

DEPARTMENT OF  
CORRECTIONAL SERVICES

# SERVICE DELIVERY CHARTER

2017/2018

## 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.
  - Social reintegration programmes.
  - Visitation for family members, friends and legal representatives of offenders and remand detainees.
- Correctional programmes to offenders

## OUR SERVICE STANDARDS

- There shall be clearly defined service standards for all the levels of the department.
- All service delivery points must, as a minimum, meet the following service standards:
- Serve citizens promptly and courteously.
- Provide friendly and helpful service.
- Help service users make the right choices in accessing services.
- Provide appropriate signage and information desks.
- Officials must wear nametags for easy identification.
- Answer calls promptly.
- Ensure shorter queues at service delivery points.
- Respond to queries and complaints promptly.
- Respond to mail and email correspondence promptly.
- Resolve customer complaints fairly, consistently and promptly.
- Encourage service users to make suggestions on how to better the services offered.

*Together beating the drum for SERVICE DELIVERY*

### Contact Details:

#### National Head Office

Private Bag X136,  
Pretoria  
0001  
  
Department of Correctional  
Services  
124 Corner WF Nkomo & Sophie  
de Bruyn  
Pretoria  
0001  
  
Tel: (012) 307 2000

#### Gauteng Regional Office

Regional Commissioner  
Private Bag X393  
PRETORIA  
0001  
Correctional Services  
1077 Hatfield Forum East  
Building  
c/o Arcadia and Festival Streets  
Hatfield  
Pretoria  
0083  
Tel: (012) 420 0105  
Fax: (012) 342 4212

#### Free State & Northern Cape Regional Office

Regional Commissioner  
Private Bag X20530  
BLOEMFONTEIN  
9300  
Correctional Services  
103 Agrimed Building  
c/o Markgraaff and Zastron  
Streets  
Bloemfontein  
9301  
Tel: (051) 448 2069  
Fax: (051) 448 8119

#### KwaZulu Natal Regional Office

Regional Commissioner  
Private Bag X9126  
PIETERMARITZBURG  
3200  
Correctional Services  
No 1 Eugene Marais Road  
Naperville  
Pietermaritzburg  
3200  
Tel: (033) 342 6965  
Fax: (033) 345 1198

#### Eastern Cape Regional Office

Regional Commissioner Private  
Bag X9013  
EAST LONDON  
5200  
Correctional Services  
Ocean Terrace – Office Block E  
Moore Street  
Quigney  
East London  
5200  
Tel: (043) 722 1090  
Fax: (043) 722 1064

#### Western Cape Regional Office

Regional Commissioner  
Private Bag X01  
Edgemoed  
7404  
Correctional Services  
Monte Vista Drive  
Monte Vista  
7460  
Tel: (021) 550 6077  
Fax: (021) 558 7316

#### Mpumalanga/North West/ Limpopo Regional Office

Regional Commissioner  
Private Bag X142  
PRETORIA  
0001  
Correctional Services  
Masada Building  
c/o Paul Kruger and Johannes  
Ramokhoase (Proes Street)  
Pretoria  
0001  
Tel: (012) 323 4818/4  
Fax: (012) 323 4836/323 5757

**Office hours:** Head Office & Regional Offices, Area Offices: 07:15 – 15:45. **Compliments or Complaints:** [Communications@dcs.gov.za](mailto:Communications@dcs.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. Copies of the Service Delivery Charter are available on the DCS intranet and internet. [www.dcs.gov.za](http://www.dcs.gov.za)



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**REPUBLIC OF SOUTH AFRICA**