

DEPARTMENT OF  
CORRECTIONAL SERVICES

# SERVICE DELIVERY CHARTER

2017/2018

*Together beating the drum for  
SERVICE DELIVERY*



**correctional services**

Department:  
Correctional Services  
**REPUBLIC OF SOUTH AFRICA**







DEPARTMENT OF  
CORRECTIONAL SERVICES

# SERVICE DELIVERY CHARTER

2017/2018



## OFFICIAL SIGN-OFF

It is hereby certified that the Service Delivery Charter for the Department of Correctional Services:

- Was developed in consultation with Executive Management, Regional Management teams, staff members and Batho Pele Coordinators of the Department of Correctional Services.
- Takes in account all legislation, policies, procedures and other mandates applicable on the department.
- Reflects a Statement of Public Service Commitment of the Department of Correctional Services.

**Joseph Katenga**

Chief Deputy Commissioner: Strategic Management (Appointed Champion)

**JG Smalberger**

Acting National Commissioner

Date: 2017/08/04





## EXECUTIVE SUMMARY

### Purpose of the document

The purpose of the document is to present a Service Delivery Charter of the Department of Correctional Services which will enable staff and stakeholders to know and understand the service level mechanisms that are in place. The service delivery charter is applicable to the Department of Correctional Services comprising of Head Office, 6 Regions, all Correctional Centres, all Community Corrections Offices as well as the stakeholders of the department.

### Message of Support

The Department of Correctional Services is committed to providing to its service recipients and stakeholders services that are effective, efficient, innovative and professional. The main objective of the Department is for every correctional official to contribute to a just and safer South Africa through effective and humane incarceration of inmates, rehabilitation and social reintegration of offenders.

To adequately service the needs of our service recipients and stakeholders, the department would like to ensure that all the necessary processes are clearly defined so that the services can be efficiently and effectively administered.

This Service Delivery Charter outlines the Department of Correctional Services' commitment to customer service. The department will continue to implement and enhance its planning, monitoring and evaluation systems, which are assisting in meeting the government's requirements in planning, monitoring and reporting. In this regards, the department will be committed to a new business management model. This approach will respond to current operational service delivery concerns, as well as to President Jacob Zuma's call for institutions to continue their hard work and not to become complacent.

***Let's work together to achieve our strategic objectives.***

# **1. Service Delivery Charter: Department of Correctional Services**

## **1.1 Purpose of the Charter**

This charter shall:

- Broadly state the services offered by the Department of Correctional Services to the internal and external stakeholders.
- Outline the general service standards that underpin the services offered by the Department of Correctional Services. Area specific service standards will be separately displayed at all service points.
- State the commitment in line with the Batho Pele Principles to the service recipients.
- State the obligations of the service recipients.
- Confirm the Code of Conduct that is applicable on all Department of Correctional Services officials.
- Provide contact details of Head Office and Regional Offices.

## **1.2 The services we provide**

The services provided by the Department of Correctional Services are the following:

- Humane treatment of offenders, remand detainees, parolees and probationers.
- Secure custody of offenders and remand detainees.
- Effective care to offenders and remand detainees.
- Educational and skills development programmes to offenders.
- Rehabilitation programmes to offenders.
- Correctional programmes to offenders
- Social reintegration programmes.
- Visitation for family members, friends and legal representatives of offenders and remand detainees.

## **1.3 Service Standards**

1.3.1 There shall be clearly defined service standards for all the levels of the department.

1.3.2 All service delivery points must, as a minimum, meet the following service standards:

- 1.3.2.1 Serve citizens promptly and courteously.
- 1.3.2.2 Provide friendly and helpful service.
- 1.3.2.3 Help service users make the right choices in accessing services.
- 1.3.2.4 Provide appropriate signage and information desks.
- 1.3.2.5 Officials must wear nametags for easy identification.
- 1.3.2.6 Answer calls promptly.
- 1.3.2.7 Ensure shorter queues at service delivery points.
- 1.3.2.8 Respond to queries and complaints promptly.
- 1.3.2.9 Respond to mail and email correspondence promptly.
- 1.3.2.10 Resolve customer complaints fairly, consistently and promptly.
- 1.3.2.11 Encourage service users to make suggestions on how to better the services offered.

## **1.4 Commitment to Batho Pele Principles**

1.4.1 In carrying out their duties, public servants are guided by the following Batho Pele Principles:

- 1.4.1.1 Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice regarding the services offered.
- 1.4.2.2 Service Standards: Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect.

- 1.4.2.3 Access: All citizens have equal access to the services to which they are entitled.
- 1.4.2.4 Courtesy: Citizens should be treated with courtesy and consideration.
- 1.4.2.5 Information: Citizens should be given full, accurate information about the public services to which they are entitled.
- 1.4.2.6 Openness and transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.
- 1.4.2.7 Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.
- 1.4.2.8 Value for money: Public services should be provided economically and efficiently in order to give citizens the best value for money.

