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Department:  
Environment & Nature Conservation  
NORTHERN CAPE PROVINCE  
REPUBLIC OF SOUTH AFRICA

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# *Service Charter*

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LEADERSHIP OF THE NORTHERNCAPE

DEPARTMENT OF ENVIRONMENT AND NATURE CONSERVATION

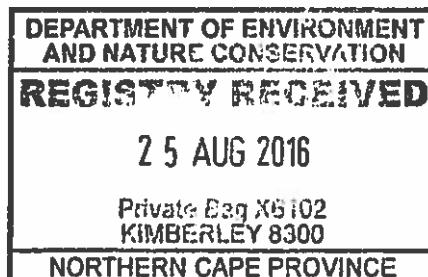
**MS TINY CHOTELO**

**The Executive Authority and Member of the Executive Council**

**MS GLADYS BOTHA**

**The Head of Department**

*Our Service Charter is evidence of our commitment to ensure that we will provide you, our stakeholder and clients, with service delivery excellence.*



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## **1. Who are we?**

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We are the Department of Environment and Nature Conservation.

### **1.1 Our vision**

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A prosperous and equitable society living in harmony with our natural resources.

### **1.3 Our mission**

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Conserve and protect the natural environment for the benefit, enjoyment and welfare of present and future generations by integrating sustainable utilization with socio-economic development.

### **1.4 Values**

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- To become a people-centred organization that responds to the needs of all South Africans
- To achieve the highest levels of integrity premised on professionalism, quality, service excellence, honesty, transparency and trust.
- To enhance organizational performance through productivity, efficiency, effectiveness, innovation and continuous improvement.
- To ensure the sustainability of the organization and its sectors through, among others, maximised impact return on investment, continuity and knowledge management.

*The services that we provide:*

- ≈ Environmental Impact Assessments (EIA's)
- ≈ Wildlife and permits
- ≈ Protected areas management
- ≈ Environmental education
- ≈ Green jobs projects

Detailed information on how you can make use of these services and the documents you need to access the services are available on our website.

### **Strategic outcome Oriented Goals**

Strategic Goal 1	Environmental Quality and Biodiversity Management
Goal statement	Environmental assets conserved, valued, sustainably used, protected and continually enhanced
Strategic Goal 2	Socio-economic benefits and Employment creation
Goal statement	Enhanced socio-economic benefits and employment creation for the present and future generations from a healthy environment
Strategic Goal 3	Cooperative Governance and Administration
Goal statement	A department that is fully capacitated to deliver its services efficiently and effectively
Strategic Goal 4	Environmental Education
Goal statement	Environmental education provided to stimulate critical thinking and influence decision making
Strategic Goal 5	Compliance and Enforcement
Goal statement	Promote and enforce compliance with environmental legislation

## **2. Where can you access our services?**

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### **HEAD OFFICE**

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Physical address  
Sasko building  
Longstreet  
Kimberley

Tel: 053 807 7430  
Fax: 053 831 3530

Postal address  
Private Bag X6102  
Kimberley  
8300

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**Website** <http://denc.ncpg.gov.za/>

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**REGIONAL OFFICES**

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**Z F Macgaw Region**

Physical address  
CNR River & Mark Street  
Umbro building  
Upington

Tel: 054 332 2885  
Fax: 054 331 1155

Postal address  
P.O. Box 231  
Upington  
8800

**Pixley ka Seme Region**

Physical and postal address  
Walter Building  
47 Church Street  
De Aar  
7000

Tel: 053 631 0601  
Fax: 053 631 0343

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**Namaqua Region**

Physical address  
Old Ablo Building  
c/o Voortrekker and Magasyn Street  
Springbok

Tel: 027 – 718 8800  
Fax: 027 – 718 8814

Postal address  
Private Bag X1  
Springbok  
8240

**Namaqua Region**

Physical address  
Vierling Str  
Old Voortrekker  
Hospital Building  
Calvinia

Tel: 027 341 8360  
Fax: 027 341 1718

Postal address  
P.O. Box 476  
Calvinia  
8190

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**NATURE RESERVES**

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Doomkloof Nature Reserve

Goegap Nature Reserve

Oorlogskloof Nature Reserve

Rolfontein Nature Reserve

Witsand Nature Reserve

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### **3. Opening times**

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Regional offices

All regional offices are open on Monday to Friday from 7:30 to 16:00.

Nature Reserves

All Nature Reserves are open on Monday to Sunday from 08H00 to 15H00 for Permitting purposes.

