

DEPARTMENT OF BASIC EDUCATION

SERVICE CHARTER

2014



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA



OFFICIAL SIGN-OFF

It is hereby certified that this **Service Delivery Charter**:

- Was developed in consultation with the Executive Management, Branch Heads and Branch Coordinators of the Department of Basic Education.
- Takes into account all policies, legislation and other mandates for which the Department of Basic Education is responsible.
- Reflects a Statement of Public Service Commitment of the Department of Basic Education.



Mr SG Padayachee

Acting Director-General:

Department of Basic Education

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SERVICE DELIVERY CHARTER

DEPARTMENT OF BASIC EDUCATION

WHO WE ARE

The Department of Basic Education (DBE) is part of the South African Government. Its mandate is to undertake activities effectively and on time to produce the agreed-upon outputs that will in turn contribute to achieving **Outcome 1, 'improved quality of basic education'**. The Constitution of the Republic of South Africa (1996) requires education to be transformed and democratized in accordance with the values of human dignity, equality, human rights and freedom, nonracist and non-sexism. It guarantees access to basic education for all, with the provision that everyone has the right to basic education, including adult basic education.

The National Education Policy Act (NEPA) (1996) inscribed into law the policies, legislative and monitoring responsibilities of the Minister of Basic Education, as well as the formal relations between national and provincial authorities. It laid the foundation for the establishment of the Council of Education Ministers (CEM), as well as the Heads of Education Departments Committee (HEDCOM), as intergovernmental forums that would collaborate in the development of a new education system.

The South African Schools Act (SASA) (1996) promotes access, quality and democratic governance in the schooling system. Its purpose is to ensure that all learners have access to quality education without discrimination. It further articulates the parameters of compulsory schooling, which refers to children aged 7 to 15. It provides for two types of schools, namely independent schools and public schools. The provision in the Act for democratic school governance, through school governing bodies, is now effected in public schools countrywide.

WHO BENEFITS FROM THIS SERVICE CHARTER?

This service charter sets out the standard of service you can expect from the staff of Department of Basic Education within various offices. The following entities benefit from the service charter:

- DBE
- Unemployed Youth
- Learners in public ordinary schools
- Learners, in Independent schools
- Learners in public special schools
- Parents
- School Governing Bodies
- Teachers
- Schools
- Researchers
- Education professionals
- Teacher Unions
- Partners in education

This charter does not cover the functions and services delivered by the people outside the Department such as the non-governmental organisations.

OUR VISION

Our vision is of a South Africa in which all our people have access to lifelong learning, as well as education and training, which will, in turn, contribute towards improving the quality of life and building a peaceful, prosperous and democratic South Africa.

OUR MISSION

Our mission is to provide leadership with respect to provinces, districts and schools in the establishment of a South African education system for the 21st century.

OUR STRATEGIC OBJECTIVES:

- Improved capacity of the Department of Basic Education;
- Improve teacher capacity and practices;
- Increase access to high quality learning materials;
- Strengthen partnerships with all stakeholders resulting in education becoming a national priority;
- Universalise access to Grade R;
- Strengthen school management and promote functional schools;
- Strengthen the capacity of district offices; and
- Establish a world class system of standardized national assessment.

OUR VALUES

Placing the interest of our children first, the Department adheres to the following values:

- **People:** Upholding the Constitution, being accountable to the Minister, the government and the people of South Africa.
- **Excellence:** Maintaining high standards of performance and professionalism by aiming for excellence in everything we do, including being fair, ethical and trustworthy in all that we do.
- **Teamwork:** Cooperating with one another and with our partners in education in an open and supportive way to achieve shared goals.
- **Learning:** Creating a learning organisation in which staff members seek and share knowledge and information, while committing themselves to personal growth.
- **Innovation:** Striving to address the training needs for high-quality service and seeking ways to achieve our goals.

BATHO PELE PRINCIPLES AND THE UNDERTAKING THEREOF

The Department of Basic Education is committed to the principles of Batho Pele and we undertake to honour these principles.

CONSULTATION

We undertake to consult our customers on the level and quality of services provided

In this regard we as the Department of Basic Education:

- Agree to consult organized formations of parents, educators and learners;
- Hold an annual stakeholders' forum;
- Interact with all stakeholders who have interest in education; and
- Solicit your views via surveys and questionnaires.

