



treasury

Department
Treasury
PROVINCE OF KWAZULU-NATAL

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KZN PROVINCIAL TREASURY

2012/13

SERVICE COMMITMENT CHARTER

DIRECTORATE: AUXILIARY SERVICES

VISION

Excel in administration support services.

MISSION

To ensure provision of professional administrative and technical support services to the department through fleet services, facilities, library, office support and records management services.

THE DIRECTORATE IS COMMITTED TO THE FOLLOWING:

- To be professional and willing to go an extra mile while assist our clients.
- To be transparent and open on our operational processes.
- To be open up for innovations inside and outside the directorate.
- To encourage team work and relaying of tasks or responsibilities.
- To acknowledge receipt of our client's requests and keep them updated.
- To keep our turnaround time on our services as short as possible.
- To encourage innovation and initiatives.

OUR SERVICES AND CLIENTS

SERVICES	CLIENTS
Records Management	Departmental business units, internal staff members
Fleet Services	Departmental business units, candidates, internal staff members
Library and Information Services	Departmental business units, bursary holders, internal staff members
Records Management and Registry Services	Departmental business units, internal staff members
Telephone Management Services	Departmental business units, internal staff members
Boardroom Bookings	Departmental business units, internal staff members
Facilities Management Services	Departmental business units, internal staff members
Office Automation Services	Departmental business units, internal staff members

BENEFITS OF OUR SERVICES

The following are benefits of our services to our clients in supporting them as business units to achieve their strategic objectives:

- Sound records management and registry services.
- Adequate office support services.
- Appropriate office facilities environment.
- Efficient fleet service.
- Appropriate library and information services.

SERVICE STANDARDS:

- Process all invoices for payment to CFO's office within 3 days of receipt.
- Maintain clean departmental facilities.
- Manage and maintain all lease agreements for all departmental facilities 3 months before expiry.
- Manage and maintain all Service Level Agreements of services within 30 days after a letter of award issued to the Directorate.
- Maintain and service fleet promptly as per the manufactures manual.
- Conduct pre and post vehicle inspection for each vehicle allocation process.
- Attend to all state fleet accidents within 30 days after accident has been reported.
- Maintenance of state vehicles addenda within 24 hours of receipt.
- Process sub-car fuel claims within 24 hours of receipt.
- Provide registry and records management assistance and advise promptly.
- Annual disposal of records.
- Respond to boardroom bookings within 2 hours after request.
- Respond to office automation reports within 2 hours of receipt of a report.
- Distribute telephone bills within 7 days of the new month.
- Accession of all library material within 24 hours of receipt.
- Classify all library material within 1 week of receipt.
- Catalogue all library material within 2 weeks of receipt.
- Barcode all library material within 2 days after cataloguing.
- Cover and shelve of library material within 2 weeks after bar-coding.
- Hold bilateral meetings with contracted service providers on service standards.
- Respond to all facilities management request within 24 hours of receipt of request.



MR: E.V.N XULU
SENIOR MANAGER: AUXILIARY SERVICES

05/12/2011
DATE