

**SERVICE COMMITMENT CHARTER**

**CASH MANAGEMENT AND LIABILITIES UNIT**

**WHO ARE WE**

We are the Cash Management and Liabilities Unit

**OUR COMMITMENT TO OUR CLIENTS**

We, the Cash Management and Liabilities Unit commit ourselves to the following principles:-

* To render assistance to our clients in a friendly and courteous manner;
* To abide by professional standards and be a team player in our interactions with clients;
* To be sincere, transparent and open in the course of performing our functions;
* To ensure that our clients have access to full and accurate information;
* To perform our duties effectively and efficiently;
* To address complaints and problems identified by our clients promptly and take corrective measures where necessary;
* To accept constructive criticism and take corrective measures.

**WHEN YOU WRITE TO US**

* We shall acknowledge both internal and external written correspondence within three (3) working days from the date of receiving such correspondence;
* Where detailed response is required, we will endeavor to respond to enquiries within five (5) working days, stating name of officer dealing with enquiry;
* In cases of delay, an interim reply acknowledging receipt of the correspondence and explaining the reason for the delay will be issued within five (5) working days;
* Where a complex matter is referred to us, we will respond within ten (10) working days

or refer

you to someone to assist within five (5) working days;

* The style and tone of all our written correspondence will always be one of empathy;
* We will provide contact details on all written information we send you.

**WHEN YOU ASK FOR INFORMATION OR ADVICE**

* We will try to deal with straightforward requests immediately;
* We will send more complex information within ten working days or refer you to someone else if we are unable to assist you;
* We will provide contact detail on all written information we send you.

**WHEN WE VISIT YOUR ORGANISATION**

* We will arrange a time and date for the meeting that is convenient to all;
* We will give clear and helpful advice on any related issue regarding Banking and Tax.

**WHEN YOU PHONE US**

* If available, we will answer all calls within three rings;
* We will give our name when we answer, be polite and helpful;
* If we cannot deal with your query immediately, we will give the name of the person to whom the query will be passed and say when you can expect them to reply.

**IF YOU HAVE A COMPLAINT**

* Tell us. We will apologise and try to put things right immediately;
* If you are not satisfied, we will investigate and reply within three (3) working days.

If you are not happy with our response, you can write to:

Accountant General: Mr H. Conradie

Provincial Treasury

P.O Box 3613

Pietermaritzburg

3200

**STARTING AND FINISHING TIMES**

You can contact us between 7:30 am and 4:15 pm Monday to Friday.

**HOW YOU CAN CONTACT US**

**Banking Matters:**

Janine Pretorius

Telephone: 033-897 4566

Fax: 033-342 3196

E-Mail:

Janine.pretorius@kzntreasury.gov.za

**Tax Matters:**

Tracey Weston

Telephone: 033-897 4393

Fax: 033-897 4455

E-Mail: Tracey.Weston@kzntreasury.gov.za

**Write:**

Provincial Treasury

P.O Box 3613

Pietermaritzburg

3200

**Visit:**

3RD Floor Treasury House

145 Chief Albert Luthuli Street

Pietermaritzburg