ACCESS

All citizens, without reservations will have equal access to all services rendered.

In this regard:

- All offices will be accessible to the physically challenged;
- Language barriers will be removed and citizens may use any of the 11 official languages;
- District offices have been established to open access to all people especially those living in rural areas; and
- Discrimination on the grounds of culture, creed, race, gender and sexual orientation will not be tolerated.

COURTESY

We will endeavour to treat all our customers with courtesy and consideration at all times

In this regard:

- Citizens will be greeted in a friendly manner;
- All staff will be identified by name badges at all times;
- Rude, impolite and discourteous attitudes and behavior will not be tolerated; and
- Telephone calls will be answered promptly and politely.

INFORMATION

Citizens have a right to full, accurate information of the services we render.

In this regard:

- Information in respect of our organizational structure will be available at Provincial, District, Circuit level and Further Education and Training colleges as well as the Head Office;
- Services may be accessed at any of our nine Provincial Education Departments, 86 Districts Offices, Further Education and Training colleges and National Head Office in Pretoria;
- A directory of services offered will be available at each service centre; and
- Help desk staff will assist at each service centre.

OPENNESS AND TRANSPARENCY

We do recognise that openness and transparency is the cornerstone of our democracy.

In this regard we undertake to keep you informed in respect of the following:

- Details of our location and contact persons;
- Details of our senior staff and also who does what at our various service centres;
- Publish our performance against our targets;
- Inform you as how we use resources;
- Report on the income we receive annually; and
- Targets we set for each financial year.

VALUE FOR MONEY

We shall endeavour to use public resources efficiently, effectively and economically.

In this regard we will:

- Simplify systems, processes and procedures to eliminate wastage and inefficiency;
- Rigorously apply performance management systems to enhance productivity at all levels;
- Identify financial risk areas and manage them carefully;
- Use resources to best advantage of all;
- Procure goods and services to the best advantage of the Department; and
- Strengthen management and control to prevent fraud, corruption and mal-administration.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

Staff commitment, energy and skills will be harnessed to improve service delivery.

In this regard we will;

- Recognise and reward employees who show loyalty, commitment and dedication;
- Encourage innovation and new ideas to improve systems, processes and procedures;
- Simplify processes and procedures;
- Simplify forms and documents; and
- Reward staff for their creativity and ingenuity for solving problems.

LEADERSHIP AND STRATEGIC DIRECTION

Managers will lead by example and will endeavour to ensure that the vision, mission and goals of the Department are articulated and embraced by all.

In this regard:

- All Senior Management Service personnel will incorporate the Batho Pele principles in their performance contract;
- Middle Managers and other level employees will have a workplan, which will be assessed and reviewed quarterly;
- Exemplary behaviour is expected from all, especially Senior Managers and Middle Managers;
- Managers will participate actively in the strategic direction of the Department;
- Managers will be encouraged to form networks and partnerships to maximize resource utilisation; and
- Establish and monitor service delivery transformation committees at all levels of the Department and Develop Service delivery improvement plans for each unit under their charge.

KEY SERVICES RENDERED BY THE DEPARTMENT OF BASIC EDUCATION

1. Administration

To manage the Department through the provision of strategic and administrative support. The programme contributes to quality in the basic education system through effective institutional service delivery processes, planning and provisioning. Specific services delivered here include:

- Human Resource management;
- Financial management; and
- Internal Audit , Risk Management and anti-Fraud services.

2. Curriculum Policy, Support and Monitoring

Develop curriculum and assessment policies and monitor and support their implementation. Specific services delivered here include:

- All schools use approved curriculum (CAPS);
- Development and distribution of workbooks for learners;
- Improve ECD qualifications from level 4-6;
- Policies for Inclusive Education and special school services; and
- Mass Literacy programme; Kha ri Gude.

3. Teachers, Education Human Resource and Institutional Development

To promote quality teaching and institutional performance through the effective supply, development and utilisation of human resource. Specific services delivered here include:

- Service for Training and Development of teachers;
- Ensure all teachers are qualified at REQV 13; and
- Offer bursaries for recruitment of graduates into the teaching profession.

