



GENERIC SERVICE STANDARDS

INTERNAL SERVICE STANDARDS

- ⇒ The customers will not wait for more than 10 minutes to be attended to and will be asked to wait at a comfortable waiting area should they need to.
- ⇒ Telephone calls to the Gauteng Department of Human Settlements are answered within five (5) rings and the operator identifies himself.
- ⇒ There is relief staff at switchboard during lunch time to take care of incoming calls.
- ⇒ The starting time of the pre-arranged/scheduled meetings is strictly adhered to.
- ⇒ In cases of emergencies where an official may not attend a confirmed meeting, an apology is extended within thirty (30) minutes before the meeting starts.
- ⇒ All employees in the Gauteng Department of Human Settlements adhere to the scheduled starting and knocking off times.
- ⇒ Correspondence is acknowledged in the language that it was received, within 14 days of receipt.
- ⇒ The Department has proper signage both outside and inside the buildings with basic but key information regarding services offered.
- ⇒ The Internal Telephone Directory is updated and distributed to officials on a weekly basis.
- ⇒ All employees inform their supervisors whenever going out of the Department of Human Settlements' building.
- ⇒ All allegations of corruption and fraud are investigated promptly and decisive actions are taken against any official found guilty.
- ⇒ The complaints and queries are acknowledged to within fourteen (14) days and resolved within ninety (90) days.
- ⇒ All employees in the Gauteng Department of Human Settlements sign the attendance register daily.

EXTERNAL SERVICE STANDARDS

- ⇒ All the Gauteng Department of Human Settlements' customers are given access to all information in accordance with the Access to Information Act (No. 2 of 2002) within 14 working days.
- ⇒ Meetings with community liaison officers from the communities are held in conjunction with Departmental Community Liaison Officers, to clarify issues in relation to the project implementation within communities, on a quarterly basis.
- ⇒ Regional Offices to take the services closer to the clients exist in Johannesburg, West Rand, Sedibeng, Ekurhuleni, Tshwane and Metsweding, and they are accessible as from 7h30 until 16h00.
- ⇒ Visitors are assisted through a professional reception service on a daily service.
- ⇒ Lunch and other breaks are taken without disrupting services in all the Customer Relations Management Offices.
- ⇒ There is access to clean drinking water for the public clients in all the Regional Offices' Customer Relations Management Units.
- ⇒ Community Liaison Officers who service communities are based at all the Regions for accessibility with the primary responsibility of ensuring that communities are kept informed about housing issues.
- ⇒ Public meetings, stakeholders engagements, projects Steering Committee Workshops are Held on a Monthly/quarterly basis or as regular as required to discuss project progress and also to note concerns and inputs from the communities
- ⇒ The website www.dhs.gpg.gov.za is updated on a weekly basis.

