



DEPARTMENT OF CORRECTIONAL SERVICES

SERVICE DELIVERY CHARTER

1 APRIL 2021 TO 31 MARCH 2022



correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA



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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, Batho Pele Coordinators and officials of the Department of Correctional Services.
- Takes in account all legislation, policies, procedures and other mandates applicable to the Department of Correctional Services.
- Reflects a Statement of Public Service Commitment of the Department of Correctional Services.



KJ Katenga

Chief Deputy Commissioner: Strategic Management (Appointed Champion)



A Fraser

National Commissioner of the Department of Correctional Services

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 service beneficiaries and officials 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, six (6) Regions, forty-eight (48) Management Areas, all Correctional Centres and all Community Corrections Offices.

Message of Support

The Department is committed to providing services to its service beneficiaries 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 service beneficiaries, 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 service delivery to all beneficiaries. 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. The Department remains committed to improving Operations Design as per the DPSA Operations Management Framework.

1. SERVICE DELIVERY CHARTER: DEPARTMENT OF CORRECTIONAL SERVICES

1.1 Purpose of the Service Delivery Charter

This Service Delivery Charter shall:

- Broadly state the services offered by the Department to the following categories:
 - inmates in the correctional and detention facilities;
 - non-custodial offenders; and
 - external service beneficiaries.
- Outline the general service standards that underpin the services offered by the Department. Specific service standards will be separately displayed at all service points.
- State the commitment in line with the Batho Pele Principles to all the categories of service beneficiaries.
- State the obligations of the external service beneficiaries.
- Confirm the Code of Conduct that is applicable to officials within the Department of Correctional Services.
- Provide the contact details of Head Office, Regions, Management Area Offices, all Correctional Centres, and all Community Corrections Offices.

1.2 Services rendered by the Department of Correctional Services

The Department has developed a Service Delivery Model as per the guidelines stipulated within the DPSA Operations Management Framework and all the services were listed. A comprehensive Service Standard document was developed that contains all the standards applicable to inmates. The detail of all the services will not be repeated in this Service Delivery Charter. Below are the core services provided by the Department to the different categories of service beneficiaries in fulfilment of its legislated mandate:

- Paragraphs 1.2.1 to 1.2.5 states the services rendered to inmates in the correctional facilities and non-custodial offenders.
- Paragraph 1.2.6 states the services rendered to external service beneficiaries.

1.2.1 Incarceration Services

Incarceration pertains to the admission, incarceration and release of inmates through following services:

- Admission to correctional centres.
- Assessment and Placement of inmates within correctional centres.
- Development of Correctional Sentence Plans (CSPs).
- Release of inmates from correctional Centres.

1.2.2 Rehabilitation Services

Rehabilitation is responsible for the provision of social and educational services to develop sentenced offenders through the following services:

- Implementing and monitoring of Correctional Sentence Plans (CSPs).
- Provision of Psychological Services and Programmes.
- Provision of Social Work Services and Programmes.
- Provision of Spiritual Services and Programmes.
- Provision of Correctional Programmes.
- Provision of Educational Programmes.
- Provision of Skills Development Programmes.
- Provision of Sports, Recreation, Arts, Culture and Libraries Services.
- Provision of health care social behaviour change programme.

1.2.3 Social Re-integration Services

Social Re-integration seeks to monitor parolees and facilitate their re-integration into society. It also monitors offenders serving non-custodial sentences. These are done through the following services:

- Parole Monitoring Services.
- Probationer Monitoring Services.
- Community Liaison services.
- Re-integration Programmes.

1.2.4 Security Services

Security refers to the provision of safety and security to inmates, the public, DCS staff, centre visitors and any person interacting or in close proximity to inmates through the following services which is also known as the six pillars of security:

- Provision of Personal Security.
- Provision of Physical Security.
- Provision of Technological Security.
- Provision of Information security.
- Provision of Operational security.
- Provision of Management supervision.

1.2.5 Care Services

Care entails the provision of a comprehensive and integrated package of health care programmes and services aimed at maintaining the health of inmates in the Department's custody, contributing to maintenance of basic human rights. These include the following services:

- **Primary Health Care:** Timely access to health care services which are provided by competent health care professionals with the required resources. Provision of health and medicine related information to allow service beneficiaries to make informed decisions so as to promote individual responsibility for health which includes:
 - health promotion and disease prevention;
 - curative services;
 - rehabilitative services;
 - referral services; and
 - palliative care.
- **HIV and AIDS Services.**
- **Pharmaceutical Services:** Timely access to safe medication of acceptable quality.
- **Nutrition Services:** Provision of adequate meals that are safe, of good quality, religiously as well as culturally acceptable and meet the needs of all nutritional requirements.
- **Personal and Environmental Hygiene Services:** Ensure the humane detention of inmates through promotion of personal and hygienically safe environment.

