



water & sanitation

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

# SERVICE CHARTER

## 1. The Service Charter Preamble

**Affirm** our commitment to upholding the values and principles of public administration enshrined in Section 195 of the Constitution and other laws, policies and frameworks.

**Uphold** the Constitutional responsibility of the Department clearly articulated in the Bill of Rights to deliver services to the citizenry.

**Note** the continued efforts of the State and public servants in building a developmental state that is inclined towards addressing the needs of the majority of the population particularly those that had been historically disadvantaged.

**Acknowledge** the service delivery challenges in the public service.

**Equally** concerned about the increasing manifestation of corruption in the public service and the negative impact it has on the socioeconomic and political landscape of the country.

**Believing** in the rich history of our democratic dispensation which entrenches values and principles of human rights, social, economic and political rights.

**Motivated** by the proven value of collaboration in building a new South Africa, and encouraged by the willingness of all the parties in working towards a common goal of finding mutually-beneficial solutions to our common challenges

## 2. **The Objectives of the Department of Water and Sanitation (DWS) Service Charter**

The Service Charter seeks to:

- Enable the department to outline its obligations and duties to its clients/customers
- Outline the types and qualities of services which the department offer
- Help the customers to know what they can expect from the department
- Outline basic departmental information such as purpose, values, mission, values

## 3. **Scope of the Service Charter**

The Department of Water and Sanitation is a leader in the water sector. We are service and delivery oriented and leads our sector by enabling our partners with knowledge and capacity to ensure that all water services are delivered. We are committed to innovation and use cutting edge technology as a key catalyst of positive change, thus striving to be a dynamic department that leads the effective management of the Nation's water resources to meet the needs of current and future generations.

## 4. **Purpose of the Charter**

**Holistic management of the primary water and sanitation value chains – Catchment to Source, Source to Tap and Tap to Source** informing the development of the core products and services of the Department and related powers, functions, authority, etc. in pursuing the Departments mandate. This includes the implementation of drought mitigation measures in collaboration with local authorities and water bodies.

## 5. Who We Are

We are the National Department of Water and Sanitation established under the Public Service Act of 1994 as amended by Act 30 of 2007.

## 6. Where can we be Found

The National Department of Water and Sanitation is situated at:

Physical Address: Head Office

185 Sedibeng Building

Francis Baard Street

**PRETORIA**

0001

**Tel:** 012-336-7500

**Toll Free Number:** 0800 200 200

**Website:** [www.dws.gov.za](http://www.dws.gov.za)

DWS comprises of Nine Provincial Offices and regional Offices. The Provincial Offices are situated at the following physical addresses:

### **Gauteng Provincial Office:**

285 Bothongo Plaza East

Francis Baard Street,

**Pretoria**

**Tel:** 012 392 1300

### **Free State Provincial Office**

2<sup>nd</sup> Floor

Bloem Plaza Building

c/o Charlotte Maxeke & East Burger Streets

**Bloemfontein**

9300

**Tel:** 051 405 9281

**North West Provincial Office**

Cnr Dr James Moroka Drive & Sekame Road

Unit 99

Ground Floor

MegaCity Shopping Centre

Mmabatho

2735

**Tel:** 018 387 9547

**Mpumalanga Provincial Office**

Prorom Building

Cnr Brown & Paul Kruger Street

**Mbombela**

1200

**Tel:** 013 759 7310

**Northern Cape Provincial Office**

28 Central Road

Beaconsfield

**Kimberly**

8301

**Tel:** 053 830 8803

**KZN Provincial Office**

Southern Life Building

88 Joe Slovo Street

9<sup>th</sup> Floor

**Durban**

4000

**Tel:** 031 336 2862

**Limpopo Provincial Office**

Azmo Place  
49 Joubert Street

**Polokwane**

0699  
**Tel:** 015 290 1208/30

**Eastern Cape Provincial Office**

2 Hargreaves Avenue

**King Williams Town**

5600  
**Tel:** 043 604 5406

**Western Cape Provincial Office**

Spectrum Building  
No.52 Voortrekke Road

**Bellville**

7530  
**Tel:** 021 941 6000

DWS comprises of four (4) Cluster Offices in the regional Offices. The Cluster Offices are situated at the following physical addresses:

**Southern Operations Office**

50 Heugh Road  
Lion Roars Office  
Park Building  
Walmer

**Port Elizabeth**

6070  
**Tel:** 041 508 9702

**Eastern Operations Office**

Midmar

Howick

**Kwazulu Natal**

3290

**Tel:** 033 239 1201

**Northern Operations Office**

Hartbeespoort Dam

0216

**Tel:** 012 200 9000

**Central Operations Office**

267 Praetor Forum Building

Lilian Ngoyi (Van der Walt Street)

**Pretoria**

0002

**Tel:** 012 741 7302

**7. The Services we provide**

- The provision of National water resources infrastructure services.
- The provision of National water resources planning and information services.
- The provision of regulation of water resources and sanitation services.
- The rendering of corporate and financial management support services.
- The provision of the support services to the Director-General (DG).

## 8. Service Standards

- We shall strive to be available to our clients and support them by providing clear, accurate and relevant information about our services and programmes.
- We will respond to the clients' complaints/ grievances or suggestion to service delivery within 7 days.
- All applications for water licenses will be acknowledged within 7 days and decision made within 90 days.
- Water related information will be made available throughout our network of offices and the website to all our key stakeholders within 14 days.
- We will develop and provide water related educational materials through relevant education departments to public schools in the regions.
- Water users across the country will receive licenses upon payment of license fees and within 300 days of submitting applications with correct supporting documents
- We will maintain all our dams and water reservoirs as stipulated by applicable legislation
- We will transform irrigation boards to Water User Association and up to and including establishment of CMA's
- We will record and acknowledge all written requests, complaints, queries and suggestion in writing within 14 working days of receipt and make full responses within 30 working days.
- We shall provide access to tender information and furthermore other tenders will be posted on adverts of national or provincial newspapers and also on our notice boards.
- All service providers will be paid within 30 days of receipt of correct invoices. Where invoices do not comply with requirements, this will be communicated to the service provider within 7 working after the initial submission.
- We shall provide access to any information in line with the access to Information Act within 7 days of receiving a written request.

- We shall endeavour to eradicate bucket systems wherever they exist in the country within our financial and resources means, and assure that communities have healthy and dignified sanitation systems.

## **9. Our Performance against our standards**

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

## **10. Your Rights**

All our clients have the right to all the Batho Pele principles, especially the following:

- Consultation
- Courtesy
- Redress
- Access
- Information
- Openness and Transparency
- Value for Money

Commitment by DWS:

- To ensure the universal access of all South Africans to equitable water resources and sustainable water and sanitation service
- Protecting, developing, conserving, managing and regulating water resources;
- Managing, regulating and providing efficient and effective water and sanitation services;



- Providing strategic leadership and evidence based policy direction to a coordinated water and sanitation sector for improved sector performance and service delivery;
- Building the skills and capabilities of the sector and enhancing information management to inform decision making; and
- Enhancing communication and stakeholder partnerships with communities and sector constituencies to advance the national development agenda.
- To mainstream Batho Pele in everyday activities through suggestion boxes and by also posting the Batho Pele chart in all our entry points.

## **11. Your Obligation**

We expect you to be civil; courteous and respect the dignity of our officials at all times

Follow the procedures and processes when applying for water Licenses

Follow the correct procedures and processes when submitting invoices for claim.

## **12. Implementation of Agreement**

This agreement shall come into effect on the date is signed and will remain in force unless terminated or amended by agreement.

## **13. Dispute Resolution**

Any dispute about the interpretation or application of this agreement shall be dealt with according to the dispute resolution procedure of the Department of Water and Sanitation.

## **14. Complaints / suggestions about services**

If you are unhappy about the services provided by officials of the department, its entities or agencies you may:

- Raise your concern directly with the official concerned;
- Ask the manager/ supervisor at the office where you were attended to and lodge a complaint;
- Contact and inform the Customer Care Unit;
- Contact and inform the Communication Desk;
- We will address all complaints in terms of the Promotion of Access to Information Act (PAIA),2000 (Act 2 of 2000); and
- Write your dissatisfaction, your name, address telephone or cell number and deposit in our compliant box found throughout our offices.

If not satisfied you may cascade your complaint by:

- Writing to the Chief Director of the Department;
- Writing to the Accounting Officer (Director-General) of the Department;
- Writing to the Executive Authority (Minister or Deputy Minister ) of the Department;
- Calling to the toll free number in the Presidency to state your complaint. Toll free number 17737 or email at [president@presidency.gov.za](mailto:president@presidency.gov.za)