The Public Service Regulations, 2016, which came into effect of 1 August 2016, provides as follows: (All underlining is my own):

“Part 3

Service delivery Operations management framework

36. An executive authority shall establish and maintain an operations management framework which shall include—

(a) an approved service delivery model;
(b) a list of all core mandated services provided by the department;
(c) mapped business processes for all services;
(d) standard operating procedures for all services;
(e) service standards for all services;
(f) a service delivery charter referred to in regulation 37; and
(g) a service delivery improvement plan referred to in regulation 38.

Service delivery charter

37. (1) An executive authority shall publish on its website annually a service delivery charter which sets out the department’s service standards that members of the public can expect and which will serve to explain how the department will meet each of the standards.

(2) The service delivery charter referred to in subregulation (1) shall include—

(a) the name, contact details, telephone numbers and addresses of the service delivery facility;
(b) the type of facility and services offered at the service delivery facility;
(c) the fee payable for the services offered;
(d) the operating hours of the service delivery facility; and
(e) a compliments, complaints and redress mechanism.

(3) The service delivery facility contemplated in subregulation (2) shall include—

(a) the head office, provincial, regional and local offices of a department; and
(b) any service delivery point where public services are obtained.

Service delivery improvement plan

38. An executive authority shall establish and maintain a service delivery improvement plan aligned to the strategic plan contemplated in regulation 25 for his or her department—

(a) specifying the main services to be improved to the different types of actual and potential service recipients as identified by the department;
(b) containing consultation arrangements with the department’s actual and potential service recipients;
(c) with due regard to the service recipient’s means of access to the services and the barriers to increased access thereof, specifying the mechanisms or strategies to be utilised progressively to remove the barriers so that access to services is increased;
(d) indicating standards for the main services identified for improvement;
(e) containing arrangements as to how information about the department’s services are to be provided; and
(f) stipulating a system or mechanisms for complaints.”

The Executive Authority is defined in section 1 of the Public Service Act, 1994, as follows:

“executive authority’, in relation to-

(a) the Presidency or a national government component within the President’s portfolio, means the President;

(b) a national department or national government component within a Cabinet portfolio, means the Minister responsible for such portfolio;

(c) the Office of the Commission, means the Chairperson of the Commission;

(d) the Office of a Premier or a provincial government component within a Premier’s portfolio, means the Premier of that province; and

(e) a provincial department or a provincial government component within an Executive Council portfolio, means the member of the Executive Council responsible for such portfolio.”