1.2.6 Services to external service beneficiaries

The Department shall commit to the following minimum standards for the level and quality of the following services that are rendered to the external beneficiaries of the Department:

No	Service	Requirements for the service beneficiary	Specific Service Standard
1	Visitation Services: Offenders and Remand Detainees	Identification of the visitor and inmate <ul style="list-style-type: none"> • ID of visitor • Inmate Number if available • Food items for inmates (if applicable) 	General service standards: <ul style="list-style-type: none"> • Visitation hours are 09:00 to 15:00 per visiting day from Monday to Sunday at the correctional centre where the inmate is incarcerated. • Waiting period for visitors to register at visitation counter is 15 minutes. • Waiting period for visitors after registration at visitation area is 45 minutes.

No	Service	Requirements for the service beneficiary	Specific Service Standard
		<p>General Matters</p> <ul style="list-style-type: none"> • No unauthorised items allowed (firearms, knives, etc.) • Leave valuables at the main gate 	<p>Service standards related to Sentenced Offenders:</p> <ul style="list-style-type: none"> • The contact visit period with offenders is 60 minutes in the presence of a correctional official in an area that is conducive for contact visits. • Normal visit period is 45-60 minutes. This depends on the classification system of offenders: <ul style="list-style-type: none"> ○ A group: 5 visits per month of 60 minutes. ○ B group: 4 visits per month of 45 minutes. ○ C group: 2 visits per month of 30 minutes. • A visitor, who is visiting an offender with Group A privileges, may give delicacies to the offender during contact visits. Delicacies should however be purchased from the local available facility at the visiting area and be used up or consumed during visiting time. No delicacies may be taken into a correctional centre. • Visitors to other privilege groups are not allowed to bring delicacies for the offenders. <p>Service standards related to Remand Detainees:</p> <ul style="list-style-type: none"> • A visitor can visit a remand detainee from 09:00 to 14:30 Monday to Thursday. No visits during the weekends and Public holidays. • Normal visit period is 30 minutes per visit. • A visitor, who is visiting a remand detainee, should hand over all items at the visitation counter to be searched and the authorised items will be given to the remand detainee after the visit. • Food /delicacies should however be purchased from the local facility at the visiting area. • No cooked food may be taken into a correctional centre; it has to be finished during the visiting time. • During religious holidays: Christmas, Ramadan special arrangements regarding food will be approved by the Head of the Correctional Centre. and the list of items will be displayed.
2	Legal representation visits for inmates (offenders and remand detainees).	<p>Appointment</p> <ul style="list-style-type: none"> • It is necessary to make an appointment to consult with an inmate <p>Identification of the visitor and inmate</p> <ul style="list-style-type: none"> • ID of legal representative • Proof of appointment as legal representative • Detail of inmate • Details of case 	<p>Service standards related to Sentenced Offenders and remand detainees:</p> <ul style="list-style-type: none"> • Legal consultation visiting hours are 09:00 to 15:00 from Monday to Sunday. • Waiting period to register at visitation counter is 10 minutes. • Waiting period after registration at visitation area is 15 minutes to start the consultation. • Consultation period is 60 minutes in an area that is conducive for private discussion of the case where an official can observe but not hear the conversation. • In case where there is a challenge in terms of a language an interpreter is allowed or provided with the permission of both parties.
3	Cash deposits for inmates (offenders and remand detainees)	<p>Identification of the visitor and inmate</p> <ul style="list-style-type: none"> • ID of family or friend • Cash amount 	<p>General service standards related to inmates:</p> <ul style="list-style-type: none"> • Family and friends can deposit cash at the correctional centre where the offender or remand detainee is confined.