## 1.5 Obligations of a service recipient

Service delivery is a two - way street. Department of Correctional Services expect service recipients to be courteous and civil and respect the dignity of the officials being interacted with.

## 1.6 Code of Conduct:

### 1.6.1 Relationship with the Legislature and the Executive

- 1.6.1.1 An employee of the Department of Correctional Services:
  - Is faithful to the Republic and honours the Constitution and abides thereby in the execution of his or her daily tasks.
  - Puts the public interest first in the execution of his or her duties.
  - Loyal executes the policies of the government of the day in the performance of his or her official duties as contained in all statutory and other prescripts.
  - Strives to be familiar with and abides by all statutory and other instructions applicable to his or her conduct and duties.
  - Cooperates with public institutions established under legislation and the Constitution in promoting the public interest.

### 1.6.2 Performance of duties

- 1.6.2.1 An employee of the Department of Correctional Services:
  - Strives to achieve the objectives of his or her institution cost-effectively and in the public's interest.
  - Is creative in thought and in the execution of his or her duties, seeks innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law.
  - Is punctual in the execution of his or her duties.
  - Executes his or her duties in a professional and competent manner and maintains professional standards in performing his or her duties to enhance service delivery.
  - Does not engage in any transaction or action that is in conflict with or infringes on the execution of his or her official duties.
  - Will rescue himself or herself from any official action or decision-making process which may result in improper personal gain, and this should be properly declared by the employee.
  - Accepts the responsibility to avail himself or herself for ongoing training and self-development throughout his or her career.
  - Is honest and accountable in dealing with public funds and uses the public service's property and other resources effectively, efficiently and only for authorized official purposes.

- promotes sound, efficient, effective, transparent and accountable administration
- In the course of his or her official duties, shall report to the appropriate authorities, corruption, nepotism, maladministration and any other act which constitutes an offence, or which is prejudicial to the public interest.
- Gives honest and impartial advice, based on all available relevant information to a higher authority when asked for assistance of this kind.
- Honours the confidentiality of matters, documents and discussions, classified or implied as being confidential or secret.
- Promotes the Department of Correctional Service's vision and core values positively in the execution of his or her duties.

### 1.6.3 Personal conduct and private interests

#### 1.6.3.1 An employee of the Department of Correctional Services:

- During official duties, dresses and behaves in a manner that enhances the reputation of the Department of Correctional Services and also respects the corporate wear and adheres to the dress code.
- Acts responsibly as far as the use of alcoholic beverages or any other substance with an intoxicating effect is concerned.
- Does not use or her official position to obtain private gifts or benefits for himself during the performance of his or her official duties, nor does he or she accept any gifts of benefits when offered as these may be constructed as bribes, and refrains from using the departmental property for personal gain.
- Does not use or disclose any official information for personal gain or the gain of other.
- Does not, without approval, undertake remunerative work outside his or her official duties, or use office equipment for such work.

### 1.6.4 Relationships with the public

#### 1.6.4.1 An employee of the Department of Correctional Services:

- Promotes the unity and well-being of the South African nation in performing his or her official duties.
- Will serve the public in an unbiased and impartial manner in order to create confidence in the Department of Correctional Services.
- Is polite, helpful and reasonably accessible in his or her dealings with the public, at all times treating members of the public as customers who are entitled to receiving high standards of service.
- Has regard for the circumstances and concerns of the public in performing his or her official duties and in the making of decisions affecting them.
- Is committed through timely service to the development and empowerment of all South Africans.
- Does not unfairly discriminate against any member of the public on account of race, gender, ethnic or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language.
- Does not abuse his or her position in the Correctional Services to promote or prejudice the interest of any political party or interest group.
- Respects and protects every person's dignity and his or her rights as contained in the Constitution.



- Recognizes the public's right of access to information, excluding information that is specifically protected by law.

#### 1.6.5 Relationships among employees

- 1.6.5.1 An employee of the Department of Correctional Services:
- Co-operates fully with other officials to advance the public interest.
  - Executes all reasonable instructions by persons officially assigned to give them, provided these are not contrary to the provisions of the Constitution and/or any other law.
  - Refrains from favouring relatives and friends in work-related activities and never abuses his or her authority or influences another official, nor is influenced to abuse his or her authority.
  - Uses the appropriate channels to air his or her grievances or to direct presentations and deals with conflict in an appropriate manner.
  - Is committed to the optimal development, motivation and utilisation of his or her staff and the promotion of sound labour and interpersonal relations.
  - Deals fairly, professionally and equitably with other officials, irrespective of race, gender, ethnic or social origin, colour, sexual orientation, age, disability, religion, political persuasion, conscience, belief, culture or language and will act impartial when dealing with personnel.
  - Will protect the lives of others.
  - Recognizes and respects the diversity of fellow-workers.
  - Upholds strong ethical values when dealing with others.
  - Respects the rights of his or her colleagues to develop their own talents within the broader spectrum of society.
  - Protects and promotes a drug-free work environment.
  - Keeps the workplace free from party political activities. and
  - Treats his or her colleagues with respect and human dignity.

