

**SERVICE COMMITMENT PLAN FOR KZN PROVINCIAL SUPPLY CHAIN MANAGEMENT UNIT**

**Vision**

Our vision is to enhance International Supply Chain Management Principles of Best Practice in the Province, whilst being committed and dedicated to work together with other Provincial State Institutions, Provincial Departments and Municipalities to achieve these objectives.

We strive towards being the centre of excellence in professionalism in the country on Supply Chain Management matters.

**Mission**

Our mission is to render outstanding Supply Chain Management professional guidance to provincial departments and municipalities and other state institutions in the province. This unit is further committed to contributing to the establishment of a sustainable financial management environment in the province.

**WHO ARE WE:**

We are the Provincial Supply Chain Management Unit.

**OUR COMMITMENT TO OUR CLIENTS**

We, the Provincial Supply Chain Management 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; and
* To accept constructive criticism and take corrective measures.

**WHEN YOU WRITE TO US:**

We shall acknowledge both internal and external written correspondence within two (2) 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.

The style and tone of all our written correspondence will always be one of empathy.

Where a complex matter is referred to us, we will respond within ten (10) working days or refer

You to someone to assist you within 5 working days.

We will provide contact details 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.

If necessary, and for the sake of efficiency, we will organize a single meeting for several organizations at a venue convenient to all.

We will give clear and helpful advice on the Bids Awards and Appeals.

**WHEN YOU CALL 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 COMPLAINT:**

Tell us. We will apologise and try to put things right immediately.

If you are not satisfied, we will investigate what went wrong and reply within five (5) working days.

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

General Manager: Adv. S.W. Mthethwa

Provincial Supply Chain Management Unit

Private Bag x 9082

Pietermaritzburg

3200

**STARTING AND FINISHING TIMES:**

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

**DATE OF REVIEW:**

Annually

**HOW YOU CAN CONTACT US:**

Telephone: Mrs Sbulele Dlamini: 033-897 4329

Ms M. Du Toit: 033-897 4334

Fax: 033-897 4501/342 4238

Suppliers Database Enquiries:

E-mail: [database@kzntreasury.gov.za](mailto:database@kzntreasury.gov.za)

Toll Free No.: 0800 201 049

Working Days: Monday – Friday

Working hours: 08H00 – 15H00

Visit: 6th floor and Ground floor within Treasury House

145 Chief Albert Luthuli Street

Pietermaritzburg

3200

E-mail: scm@kzntreasury.gov.za