4. Planning, Information and Assessment

To promote quality and effective service delivery in the basic education system through planning, implementation and assessment. Specific services delivered here include:

- Ensure minimum National Infrastructure Norms and Standards implemented in all schools;
- Ensure each learner has a desk/chair;
- Provide statistical data and information service for the sector;
- Provide assessment services- ensure all exams are moderated; and
- Standardisation of National Senior Certificate.

5. Educational Enrichment Services

To develop policies and programmes to improve the quality of learning in schools. Specific services delivered here include:

- Ensure all schools fly the South African flag;
- Learner wellness and health care support;
- Psychosocial support; and
- Ensure the implementation of school sports/art and culture.

Programme expenditure

Programme	2013/14			2012/13		
	Final appropriation	Actual expenditure	(Over)/ under expenditure	Final appropriation	Actual expenditure	(Over)/ under expenditure
	R'000	R'000	R'000	R'000	R'000	R'000
Administration	366 914	366 500	414	322 885	317 328	5 557
Curriculum Policy, Support and Monitoring	1 471 088	1 469 873	1 215	1 417 748	1 398 906	18 842
Teacher Education, HR and Institutional Development	1 011 592	1 010 829	763	863 619	820 577	43 042
Planning, Information and Assessment	8 995 880	8 435 609	560 271	8 126 538	6 897 873	1 228 665
Educational Enrichment Services	5 773 781	5 728 564	45 217	5 473 204	5 451 200	22 004
Total	17 619 255	17 011 375	607 880	16 203 994	14 885 884	1 318 110

MANDATE OF THE DEPARTMENT

The National Education Policy Act (NEPA) (1996) inscribed into law the policies, legislative and monitoring responsibilities of the Minister of Basic Education, as well as the formal relations between national and provincial authorities. It laid the foundation for the establishment of the Council of Education Ministers (CEM), as well as the Heads of Education Departments Committee (HEDCOM), as intergovernmental forums that would collaborate in the development of a new education system.

The mandate of the Department of Basic Education is to provide quality basic education to all.

Core functions of the department

In terms of the National Education policy, the functions of the Department of Basic Education are:

- (1) Determination of national education policy by the Minister in accordance with certain principles;
- (2) Publication and implementation of national education policy; and
- (3) Monitoring and evaluation of education.

These functions will be carried out through the five programmes expressed in the section above.

- Improve the quality of teaching and learning;
- Undertake regular assessment to track changes in learner performance;
- Improve early childhood development; and
- Provide human resource capacity (right skills at the right time).

SERVICE STANDARDS

We undertake to provide service of high quality

In this regard we aim to:

- Attend to all queries promptly.
- Answer the telephone promptly and professionally.
- Process job applications within 30 days.
- Acknowledge written complaints within 5 days.
- Deal with written request within 21 days.
- Pay our creditors within 30 days.
- Apologise and take corrective measures if it is our fault.
- Maintain a complaints registration and follow-up mechanism.
- Treat any information on fraud and corruption seriously.
- Increase language and numeracy competencies for Grade 3.
- Increase language and mathematics competencies for Grade 6 and 9.
- Increase the number of Grade 12 learners who become eligible for a Bachelors programme at a university.
- Increase the number of Grade 12 learners who pass mathematics and Science.
- Improve the average performance of Grades 6 and 8 in languages and mathematics.
- Deliver workbooks to 100% of schools.
- Ensure use of CAPS curriculum by all schools.
- Ensure that NSC and ANA examinations are moderated.
- Ensure that NSC examinations are standardised.
- Obtain Clean Audit opinion for finance and performance information.
- Ensure minimum norms and standards for infrastructure are met in every school.
- Provide each learner with a desk.