No	Service	Requirements for the service beneficiary	Specific Service Standard
		<ul style="list-style-type: none"> • Details of the offender or remand detainee 	<ul style="list-style-type: none"> • Cash can be paid from 08:00 in the morning till 15:00 in the afternoon, from Monday to Sunday. • The normal maximum cash amount to be held in safekeeping for an inmate is R1000. • The waiting period to be served by the cashier is 15 minutes. • The transaction period is 30 minutes. • The original receipt will be handed to the person depositing the money. <p>Administrative process:</p> <ul style="list-style-type: none"> • The following is to give the visitor an understanding of the administrative process related to the cash deposit: <ul style="list-style-type: none"> ○ The cash will reflect on the inmate's cash card within 24 hours. ○ The inmate will be allowed to procure certain items per month if cash is available on cash card. ○ The amount that an offender may spent per month is determined by the approved classification system: <ul style="list-style-type: none"> ○ A group: R 960 per month ○ B group: R 710 per month ○ C group: R 390 per month ○ The amount that a remand detainee may spend per day is R400.
4	Payments of fines for offenders	<p>Identification of the visitor and inmate</p> <ul style="list-style-type: none"> • ID • Cash equal to the fine amount • Details of the offender • Warrant 	<p>Service standards related to Sentenced Offenders:</p> <ul style="list-style-type: none"> • Fines can be paid from 08:00 in the morning to 15:00 in the afternoon, from Monday to Sunday at the correctional centre where the offender is incarcerated. • The waiting period to be served by the cashier is 15 minutes. • The transaction period is 30 minutes. • The original receipt will be handed to the person depositing the money. • The waiting period for the offender to be released is 45 minutes.
5	Payments of bail for remand detainees	<p>Identification of the visitor and inmate</p> <ul style="list-style-type: none"> • ID • Cash equal to the bail amount • Details of the remand detainee • Warrant 	<p>Service standards related to Remand Detainees:</p> <ul style="list-style-type: none"> • Bail can be paid from 08:00 in the morning to 15:00 in the afternoon, from Monday to Sunday at the correctional centre where the remand detainee is confined. • The waiting period to be served by the cashier is 15 minutes. • The transaction period is 30 minutes. • The original receipt will be handed to the person depositing the money and must be kept safe because it will be needed when the bail is claimed back from court. • The waiting period for the remand detainee to be released is 45 minutes.
6	Victim participation in	<p>Identification of the visitor and documentation</p> <ul style="list-style-type: none"> • ID 	<p>General service standards:</p> <ul style="list-style-type: none"> • Contact details of Parole Boards will be made available on the DCS website.

No	Service	Requirements for the service beneficiary	Specific Service Standard
	Parole Board sittings	<ul style="list-style-type: none"> • Detail related to the case • Completed forms if already completed • <i>All expenses to register and participate in the Parole Board sitting is for the account of the victim</i> 	<ul style="list-style-type: none"> • Forms to register for victim participation will also be made available on the DCS website. • Written and electronic enquiries will be responded to within 5 working days. • Victims will be advised of available options of making/submitting representations to the Parole Boards, namely: <ul style="list-style-type: none"> ○ In person. ○ Written representations. ○ Audio tape/CD. ○ Video/DVD recording. <p>Service standards: Registration</p> <ul style="list-style-type: none"> • Victims will be helped from 08h00 in the morning till 15h00 in the afternoon from Monday to Friday (excluding public holidays) to register their needs to participate in Parole Board settings in the following ways: <ul style="list-style-type: none"> ○ Victim visits the Parole Board office. ○ Victim phones the Parole Board office. ○ Victim communicates by email with the Parole Board office. • When the victim visits the Parole Board Office the waiting period to be served will be 5 minutes. • Documents to be completed will be provided and where there is a need the documents will be completed by an official. Service period is 15 minutes. • Victims will be dealt with in a professional way, compassionately, with dearness and utmost respect. • Interaction with victims will be “victim-sensitive” and attentive to the victims’ needs and concerns. <p>Service standards: Participation in Parole Board sittings</p> <ul style="list-style-type: none"> • Notification regarding Parole Board sittings will be communicated to victims at least 30 days before the sittings, except in urgent cases such as medical parole, court order and G306 considerations. • Victim participation in Parole Board sittings will take place between 09:00 in the morning till 14:00 in the afternoon from Monday to Friday (excluding public holidays). • Victims can participate at the nearest Parole Board via Audio Visual System or at the specific Parole Board sitting and the choice should be indicated beforehand for the Parole Board to arrange accordingly. • Victims should arrive 15 minutes before the sitting starts. • Victims who submitted audio, video and written representations or who requested to be informed about the decision of the Parole Board but who were not present at the Parole Board sitting must be informed in writing of the decision within 7 days after the Parole Board sitting.

