



treasury

Department:
Treasury
PROVINCE OF KWAZULU-NATAL

145 Chief Albert Luthuli Road
Pietermaritzburg 3201
Private Bag X9082
Pietermaritzburg 3200
Tel: 033 897 4200 - Fax: 033 342 4662

KWAZULU-NATAL PROVINCIAL TREASURY

SERVICE COMMITMENT CHARTER

DIRECTORATE: HUMAN RESOURCES

VISION

To be the best in providing, developing and maintaining a healthy workforce.

MISSION

We are here to provide a professional, prompt and effective human resource management and development service, which will enable line managers to acquire the required number of competent staff and partner with them in the management and development thereof, whilst creating a conducive environment for all staff members for the ultimate achievement of the core objectives of the Department.

WHERE CAN WE BE FOUND?

We are situated within Treasury House, on the 3rd Floor, from Rooms 323 to 335.

OUR COMMITMENT TO OUR CLIENTS

We, the Directorate Human Resources Management and Development commit ourselves to the following principles:-

- To render assistance to our clients in a friendly and courteous manner.
- To welcome constructive criticism from clients.
- To work and interact as a team and abide by professional standards in our interaction with clients.
- To be accessible to our clients, and to perform our duties efficiently and effectively, by being committed to team work.
- To be sincere, professional, consistent, transparent, loyal, trustworthy and maintain confidentiality in the cause of performing our functions.

THE SERVICES WE PROVIDE:

- Human Resource Strategy, Policy and Development
- Human Resource Practices and Administration
- Organisational Efficiency
- Employee Relations
- Employee Health and Wellness



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OUR SERVICE STANDARDS

WE WILL:-

- Issue an appointment letter within 5 working days after of approval to appoint from the HOD or delegated official.
- Finalise the entire appointment process within 5 working days of assumption of duty, provided that all required documentation have been received.
- Endeavor to finalise a termination of service within one month of receipt of notification.
- Process housing guarantees/ application for a housing allowance within 5 working days of receipt of all required documentation.
- Ensure that all amendments to stop orders have been effected and coded on the next salary advice, provided that they are received at least 5 working days prior to the last Friday of every month.
- Answer telephone calls within 3 rings.
- Submit IOD reports to Workmen's Compensation Commissioner within 1 day of receipt thereof.
- Ensure that the salary of newly appointed official is paid on the last day of the month of appointment provided that all required documents are received.
- Endeavor to have leave gratuity and pro-rata service bonus cheques available on the last day of service, upon termination of service.
- Prepare a submission to Management for authority to fill a post (s) within 2 working days of receipt of fully motivated request from the Line Manager, subject to job description and evaluation being completed.
- Advertise posts within 5 working days in the media, subject to CFO processes and 3 working days within the provincial administration, once approval has been granted and the advertisement has been certified by the Line Manager.
- Compile a schedule of applicants and preliminary screening within 5 working days after the closing date of an advertisement and grace period subject to a number of variables.
- Endeavor to finalise the recruitment process within 2 months of closing date of advert, subject to availability of the panel members and receipt of SSA vetting report.
- Process post establishment variations and create posts within 10 working days of receipt of approval. – Karen's standard



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- Send out vacancy circulars received from other provincial departments and DPSA to staff via e-mail within 2 working days of receipt.
- Implement salary adjustments and performance bonuses iro PMDS within 5 working days of receipt of approval from the Head of the Department.
- Bursary payments will be initiated within 2 working days of receipt.
- Obtain a service provider for training courses within 7 days of request.
- Induction/ orientation will be conducted on a quarterly basis for all new appointees.
- Initiate Employee Health and Wellness referrals within 4 working days of consultation with employees.
- Acknowledge receipt of your letter/ minute/ grievance within 5 working days.
- Provide advice and guidance on all labour relations matters in a prompt and professional manner.
- Facilitate the resolution of all grievances and labour disputes in a prompt, fair, consistent and progressive manner.
- Finalise disciplinary cases within 90 days, otherwise 120 days if it involves an appeal.
- Implement PSCBC resolutions within one month of the determination by MPSA.
- Conduct the following organisation and post establishment investigations:-
 - "Ad hoc" investigation for the creation of a additional post – 15 to 30 working days
 - Review/create a section/division and sub-directorate – 1 – 2 months
 - Review/create a Directorate – 2-3 months
 - Review/create a Chief Directorate – 3-4 month
 - Review/create a Branch – 4-6 months
 - Review/create a Department – 6 -12 months
- Design a new job description for a newly created post or occupational class within 6 working days and an existing job description for an existing post or occupational class 4 working days of receipt, in line with the proposed/approved structure.
- Develop 4 Standard Operating Procedure's (SOP's) and map 4 business processes every quarter.
- Evaluate a newly created/defined post within 1 month of request, subject to the receipt of all required documents.
- Review human resource plan within two months from the date of strategic plan and organizational structure's approval.



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CONTACTS FOR HRM SERVICES

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Mr MH Ngcobo	Deputy Director: Employee Relations	033- 8974398 033- 8974317
Mr SN Luthuli	Deputy Director: Organisational Efficiency Services	033- 8974456 033- 3424317
Ms N Mlotshwa	Deputy Director: Employee Health and Wellness	033-8974341 033-8974317
Ms M Mayekiso	Deputy Director: HR Practices and Administration	033-8974419 033-8974317



MS K. CHETTY
DIRECTOR: HUMAN RESOURCES

04/04/2019
DATE