource Management & Career Development Practices must be cultivated

The **Efficient, Effective** and **Economical** use of resources must be promoted

Name of facility	District Municipality	Local Municipality	Contact person	Telephone Number	Fax Number	Street Address	GIS_Latitude	GIS_Longitude
National Office	City of Tshwane Metro	City of Tshwane Metro	Dr D Mamphiswana	(012) 352 1000	(012) 325 8382	Public Service Commission House, Block B, 536 Francis Baard Street, Arcadia, Pretoria	-25.7472218	28.2052516454
Provincial Offices								
Eastern Cape	Buffalo City Metro	Buffalo City Metro	Mr L Mgengo	(043) 643 4704	(043) 642 1371	91 Alexandra Road, King William's Town 5601	-32.880901	27.394275
Free State	Mangaung Metro	Mangaung Metro	Ms B Mogwe	(051) 448 8696	(051) 448 4135	Fedsure Building, 3rd Floor, 62 St Andrews Street, Bloemfontein, 9301	-29.11751	26.21872
Gauteng	City of Johannesburg Metro	City of Johannesburg Metro	Ms D Nkwanyana	(011) 833 5721/2//3/4/5/6	(011) 834 1200	Schreiner Chambers, 6th Floor, 94 Prichard Street, Johannesburg, 2000	-26.202859	28.045934
KwaZulu-Natal	Umgungundlovu DM	Msunduzi LM	Ms P Kwanini	(033) 345 1621	(033) 345 8505	Prestasi House, 1st Floor, 221 Pietermaritz Street, Pietermaritzburg, 3200	-29.60141	30.37604
Mpumalanga	Enhlanzeni	Mbombela LM	Mr F Dolamo	(013) 755 4070	(013) 752 5814	Allied Building, 5th Floor, 34 Brown Street, Nelspruit	-25.47115	30.97671
Northern Cape	Frances Baard DM	Sol Plaatjie LM	Mr J Malan	(053) 832 6222	(053) 832 6225	Woolworths Building, 1st Floor, Cnr Lennox and Chapel Streets, Kimberly, 8301	-28.742944	24.76498
Limpopo	Capricorn DM	Polokwane LM	Ms T Makhubele	(015) 291 4783	(015) 291 4683	Kirk Patrick Building, 40 Schoeman Street, Polokwane, 0699	-23.912738	29.454539
North West	Ngaka Modiri Molema DM	Mafikeng LM	Ms M Boikanyo	(018) 384 1000	(018) 384 1012	Megacity Shopping Centre, Unit 1, Ground Floor, Shop 111, Cnr Sekame Street and Dr James Moroka Drive, Mmabatho	-25.837224	25.612031
Western Cape	City of Cape Town Metro	City of Cape Town Metro	Mr P Rockman	(021) 421 3980	(021) 421 4060	Sanlam Golden Acre Building, 21st Floor, 9 Adderley Street, Cape Town, 8001	-33.922671	18.423061