1.3 Minimum Service Standards

The Department shall commit to the following minimum standards for the services provided:

- 1.3.1 A comprehensive set of service standards for all the levels of the Department is available as a document that is separately displayed.
- 1.3.2 Management on all levels will be involved through ethical decision making and leadership with integrity.
- 1.3.3 All service delivery points will meet the following service standards as a minimum:
- Serve beneficiaries to DCS services promptly and courteously.
 - Provide friendly and helpful service.
 - Help service beneficiaries make the right choices in accessing services.
 - Provide appropriate signage and information desks.
 - Officials wear nametags for easy identification.
 - Answer calls promptly.
 - Ensure shorter queues and prompt services at service delivery points.
 - Respond to queries and complaints promptly and in a professional manner.
 - Respond to mail and email correspondence promptly.
 - Resolve customer complaints fairly, consistently and promptly.
 - Encourage service beneficiaries to make suggestions on how to better the services offered.

1.4 Commitment to Batho Pele Principles

The provision of services will be based on the principles of *Batho Pele* and will be undertaken to honour these principles by in the following way:

- **Consultation:** Beneficiaries to DCS services are consulted about the level and quality of the services they receive and, wherever possible, will be given a choice regarding the services offered.
- **Service Standards:** Beneficiaries to DCS services are informed about the level and quality of service they will receive so that they are aware of what to expect.
- **Access:** All beneficiaries to DCS services have equal access to the services to which they are entitled.
- **Courtesy:** Beneficiaries to DCS services are treated with courtesy and consideration.
- **Information:** Beneficiaries to DCS services are given full, accurate information about the services to which they are entitled.
- **Openness and transparency:** Beneficiaries to DCS services are informed on how DCS is structured on national, regional, management area, correctional centres and community correction office levels. Information is also provided on how DCS is run, the cost involved and who is in charge at each facility.
- **Redress:** If the promised standard of service is not delivered, beneficiaries to DCS services will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, beneficiaries to DCS services will receive a sympathetic and positive response.
- **Value for money:** DCS services will be provided economically and efficiently in order to give beneficiaries to DCS services the best value for money.

1.5 Obligations of external service beneficiaries

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

1.6 Code of Conduct

Officials appointed by the Department of Correctional Services must adhere to the statutes of the Department's Code of Conduct. The Code of Conduct establishes the norms, rules and responsibilities of DCS officials to ensure that services are delivered in a manner which is compliant to the Department's expectations.

1.7 Commitments in line with the Public Service Charter (2013)

All categories of service beneficiaries can expect that DCS officials will adhere to the following commitments as mentioned in the Public Service Charter that was concluded with PSCBC Resolution 1 of 2013 during interaction with them:

- Be faithful to the Republic, honour the Constitution and abide by the laws in the execution of duties.
- Promote the unity and wellbeing of the South African nation in performing official duties.
- Loyal execute the policies of government in the performance of duties.
- Serve the public in an unbiased and impartial manner in order to create confidence in the public service.
- Be polite, helpful and reasonably accessible in dealing with the public, at all times treating members of the public as customers who are entitled to receive high standards of service.
- Have regard for the circumstances and concerns of the public in performing official duties and in the making of decisions affecting them.
- Provide timely service towards the development and upliftment of all South Africans.
- 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.
- Not abuse their position in the public service to promote or prejudice the interest of any political party or interest group.
- Respect and protect every person's dignity and rights as contained in the Constitution.
- Recognise the public's right of access to information, excluding information that is specifically protected by law.
- Co-operate fully with other employees to advance the public interest.
- Execute 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.
- Refrain from favouring relatives and friends in work-related activities and never abuse authority or influence other employees, nor be influenced to abuse authority.
- Use the appropriate channels to air grievances.
- Commit to the optimal development, motivation and utilisation of staff and the promotion of sound labour and interpersonal relations.
- Deal fairly, professionally and equitably with other employees.
- Be creative in thought and in the execution of duties, seek innovative ways to solve problems and enhance effectiveness and efficiency within the context of the law.
- Not engage in any transaction or action that is in conflict with or infringes on the execution of official duties.
- Accept the responsibility to undergo ongoing training and self-development.
- Be honest and accountable in dealing with public funds and use the property of the public service and other resources effectively, efficiently, and only for authorised official purposes.
- Promote sound, efficient, effective, transparent and accountable administration.
- Act against fraud, corruption, nepotism, maladministration and any other act which constitutes an offence, or which is prejudicial to the public interest.
- Give honest and impartial advice, based on all available relevant information.
- Honour the confidentiality of matters, documents and discussions, classified or implied as being confidential or secret.
- Demonstrate professionalism, competency, excellence, transparency and impartiality in the performance of official duties.
- Dress and behave in a manner that enhances the reputation of the public service when performing official duties.
- Be punctual at work, meetings and events.
- Under permitted circumstances act responsibly as far as the use of alcoholic beverages or any other substance with an intoxicating effect is concerned.
- Not use official position to obtain private gifts or benefits during the performance of official duties nor accept any gifts, donations, rewards in kind or cash or benefits when offered as these may be construed as bribes.