Official Working Hours: 7H30 to 16H00

### **4. Service Standards**

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We undertake to provide service of a high quality

In this regard we aim to:

1. Attend to all queries promptly
2. Answer the telephone promptly
3. Finalize EIA application within 119 days
4. Process Basic Assessments within 90 days
5. Finalize Atmospheric Emission License within 90 days
6. Finalize Flora Permits within 21 days
7. Finalize Fauna Permits within 21 days
8. Finalize Hunting Permits within 21 days
9. Finalize Cites Permits within 21 days
10. Pay our creditors within 30 days of invoice receipt
11. Improve scientific research and information for environmental inputs and recommendations as well as dissemination of the information to all service beneficiaries.

### **5. Statement of service standards that the service beneficiaries can expect**

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The provision of our services will be based on the principles of Batho Pele and we undertake to honour these principles by setting standards

#### **5.1 Courtesy and access**

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- ≈ The staff shall treat you with courtesy and respect at all times
  - ≈ They will be polite, respectful, considerate and friendly.
  - ≈ They shall have a pleasant demeanor and adhere to the departmental dress code.
  - ≈ They will be clear and helpful in their dealings with you, giving reasons for their decisions
  - ≈ They shall refrain from acting busy or being rude when clients ask questions.

- ≈ The staff shall observe consideration of the property and values of clients and the constitutional values and rights, in all interactions with clients.
- ≈ All staff shall be approachable.
- ≈ Mechanisms shall be put in place to ensure that when an official is unavailable, a solution will be offered (alternatively calls will be returned by the relevant official).
- ≈ We will refer enquiries that we cannot answer to an appropriate source.
- ≈ Should you have difficulty in understanding the language used, the staff will make every attempt to accommodate you.
- ≈ Clear signage and directions to and at departmental buildings are available at all times.
- ≈ Facilities at all departmental offices shall provide access for the physically disabled (please let us know if the buildings did not suit your needs).

## 5.2 Information

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- ≈ We will maximise access to information about the services, projects and programmes within available resources through a range of mechanisms, including radio and other media, publications, Izimbizo's and other interactive community meetings, public exhibitions.
- ≈ Information that can, by law, be shared with the members of the public will be made available on request and through the correct channels, within 14 working days.
- ≈ We will maintain full confidentiality where required and respect the individual's right to *Access to Information* in line with the Promotion of Access to Information Act No 2, 2000.
- ≈ Information on departmental activities is made available on request, within 14 days.
- ≈ All officials shall
  - ≈ Give you the most accurate, up-to-date information available.
  - ≈ Maintain full confidentiality on all your information.
  - ≈ Respect the individual's right to *access to information* in line with the Promotion of Access to Information Act No 2, 2000.
  - ≈ Assist you with the completion of forms if assistance is required.
- ≈ The department will respond to simple media queries within four hours. Where detailed responses to questions are required, these will be provided within 24 hours.
- ≈ Correspondence is acknowledged within 5 working days of receipt by the relevant official.
- ≈ Electronic mail is responded to within 5 working days of receipt.
- ≈ Correspondence other than service delivery complaints is responded to within 14 days.
- ≈ Correspondence other than service delivery complaints will be responded to within 14 working days.

- ≈ Invitations to meetings shall be acknowledged within 2 days of receipt and a response given within 7 working days of receipt.
- ≈ Invitations to meetings are issued not later than 7 days before the meeting.
- ≈ Where a scheduled meeting with stakeholders cannot be attended to by an official, a written apology is submitted 2 working days before the meeting unless alternative arrangements are made.
- ≈ Officials shall adhere to the starting time on pre-arranged scheduled meetings
- ≈ Where a scheduled meeting with clients cannot be attended to by the MEC or the Head of Department, or Departmental officials a written apology will be submitted, where practicable, at most 7 working days before the meeting unless alternative arrangements are made.

### 5.3 Telephone etiquette: when you contact us by phone

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- ≈ The official will identify themselves and the office.
- ≈ The telephone will ring not more than 5 times without response.
- ≈ Where a telephone is not answered within 5 rings a caller is diverted to another person or back to the switchboard for taking a message.
- ≈ Customers will not be subject to unnecessary telephone referrals, there shall be a maximum of two referrals, and thereafter the official will take a message for the relevant official.
- ≈ The official will offer to assist and refer to a relevant department or organization when necessary.
- ≈ Messages will be relayed without unnecessary delays.
- ≈ The relevant official will respond to the client within 24 hours as soon as he/she is available.