#### 1.6.6 Relationships with stakeholders

- 1.6.6.1 An employee of the Department of Correctional Services:
- Promotes the vision and mission and core values of the Department in dealing with its external stakeholders.
  - Strives to maintain sound mutual relations with its stakeholders.

#### 1.6.7 Relationships between employees and offenders

- 1.6.7.1 An employee of the Department of Correctional Services:
- Treats offenders with the necessary dignity and respect.
  - Acknowledges and adheres to the limitations placed on social and intimate relationships with offenders in his or her care.
  - Will aim at developing offenders to live law-abiding and productive lives on release from a correctional centre.
  - Follows acceptable directives and practices when dealing with offenders.

### 1.7 Contact Details

#### 1.7.1 Address: Head Office:

Physical: Department of Correctional Services, 124 WF Nkomo (Church Street), Pretoria, 0001 Postal: Private Bag X136, Pretoria, 0001

Tel: (012) 420 0105

### 1.7.2 Regional Offices Addresses

#### **Gauteng Region**

Regional Commissioner  
Private Bag X393  
PRETORIA  
0001

Tel: (012) 420 0105  
Fax: (012) 3424212

Regional Office: Correctional Services  
1077 Hatfield Forum East Building  
c/o Arcadia and Festival Streets  
Hatfield  
Pretoria  
0083

#### **Free State & Northern Cape Region**

Regional Commissioner  
Private Bag X20530  
BLOEMFONTEIN  
9300

Tel: (051) 448 2069  
Fax: (051) 448 8119

Regional Office: Correctional Services  
103 Agrimed Building  
c/o Markgraaff and Zastron Streets  
Bloemfontein  
9301

#### **Kwa Zulu/Natal Region**

Regional Commissioner  
Private Bag X9126  
PIETERMARITZBURG  
3200

Tel: (033) 342 6965  
Fax: (033) 345 1198

Regional Office: Correctional Services  
No 1 Eugene Marais Road  
Naperville  
Pietermaritzburg  
3200

#### **Eastern Cape Region**

Regional Commissioner  
Private Bag X9013  
EAST LONDON  
5200

Tel: (043) 722 1090  
Fax: (043) 722 1064

Regional Office: Correctional Services  
Ocean Terrace – Office Block E  
Moore Street  
Quigney  
East London  
5200

#### **Western Cape Region**

Regional Commissioner  
Private Bag X01  
Edgemead  
7404  
Tel: (021) 550 6077  
Fax: (021) 558 7316

Regional Office : Correctional  
Services  
Monte Vista Drive  
Monte Vista  
7460

#### **Mpumalanga/North West/Limpopo Region**

Regional Commissioner  
Private Bag X142  
PRETORIA  
0001  
Tel: (012) 323 4818/4  
Fax: (012) 323 4836/323 5757

Regional Office : Correctional  
Services  
Masada Building  
c/o Paul Kruger and Johannes  
Ramokhoase (Proes Street)  
Pretoria  
0001

### 1.8 Office hours:

Correctional Centres, Remand Detention Facilities, Community Corrections: 07:00 - 16:00. Head Office & Regional Offices, Area Offices: 07:15 – 15:45  
Website: [www.dcs.gov.za](http://www.dcs.gov.za)

## 1.9 Compliments or Complaints:

For Complaints and Compliments : [Communications@dcsc.gov.za](mailto:Communications@dcsc.gov.za)

To report fraud and corruption: Departmental Investigation Unit: Tel: (012) 310 2275/  
0800 701 701 Fax: (012) 323 7907

Presidential Hotline: Tel: 17737 email: [president@po.gov.za](mailto:president@po.gov.za) (last resort)

DCS: (012) 305 8185

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*Enquiries:*

*Department of Correctional Services, Private Bag X136, Pretoria, 0001, South Africa*

*Telephone: (012) 307 2520*

*Copies of the Service Delivery Charter are available on the DCS intranet and internet.*

*Together beating the drum for service delivery*

[www.dcs.gov.za](http://www.dcs.gov.za)





## **Our Values**

Justice  
Security  
Development  
Integrity  
Equity  
Accountability  
Effectiveness  
Ubuntu

### **Vision:**

Providing the best Correctional Services for a safer South Africa

### **Mission:**

Contributing to a just, peaceful and safer South Africa through effective and humane incarceration of inmates, rehabilitation and social reintegration of offenders

[www.dcs.gov.za](http://www.dcs.gov.za)