- Not use or disclose any official information for personal gain or the gain of others.
- Not, without approval, undertake remunerative work outside official duties or use office equipment for such work.
- Demonstrate integrity and respect all rules, values and established codes of conduct in the performance of official duties.
- Declare financial interests at specified times according to prescribed laws and procedures.
- Declare and recuse themselves from any official action or decision-making process which may result in improper personal gain.

2. CONTACT DETAILS

2.1 Head Office

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services 124 WF Nkomo (Church Street), Pretoria, 0002
Postal Address	National Commissioner, Department of Correctional Services Private Bag X136, Pretoria, 0001
Telephone	012 307 2998 / 012 307 2999
Website	www.dcs.gov.za

2.2 Gauteng

2.2.1 Gauteng Regional Office

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Gauteng Regional Office 1077 Hatfield Forum East Building, C/O Arcadia and Festival Streets, Hatfield, Pretoria, 0083
Postal Address	Regional Commissioner, Gauteng Regional Office Private Bag X393, Pretoria, 0001
Telephone	012 420 0102
Fax	012 342 4225

2.2.2 Baviaanspoort Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Baviaanspoort Management Area Office Sefako Makgatho Dr, Roodeplaat, Pretoria, 2191
Postal Address	Area Commissioner, Baviaanspoort Management Area Private Bag X1, Lynn East, Pretoria, 0039
Telephone	012 841 8661
Fax	012 841 8643/8673

2.2.3 Boksburg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Boksburg Management Area Office Barry Marais Rd, Boksburg, 1459
Postal Address	Area Commissioner, Boksburg Management Area Private Bag X54, Boksburg, 1460
Telephone	011 913 1770
Fax	011 913 3902

2.2.4 Johannesburg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Johannesburg Management Area Office 9 Main Street, Meredale, Johannesburg, 2091
Postal Address	Area Commissioner, Johannesburg Management Area Private Bag X04, Mondeor, 2110
Telephone	011 933 7006/7
Fax	011 942 4904

2.2.5 Krugersdorp Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Krugersdorp Management Area Office Cnr. Crematorium & Luipaard St, Krugersdorp, 1739
Postal Address	Area Commissioner, Krugersdorp Management Area Private Bag X2023, Krugersdorp, 1740
Telephone	011 665 5137
Fax	011 665 4501

2.2.6 Kgosi Mampuru II Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Kgosi Mampuru II Management Area Office 3 Shengani Street, Skanskop, Pretoria 0001
Postal Address	Area Commissioner, Kgosi Mampuru II Management Area Private Bag X45, Pretoria, 0001
Telephone	012 334 3417/18
Fax	012 323 1706

2.2.7 Leeuwkop Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Leeuwkop Management Area Office Main Road, Bryanston, Sandton, 2191
Postal Address	Area Commissioner, Leeuwkop Management Area Private Bag X2, Bryanston, 2021
Telephone	011 260 0366; 011 260 0017
Fax	011 260 0241

2.2.8 Modderbee Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Modderbee Management Area Office C/O Paul Kruger Road and Modder East Road, Benoni, 1501
Postal Address	Area Commissioner, Modderbee Management Area Private Bag X1045, Benoni, 1500
Telephone	011 360 8139 / 8 / 8058
Fax	011 816 2172

2.2.9 Zonderwater Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Zonderwater Management Area Office 1 Jacaranda Street, Cullinan, 1000
Postal Address	Area Commissioner, Zonderwater Management Area Private Bag X1003, Cullinan, 1000
Telephone	012 305 7279/7129
Fax	012 734 2413