DEALING WITH COMPLAINTS

Service	Service Standard	Responsible person/section	Measurement
Telephone (012) 357 3000 Toll-free line: 0800 202 933 Presidential Hotline: 17737 Fax number: (012) 324 4484	<ul style="list-style-type: none"> • Calls to be answered within five rings • Identify ourselves by name and section • Assist you in a polite and helpful manner • If you cannot be helped, you will be referred to the appropriate person/section within the Department • Activate voicemail facilities when not in office. • Voicemail messages retrieved and calls returned within 24 hours. • Voicemail messages to indicate extended absences and alternative arrangements for access and assistance. 	All Staff and IT to assist staff members	Internal Audit and IT
Email Callcentre@dbe.gov.za Info@dbe.gov.za Certification@dbe.gov.za	<ul style="list-style-type: none"> • E-mail correspondences are acknowledged within a day. • Queries received via e-mail that requires research of the issue are responded to within 5 days. • Out of office reply is activated in cases of prolonged absence due to leave and an alternative contact person is provided. 	All staff	Internal Audit and IT
Written correspondence	<ul style="list-style-type: none"> • Acknowledgement of receipt of written correspondence dispatched within two days. • All correspondence to be sent to responsible official. 	All staff	Register of correspondence
Access to information	<ul style="list-style-type: none"> • Comply with the requirements of Promotion of Access to Information Act 2 of 2000 (PAIA). 	Head Knowledge and Information Management	Record of number of requests

We respect the right of citizens to complain if our service is poor or unsatisfactory

In this regard:

Complainant may write to the Director General:

**The Director General,
 Department of Basic Education
 Private Bag X895, Pretoria, 0001**

or

write to the service centres (Provincial offices)

Provincial Contact Details

Eastern Cape	Steve Vukile Tshwete Education Complex, Zone 6, Zwelitsha
	Tel. 040 608 4200 Web. www.ecdoe.gov.za
Free State	55 Elizabeth Street, FS Provincial Government Building, Bloemfontein
	Tel. 051 404 8000 Web. http://www.education.fs.gov.za/
Gauteng	111 Commissioner Street, Johannesburg
	Tel. 011 355 0000 Web. www.education.gpg.gov.za
KwaZulu-Natal	247 Burger Street, Pietermaritzburg
	Tel. 033 846 5000 Web. www.kzneducation.gov.za
Limpopo	Corner 113 Biccard & 24 Excelsior Street, Polokwane
	Tel. 015 290 7611 Web. www.edu.limpopo.gov.za
Mpumalanga	Building No. 5, Government Boulevard, Riverside Park, Nelspruit
	Tel. 013 766 5000 Web. www.mpumalanga.gov.za/education
North West	2nd Floor Executive Block, Garona Building, Mmabatho
	Tel. 018 388 3428/9 Web. www.nwpg.gov.za/education
Northern Cape	156 Barkly Road, IK Nkoane Education House, Homestead, Kimberley
	Tel. 053 839 6500 Web. http://ncdoe.ncpg.gov.za
Western Cape	Grand Central Towers, Cnr Darling and Lower Plein Streets, Cape Town
	Tel. 021 467 2000 Web. http://wced.pgwc.gov.za

Provincial Offices	Name	Tel Number	Fax Number	Cell Number	Postal Address	Physical Address	E-Mail
EC Head Office	Mr R Tywakadi DDG	0406084236	0406084521	0785966194	Private Bag X 0032 BISHO 5605	Steve Vukile Tshwete Education Complex Zone 6 ZWELITSHA	tywakadir@webmail.co.za noncedo. goduka@edu.ecprov.gov.za
	Mrs N Skenjana	0406084209	0406084721	0833244453			spakeskenjana@gmail.com Nomphelo.koloni@edu.ecprov.gov.za
	Mr M Gaca	0406084739	0406084750 0866101586	0824459362			mthobeligaca@gmail.com nobuhle.kupa@ edu.ecprov.gov.za
	Mr K Ngaso	0406084778	0406084111	0833244366			Khayalethu.ngaso@edu.ecprov.gov.za Linda.hermanus@edu.ecprov.gov.za
FS Head Office	HM Mthombeni Chief Director	0514048454	0514054973	0824541510	Private Bag X20565 Bloemfontein 9300	Room 1703 Free State Provincial Building 55 Elizabeth Street Bloemfontein	mansup@edu.fs.gov.za
	Ms Z Alexander Chief Director	0514048433	0514044315	0827808376			cddistricts@fseducation.gov.za
GP Head Office	Mr Moss Nkonyane Chief Director	0113550576	0113550572	0833101912	Private Bag X7710 Johannesburg 2000	111 Commissioner Street Johannesburg 2000	Moss.nkonyane@gauteng.gov.za Lebogang.kunene@gauteng.gov.za
	Ms Zanele Mthembu Chief Director	0118436585	0118436585	0795122852			Zanele.mthembu2@gauteng.gov.za Mzwandile.mthembu@gauteng.gov.za
	Ms Alison Mali Chief Director	0118436583	0864207163	0835793642			Alison.mali@gauteng.gov.za Maggie.moeketsi@gauteng.gov.za
KZN Head Office	Judy Dlamini DDG	0333921012	0865633312	0762499604	Private Bag X 9137 P/Maritzburg 3200	247 Burger Street Pietermaritzburg 3200	judy.dlamini@kzndoe.gov.za thobile. ngcobo@kzndoe.gov.za
	CP Lancaster GM	0333921109	0333921223	0836301750			craig.lancaster@kzndoe.gov.za claribel. sithole@kzndoe.gov.za
LP Head Office	Mr SD Letschedi	0152907861		0795033394	Private Bag X9489 Polokwane, 0700	Cnr Biccard And Excelsior Street Polokwane, 0700	letschedisd@edu.limpopo.gov.za

