



## economic development & tourism

MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA



# Service Delivery Standards

## OVERVIEW

The Department espouses the principles and belief set of Batho Pele and gives attention to satisfying customer requirements, believing that customers deserve value for money from the taxes and charges they pay, and that they have a right to consultation, courtesy, information and the opportunity to express their views in relation to Departmental services and experiences. The strategic intents of the Department are guided by the vision and mission statements, which are:

- **Vision of the Department:** An inclusive globally competitive economy
- **Mission Statement:** Drive economic growth that creates decent employment and promote sustainable development through partnerships

This Service Standards commits the Departmental management and employees to the people-centric model of service delivery, and hereby outlines our advocacy.

## OUR SERVICE STANDARDS ARE

**In delivering excellent customer service**, we commit ourselves to meeting the needs of all our customers by providing accessible, high-quality services. We will respect people's privacy, dignity, religious and cultural beliefs, and we will:

- Greet customers in an appropriate manner and be polite at all times
- Treat all customers the way we would expect to be treated ourselves
- Identify ourselves, take responsibility for the actions and make time for our customers
- Listen carefully, and make sure we understand the complaint or query of the customer
- Use an appropriate method of communication to respond promptly and positively to the needs and expectations of the customer
- Adapt and respond effectively to different customer needs
- Apologise if there is a delay and offer customer a choice of waiting or making another appointment
- Explain to the customer if there is a breakdown in service and keep customers informed
- Respond in a straightforward way when we cannot meet a customer's request, and give reasons
- Work with others, as a team, to discuss options suited to a customer's needs, and
- Identify ourselves by wearing name tags / badges

**In dealing with phone enquiries, we commit to:**

- Answer all incoming calls promptly and within five rings
- Greet the customer politely and identify ourselves and the name of the Department
- Apologise if there has been a delay in answering a call
- Speak clearly to avoid any misunderstanding and respond in a polite and professional way
- Take responsibility for calls and make every effort to deal with them, and be as helpful and informative as possible
- Know how to use the phone system and have an understanding of the work of different sections within the Department
- Let the caller know that we will give a reply as soon as possible, and by whom, if we are unable to deal with an enquiry immediately.

**When dealing with written correspondence**, such as faxes, letters and e-mails, we will ensure that our communication is customer focused, clear, understandable and written in plain English, it is timely and appropriate to the person receiving them.

**In handling letters**, we will:

- Acknowledge all letters and e-mails within five working days of receiving customer enquiry. This will include informing the customers who will be dealing with their enquiry, and how they can contact the people concerned
- Date-stamp and record all forms of correspondence on the day we receive them
- Send a detailed reply to the customer within fourteen working days of receiving the enquiry. If we are unable to do this, we will let the customer know and inform them when they can expect a full reply, and
- Make it clear to the customer what the next step is, where appropriate.

**In handling e-mails**, we will:

- Regularly check our e-mails to see if there were correspondences sent by customers
- Acknowledge all e-mails within five working days and send a full response, with contact details, within fourteen working days
- Explain to the customer the reason for the delay if we cannot send a full response within the fourteen days
- Make it clear to the customer what the next step is, where appropriate
- Use an auto-signature that provides detailed contact information, such as name and job title of the person responding, and Departmental contact numbers, and
- Use the "Out-Of-Office Assistant" when out of the office, using standard text that offers an alternative e-mail or phone numbers.

**On the management of complaints**, we will:

- Provide the customer with various methods for lodging complaints, including, telephonic, face-to-face, and in writing.
- We will acknowledge complaints within five working days and full written responses will be sent within fourteen working days of receipt;
- When handling a complaint over the phone or face to face we will:
  - Deal with the complaint in a professional manner, actively listen to the customer's complaint and acknowledge it.
  - Clearly communicate the solution and next steps to the customer, and provide the customer with accurate and timely information.

**When handling a complaint in writing** we will:

- Acknowledge the complaint, and maintain a professional and polite tone;
- Provide a clear answer/advice back to the customer pertaining their complaint;
- If a customer is not satisfied, he or she is encouraged to lodge a complaint by writing to the Department of Economic Development and Tourism.

*We belong We care We serve*