2.3 Limpopo/ Mpumalanga/ North West (LMN)

2.3.1 LMN Regional Office

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, LMN Regional Office 196 Masada Building, Corner Paul Kruger & Johannes Ramokhoase Street, Pretoria, 0002
Postal Address	Regional Commissioner, LMN Regional Office Private Bag X142, Pretoria, 0001
Telephone	012 306 2000 / 2053
Fax	012 323 4841

2.3.2 Barberton Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Barberton Management Area Office 25 Samora Machel Drive, 6th Floor, Sanlam Building, Nelspruit, 1201
Postal Address	Area Commissioner Barberton Management Area Private Bag X11228, Nelspruit, 1200
Telephone	013 752 5767
Fax	013 752 5388

2.3.3 Bethal Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Bethal Management Area Office OTK Building, c/o Vuysile Mini & Kleynhans Street, Bethal, 2309
Postal Address	Area Commissioner, Bethal Management Area Private Bag X1035, Bethal, 2310
Telephone	017 647 3886
Fax	017 647 2018

2.3.4 Klerksdorp Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Klerksdorp Management Area Office 30 Boom Street, Old Saambou Building, Klerksdorp, 2571
Postal Address	Area Commissioner, Klerksdorp Management Area Private Bag X5008, Klerksdorp, 2570
Telephone	018 487 9001
Fax	018 487 9082

2.3.5 Polokwane Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Polokwane Management Area Office 17F Grobler Street, Polokwane, 0699
Postal Address	Area Commissioner, Polokwane Management Area Private Bag X9393, Polokwane, 0700
Telephone	015 295 2009
Fax	015 295 2832

2.3.6 Rooigrond Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Rooigrond Management Area Office Balsaminie 11, Carrington Street, Mafikeng, 2745
Postal Address	Area Commissioner, Rooigrond Management Area Private Bag X2006, Mmabatho, 2735
Telephone	018 381 1601 / 7
Fax	018 381 1635

2.3.7 Rustenburg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Rustenburg Management Area Office 2nd Floor, Biblio Plaza Centre, 36 Nelson Mandela Drive, Rustenburg, 0299
Postal Address	Area Commissioner, Rustenburg Management Area Private Bag X82101, Rustenburg, 0300
Telephone	014 592 5180
Fax	014 592 1533

2.3.8 Thohoyandou Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Thohoyandou Management Area Office Stand No 9999, Thengwe Road, Vondwe Village, Sibasa, 0970
Postal Address	Area Commissioner, Thohoyandou Management Area Private Bag X2434, Sibasa, 0970
Telephone	015 963 8674
Fax	015 963 8528

2.3.9 Witbank Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Witbank Management Area Office Old Verena Road, Driefontein 297-Js, Witbank, 1034
Postal Address	Area Commissioner, Witbank Management Area Private Bag X7267, Witbank, 1035
Telephone	013 656 8776
Fax	013 690 3962

2.4 Eastern Cape**2.4.1 Eastern Cape Regional Office**

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Eastern Cape Regional Office Ocean Terrace – Office Block E, Moore Street, Quigney, East London, 5201
Postal Address	Regional Commissioner, Eastern Cape Regional Office Private Bag X9013, East London, 5200
Telephone	043 706 7800
Fax	043 722 1064

2.4.2 Amathole Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Amathole Management Area Office Cnr Prince Albert & Cross Street, Embassy Building, King Williams Town , 5600
Postal Address	Area Commissioner, Amathole Management Area Private Bag X7470, King William's Town, 5600
Telephone	043 605 1712; 043 605 1703
Fax	043 642 3741

2.4.3 East London Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, East London Management Area 25 Bank Street, Wesbank, East London, 5201
Postal Address	Area Commissioner, East London Management Area Private Bag X9021, East London, 5200
Telephone	043 711 4107
Fax	043 731 1512

2.4.4 Kirkwood Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Kirkwood Management Area Office Korhaansdrift Road, Kirkwood, 6120
Postal Address	Area Commissioner, Kirkwood Management Area Private Bag X602, Kirkwood, 6120
Telephone	042 232 7703
Fax	042 232 0230

2.4.5 Mthatha Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Mthatha Management Area Office Mthatha Farm Prison, Police College Road, Stand 7456, Mthatha, Eastern Cape 5099
Postal Address	Area Commissioner, Mthatha Management Area Private Bag X5026, Umtata, 5099
Telephone	047 502 5700/02
Fax	047 531 4079

2.4.6 Sada Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Sada Management Area Office No. 1 Komani Street, Queenstown, Eastern Cape, 5320
Postal Address	Area Commissioner, Sada Management Area P.O Box 7064, Queenstown, 5320
Telephone	045 807 4734 / 4702
Fax	045 838 5026