Provincial Offices	Name	Tel Number	Fax Number	Cell Number	Postal Address	Physical Address	E-Mail
MP Head Office	Mrs Lucy Moyane	0137665155	0137665602	0829279814	Private Bag X11341 Nelspruit 1200	Riverside Gov Complex Building NO. 5 Nelspruit	l.moyane@education.mpu.gov.za bu.nkosi@education.mpu.gov.za
NW Head Office	Ms SM Semaswe	0183883433	0183884097 0865140126	0828855764	Private Bag X10 Mmabatho 2735	10 Nelson Mandela Drive Piet Hugo Mmabatho	ssemaswe@nwppg.gov.za motlhabanej@nwppg.gov.za
	Mrs D.E Mohube Chief Director	0183882481	0145923247	0829010891			dmohube@nwppg.gov.za smesolo@nwppg.gov.za
NC Head Office	Mr Henry Esau Chief Director	0538396693	0538396785	0823185276	Private Bag X5029 Kimberly 8300	156 Barkly Road Kimberly	hesau@ncpg.gov.za tshitemp@gmail.com AEricksen@ncpg.gov.za
	Mr Masuabi	0538396390	0538396785				pmasuabi@gmail.com
WC Head Office	Mr C. Frolick Director	0214672089	0214672633	0829604888	Private Bag x9114 CapeTown 8000	Grand Central Plain Parliament 8000 Cape town	clifton.frolick@westerncape.gov.za raymonde.abels@westerncape.gov.za

- We undertake to investigate and respond to your complaint within 14 days of receipt.
- You may use the toll-free number **0800 202 933** to register complain and to report fraud, corruption and mal-administration.

Report suspected acts of corruption on **0800 701 701**

SERVICE DELIVERY IMPACT

We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.

In this regard we will:

- Evaluate the performance of all staff at all levels;
- Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness;
- Implement an Integrated Quality Management System in all our service centres and schools; and

Appraise the quality of the service we render from time to time.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

Staff commitment, energy and skills will be harnessed to improve service delivery and the quality of services rendered.

In this regard we will:

- Recognise and reward officials who show loyalty, commitment and dedication;
- Encourage innovation and new ideas to improve systems, processes and procedures;
- Simplify processes and procedures; and
- Simplify forms and documents.

Reward staff for their creativity and ingenuity for solving problems.

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- Middle Managers and other level employees will have a work plan, which will be assessed and reviewed quarterly;
- Exemplary behavior is expected from all, especially Senior Managers and Middle Managers;
- Managers will participate actively in the strategic direction of the Department;
- Managers will be encouraged to form networks and partnerships to maximize resource utilization;
- Establish and monitor service delivery transformation committees at all levels of the Department; and
- Develop Service Delivery improvement plans for each unit under their charge.

SERVICE COMMITMENT CHARTER

- The Department service delivery standards are set to strive to meet the service delivery needs of both our internal and external customers and to put the nine principles of Batho Pele into action.

The Department of Basic Education

Sol Plaatjie House

222 Struben Street

Pretoria

Private Bag X895, Pretoria, 0001

Switchboard: 012 357 3000

Call centre: 0800 202 933

OPERATING HOURS

08h00 - 16h30

Monday to Friday