

PUBLIC SERVICE COMMISSION

SERVICE DELIVERY CHARTER

2021



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

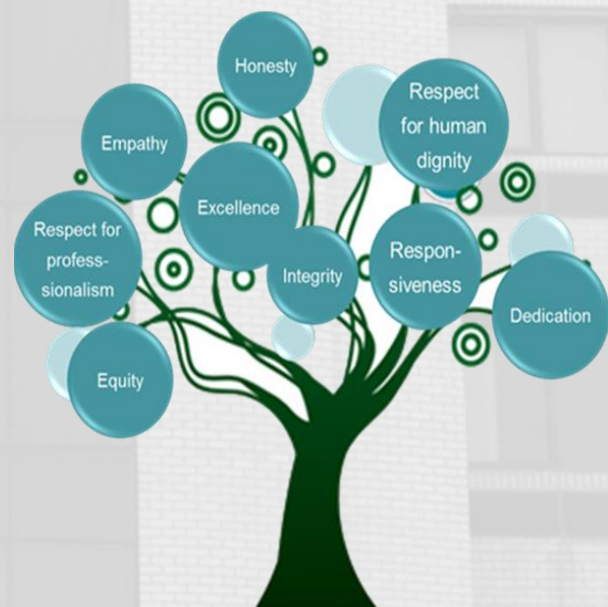
A champion of Public Service excellence in democratic governance in South Africa.

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 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 Stakeholders

- Parliament and provincial legislatures
- The Executive
- People/ Citizens of South Africa
- Departments within the national and provincial spheres of government
- Institutions Supporting Democracy
- Employees at national and provincial government level
- Organised Labour
- Institutions of Higher Learning and Academia
- Organs within Civil society

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)

- There are different ways of referring a grievance to the PSC, including the following:
 - The Executive Authority refers the grievance to the PSC if the grievance is not resolved to the satisfaction of the employee.
 - The employee or recognized trade union acting on behalf of the employee refers the grievance to the PSC when there is failure to meet prescribed time frames.
 - Grievance is referred by family member or person nominated by the aggrieved.
- 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 principles as enshrined in the Constitution

- We engage with stakeholders to promote the 9 constitutional principles as enshrined in the Constitution through various communication mediums.
- We conduct governance assessments/evaluations by applying an Institutional Evaluation Tool that contains a balanced set of indicators for each of the nine constitutional principles and reporting to departments and the Executive Authority on the outcome of these assessments/evaluations. This includes assessments of service delivery at the coalface and determines services delivery lapses through service delivery inspections.
- 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*".

Investigation of 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 will acknowledge receipt of a complaint with 48 hours of receipt thereof, and allocate a reference number to each complaint.

Early resolution complaints

- We will finalise Early Resolution complaints within 45 days from date of receipt of all relevant information. 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.

Investigation of complaints with terms of reference

- We will determine the 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 21 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.
- We will inform the complainant of the outcome of the investigation (if the details of the complainant are known)
- 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 commemorate International Anti-Corruption Day in collaboration with the United Nations South Africa and other stakeholders.
- We engage with government departments at provincial and national level on professional ethics in the public service.
- We promote and engage with government departments at provincial and national level on the code of conduct for public service.
- We host the ethical leadership seminar on an annual basis in collaboration with Moral Regeneration Movement.
- We continuously assess the level of leadership commitment in promoting and institutionalizing professional ethics in the public service, and make recommendations to the respective departments.
- 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 continuously on the Case Management System of the NACH, which is accessible upon request by the complainant.
- We compile annually 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

There is a direct linkage between the Constitutional principles and the Batho Pele principles. The Batho Pele framework articulates 8 principles that aim to ensure that public servants are service-oriented, strive for excellence in service delivery and commit to continuous service delivery improvement. 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 the same.
- We will provide you with information and advice on our services.

When you have a compliment or complaint

We value your views regarding the Public Service Commission. 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 Communication and Information Services at (012) 352 1197. For more information, visit the PSC website: www.psc.gov.za.

Your obligations as a service beneficiary

- We rely on a strong partnership with you for the realisation of the promises in this Charter.
- Submit full and accurate information to us and make yourself available when called upon.
- Be civil, courteous and respect the dignity of the Commissioners and employees who render a service to you.

CONTACT DETAILS



National Office:

Public Service
Commission House,
Office Park Block B,
536 Francis Beard
Street, Arcadia, 0083



(012) 352 1100



info@opsc.gov.za



08:00 – 16:30
(weekdays)



www.psc.gov.za



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

Private Bag X 121,
Pretoria, 0001

You can also contact the following people:

Branch	Leadership & Management Practice	Monitoring & Evaluation	Integrity & Anti Corruption
Branch Head	Ms Kholofelo Sedibe Tel: 012 352 1206 kholofelos@opsc.gov.za	Ms Irene Mathenjwa Tel: 012 352 1109 irenem@opsc.gov.za	Mr Matome Malatsi Tel: 012 352 1073 matomem@opsc.gov.za
Administrator	Mr Nangamso Mswana Tel: 012 352 1104 Nangamsom@opsc.gov.za	Lebogang Maponya Tel: 012 352 1130 Lebogang@opsc.gov.za	Ms Cecilia Makgopela Tel: 012 352 1203 CeciliaM@opsc.gov.za

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	Ms I Mathenjwa	(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	Mr S Mlisana	(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 Pietermaritzburg Street, Pietermaritzburg, 3200	-29.60141	30.37604
Mpumalanga	Enhlanzeni	Mbombela LM	Ms S Meso	(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	Dr W Melwich	(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