2.4.7 St. Albans Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, St. Albans Management Area Office Old Cape Road, Port Elizabeth, 6001
Postal Address	Area Commissioner, St. Albans Management Area Private Bag X6055, Port Elizabeth, 6000
Telephone	041 398 1177
Fax	041 775 1171

2.5 Kwa-Zulu Natal**2.5.1 Kwa-Zulu Natal Regional Office**

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Kwa-Zulu Natal Regional Office No 4 College Road, Old Supreme Court, Pietermaritzburg, 3201
Postal Address	Regional Commissioner, Kwa-Zulu Natal Regional Office Private Bag X 9126, Pietermaritzburg, 3200
Telephone	033 355 7337
Fax	033 345 1198

2.5.2 Durban Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Durban Management Area Office Durban Spine Road, Westville, Durban, 3630
Postal Address	Area Commissioner, Durban Management Area Private Bag X1, Westville, Durban, 3630
Telephone	031 204 8811
Fax	031 267 2902

2.5.3 Empangeni Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Empangeni Management Area Office Gwalagwala St no. 5, Empangeni, 3880
Postal Address	Area Commissioner, Empangeni Management Area Private Bag X20088, Empangeni, 3880
Telephone	035 902 3600/3770
Fax	035 902 3635

2.5.4 Glencoe Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Glencoe Management Area Office Biggar Street Northfield , Glencoe, 2930
Postal Address	Area Commissioner, Glencoe Management Area Private Bag X02, Glencoe, 2930
Telephone	034 393 1110 / 2 / 3 / 7
Fax	034 393 1215

2.5.5 Kokstad Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Kokstad Management Area Office R 56 Matatiele Road, Kokstad, 4700
Postal Address	Area Commissioner, Kokstad Management Area Private Bag X508, Kokstad, 4700
Telephone	039 797 2020
Fax	039 727 2622

2.5.6 Ncome Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Ncome Management Area Office Blood River Utrecht Road, 3102
Postal Address	Area Commissioner, Ncome Management Area Private Bag X9420, Vryheid, 3100
Telephone	034 972 9340
Fax	034 972 9303

2.5.7 Pietermaritzburg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Pietermaritzburg Management Area Office 1 Eugene Marias Road, Naperville, Pietermaritzburg, 3201
Postal Address	Area Commissioner, Pietermaritzburg Management Area Private Bag X9022, Pietermaritzburg, 3200
Telephone	033 184 5550
Fax	033 194 0420

2.5.8 Waterval Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Waterval Management Area Office Zimbutho Road, Utrecht 2980
Postal Address	Area Commissioner, Waterval Management Area Private Bag X1006, Utrecht, 2980
Telephone	034 3211 711
Fax	034 3299 103

2.6 Western Cape**2.6.1 Western Cape Regional Office**

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Western Cape Regional Office Breederiver Road, Monte Vista, 7460
Postal Address	Regional Commissioner, Western Cape Regional Office Private Bag X1, Edgemoed, 7404
Telephone	021 550 6008
Fax	021 559 6685

2.6.2 Allandale Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Allandale Management Area Office 9 Meaker Street, Allandale, Huguenote, Paarl, 7646
Postal Address	Area Commissioner, Allandale Management Area Private Bag X23, Huguenote, 7645
Telephone	021 862 3110/5
Fax	021 862 6857

2.6.3 Brandvlei Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Brandvlei Management Area Office Rawsonville Road (Old N1 Road R43 between Rawsonville and Worcester), Brandvlei, Worcester, 6850
Postal Address	Area Commissioner, Brandvlei Management Area Private Bag X3064, Worcester, 6849
Telephone	023 340 8000
Fax	023 340 4150

2.6.4 Breede River Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Breede River Management Area Office 95 Durban St, Worcester Central, Worcester, 6850
Postal Address	Area Commissioner, Breede River Management Area Private Bag X3057, Worcester, 6849
Telephone	023 348 7701
Fax	023 347 4550

2.6.5 Drakenstein Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Drakenstein Management Area Office Cnr Jan Van Riebeek Drive & Wemmershoek Road, Paarl, 7646
Postal Address	Area Commissioner, Drakenstein Management Area Private Bag X6005, Suider-Paarl, 7624
Telephone	021 864 0100
Fax	021 864 0123