### 5.4 Openness and Transparency

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- ≈ We undertake to publish information on our progress and achievements, weaknesses and challenges through our annual reporting process, publications and through our direct interaction with residents.
- ≈ We undertake to publish information on progress in fulfilling the Department's commitments on a quarterly basis.
- ≈ We undertake to ensure that complaints and concerns raised by members of the public at Izimbizo and through other mechanisms are followed up. We undertake to show our commitment to service delivery by renewing our pledge to serve the public to the best of our ability and to uphold the principles of Batho Pele.

### 5.5 Service delivery complaints and redress

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- ≈ We will keep a register of complaints detailing complaints received and how we dealt with them.
- ≈ Where services are not rendered according to customers' expectations, an apology will be tendered within 5 working days.



- ≈ Once a client has lodged a complaint, the complaint will be acknowledged within two days and progress relating to the full investigation will be communicated within 14 working days.
- ≈ Any verbal complaint will be responded to within two working days.
- ≈ Investigation of service delivery complaints is finalised within 30 days.
- ≈ The right of a client to seek a second opinion is respected at all times.

### **5.6 Giving Best Value**

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We will utilize public funds prudently, implement fair tender procedures and ensure zero tolerance of fraud and corruption.

### **5.7 Innovation and Reward**

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We will reward innovation and excellent performance and will continue to work towards service delivery improvement as a commitment to the principles of Batho Pele.

### **5.8 Customer Impact**

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In managing the delivery of services to our customers, we will not stop at just measuring progress on planned activities, but we will also put in place mechanisms that will measure the extent to which our work has changed the lives of those we serve for the better. This we will do on a periodic (not smart) basis and the feedback thereon will be used to identify programmes of maximum impact that will be intensified, as well as to determine areas of service delivery that require change in approach.

### **5.9 Leadership**

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We are committed to working with integrity at all times; demonstrating professionalism in our work; achieving our desired outcomes through teamwork; putting people at the centre of our efforts; continuously improving the support we provide by being a learning organization; being fair to all and respecting the dignity and uniqueness of each individual.

## **6. Statement of the service beneficiary's rights**

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As our customer, you have the right to all the Batho Pele principles, especially the following:

- ≈ Courteous behavior with prompt and efficient service.
- ≈ Relevant information and confidentiality.
- ≈ Access to public buildings for people living with disabilities.
- ≈ Redress for lapses in our service.

## **7. Statement of service beneficiary's obligations**

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As a customer you are expected to, amongst others:

- ≈ Respect our gun free and non-smoking policies.
- ≈ Treat our officials with courtesy.
- ≈ Use our services responsibly.
- ≈ Observe our working hours.
- ≈ Provide officials with full information when lodging a query or requesting information.

## **8. Our performance against our standards**

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

## **9. Getting into contact with our department on service delivery**

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### **Inputs and comments**

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We strive to give the best service at all times. Your inputs and comments are valued to improve our service. Give your inputs and comments to the Batho Pele Champion through any of the following contact methods:

Attention to:	Batho Pele Champion
Physical Address:	Sasko building Longstreet Kimberley
Postal Address:	Private Bag X6102
Telephone:	053- 807 7430
Fax:	053- 831 3530
Email:	tsehogela@ncpg.gov.za

## **10. What if I am not happy with the service provided?**

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### **10.1 Who should I complain to?**

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Complain to the Batho Pele Champion or the direct supervisor of the official in question.

### **10.2 How do I make a complaint?**

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You can lodge complaints

- ≈ in person,
- ≈ in writing,

- ≈ by telephoning, or
- ≈ by e-mail

We will make sure that your complaint is forwarded to the Batho Pele Champion who will ensure that your complaint is investigated fully and resolved as quickly as possible. Where we can, we will write to you within seven working days. Where this is not possible, we will inform you when you can expect a full reply.

#### **10.3 What procedure will be followed on the receipt of a complaint?**

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The Batho Pele Champion will ensure that your complaint is investigated fully and resolved as quickly as possible. You will receive feedback on the process within 7 working days.

#### **10.4 Contact Details**

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Attention to:	Head of Department
Physical Address:	Sasko Building Long Street Kimberley
Postal Address:	Private Bag X 6102
Telephone:	053- 807 7430
Fax:	053-807 7328
Email:	tsechogela@ncpg.gov.za

### **11. Pledge to maintain service delivery standards**

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We hereby pledge to maintain the service delivery standards of the Department.



Ms G Botha  
Accounting Officer



Ms T Chotelo  
Executive Authority