2.6.6 Goodwood Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Goodwood Management Area Office Peninsula Dr, Milnerton, Goodwood, 7460
Postal Address	Area Commissioner, Goodwood Management Area Private Bag X4, Edgemoed, 7407
Telephone	021 559 9100
Fax	021 559 8921

2.6.7 Helderstroom Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Helderstroom Management Area Office From Caledon Via R43 turn right into Helderstroom Road, Helderstroom, No Street Code
Postal Address	Area Commissioner, Helderstroom Management Area Private Bag X051, Caledon, 7230
Telephone	028 215 1008
Fax	028 215 8637

2.6.8 Pollsmoor Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Pollsmoor Management Area Office Steenberg Rd, Tokai, Cape Town, 7945
Postal Address	Area Commissioner, Pollsmoor Management Area Private Bag X4, Tokai, 7966
Telephone	021 700 1111; 021 700 1129
Fax	021 701 5445

2.6.9 Southern Cape Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Southern Cape Management Area Office 10 Union St, George South, George, 6529
Postal Address	Area Commissioner, Southern Cape Management Area Private Bag X6539, George, 6530
Telephone	044 874 4105
Fax	044 873 5443

2.6.10 Voorberg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Voorberg Management Area Office R44, Porterville, 6810
Postal Address	Area Commissioner, Voorberg Management Area Private Bag X2, Porterville, 6810
Telephone	022 931 2163
Fax	022 931 3219

2.6.11 West Coast Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, West Coast Management Area Office Rozenburg Street, Malmesbury, 7300
Postal Address	Area Commissioner, West Coast Management Area Private Bag X09, Malmesbury, 7299
Telephone	022 487 1492/3
Fax	022 482 1989

2.7 Free State & Northern Cape

2.7.1 Free State & Northern Cape Regional Office

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Free State & Northern Cape Regional Office Agrimed Building 103, Zastron Street, Bloemfontein, 9300
Postal Address	Regional Commissioner, Free State & Northern Cape Regional Office Private Bag X 20530, Bloemfontein, 9300
Telephone	051 404 0253
Fax	051 4482969 / 051 4482969

2.7.2 Bizzhah Makhate Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Bizzhah Makhate Management Area Office Brits Street, Kroonstad, 9500
Postal Address	Area Commissioner, Bizzhah Makhate Management Area Private Bag X23, Kroonstad, 9500
Telephone	056 216 4363
Fax	056 215 2227

2.7.3 Colesberg Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Colesberg Management Area Office 57 Church Street, Colesberg, 5980
Postal Address	Area Commissioner, Colesberg Management Area Private Bag X3, Colesberg, 5980
Telephone	051 753 9540
Fax	051 753 0822

2.7.4 Goedemoed Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Goedemoed Management Area Office Goedemoed Road, Between Bethal And Aliwal North, 9750
Postal Address	Area Commissioner, Goedemoed Management Area Private Bag X1007, Aliwal North, 9750
Telephone	051 631 5201; 051 631 0625
Fax	051 631 0732

2.7.5 Groenpunt Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Groenpunt Management Area Office R716 Deneysville Road, Deneysville, 1930
Postal Address	Area Commissioner, Groenpunt Management Area Private Bag X060, Vereeniging, 1930
Telephone	016 370 2201/2
Fax	016 375 1384

2.7.6 Grootvlei Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Grootvlei Management Area Office De Wetsdorp Road, Bloemfontein, 9301
Postal Address	Area Commissioner, Grootvlei Management Area Private Bag X20547, Bloemfontein, 9300
Telephone	051 505 4733/4
Fax	051 440 381/894

2.7.7 Kimberley Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Kimberley Management Area Office Schmittsdrift Road, Kimberley, 8301
Postal Address	Area Commissioner, Kimberley Management Area Private Bag X5036, Kimberley, 8300
Telephone	053 836 9184
Fax	053 831 5509

2.7.8 Upington Management Area

Office hours	Monday to Friday: 07:15 to 15:45 (Closed on Public Holidays)
Physical Address	Department of Correctional Services, Upington Management Area Office Diedericks Road, Upington
Postal Address	Area Commissioner, Upington Management Area Private Bag X5942, Upington, 8800
Telephone	054 337 9341
Fax	054 332 3899

The Department of Correctional Services Service Delivery Charter is compiled with the latest available information from departmental and other sources.

Department of Correctional Services (DCS)

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correctional services

Department:
Correctional Services
REPUBLIC OF SOUTH AFRICA