

SERVICE DELIVERY CHARTER

OF THE DEPARTMENT OF HOME AFFAIRS

**A social contract and
commitment by the
department on service
delivery to the Public**



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

We Care!

OFFICIAL SIGN-OFF

It is hereby certified that the **Service Delivery Charter for the Department of Home Affairs:**

- Was developed in consultation with Executive Management, Provincial Management teams, staff members and Batho Pele Coordinators of the Department of Home Affairs.
- Takes into account all policies, legislation and other mandates for which the Department of Home Affairs is responsible.
- Reflects a Statement of Public Service Commitment of the Department of Home Affairs.

Mr. Vusumuzi Mkhize
Deputy Director General: Civic Services

Signature 

Mr. Mpho Moloi
Chief Director: Channel Management

Signature 

Ms. Rosina Senona
Director: Footprint Development and Hospitals

Signature 

Approved by
Mr. Mkuseli Apleni
Director-General of Home Affairs

Signature 

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Who are we?

The Department of Home Affairs is a national government department that consists of two main branches – Civic Affairs and Immigration Affairs. The Civic Affairs branch is the custodian of the National Population Register which contains the records of all citizens and permanent residents, including changes in status such as marriage and death. The Immigration Affairs branch is responsible for the determination of the status and identity of foreign nationals, regulation of immigration through permitting and movement control systems and provision of consular services abroad. Through the Inspectorate, the branch enforces the Immigration Act and Regulations. It is also responsible for processing and determining the status of asylum seekers and refugees.

The core function of the Department of Home Affairs is to protect and verify the identity and status of citizens and other persons resident in South Africa as recorded on the National Population Register, including issuing of travelling documents. The Department of Home Affairs controls, regulates and facilitates immigration and the movement of persons through ports of entry. It also services foreign missions; enforces the Immigration Act; and determines the status of asylum seekers and refugees in accordance with international obligations.

Who benefits from the Service Charter?

This Charter set out the standard of service you can expect from the staff of the Department of Home Affairs in various service points, such as:

- Civic Affairs service points
- Ports of Entry, including: airports, seaports, rail and land border posts.
- Refugee centres
- Foreign missions

Our vision

A safe, secure South Africa where all of its people are proud of, and value, their identity and citizenship.

Our mission

The efficient determination and safeguarding of the identity and status of citizens and the regulation of immigration to ensure security, promote development and fulfill our international obligations.

Our strategic objectives

- a. Issue enabling documents relating to identity and status to all eligible citizens
- b. Issue enabling documents efficiently and securely to foreigners
- c. Provide secure, effective, efficient and accessible service delivery to citizens and immigrants

Our principles, values and aspirations

COMMITMENT TO CONSTITUTIONAL VALUES AND TO A CULTURE OF HUMAN RIGHTS: The Department of Home Affairs recognizes the supremacy of the Constitution and the rule of law and applies all laws fairly and uniformly to ensure equal protection of human dignity, achievement of equality and the advancement of human dignity and freedom, non-racialism and non-sexism for the people of the Republic of South Africa.

The Department of Home Affairs is committed to being: People-centered and caring; Patriotic; Professional and having integrity; Corruption free and ethical; Efficient and innovative; Disciplined and security conscious.

BATHO PELE: We are committed to providing quality services to both our internal and external customers by meeting and exceeding their expectations and needs. We commit to all Batho Pele principles of:

- a. **Consultation** – The Department of Home Affairs will have regular consultation with relevant stakeholders including the public regarding the level and quality of services it provides.
- b. **Service Standards** – Setting service standards specifying quality of services to be expected.
- c. **Access** – Increasing access to services especially to those who are historically disadvantaged and ensuring that all citizens have equal access to the services to which they are entitled. Currently there are 407 offices and 72 ports of entry service points available to give quality service to the public.
- d. **Courtesy** – Ensuring higher levels of courtesy by adhering to set standards in serving customers.
- e. **Information** – Providing accurate and relevant information and advice about services so that customers have necessary information to make informed decisions.
- f. **Openness and Transparency** – Increasing openness and transparency about how services are delivered. The Department will provide information on how the national and provincial departments are managed, how much they cost, and who is in charge.
- g. **Redress** – If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response; and
- h. **Value for Money** – Rendering our services to the satisfaction of our customers.

The Department of Home Affairs upholds human dignity and ensures equal opportunities and fairness in its interactions in order to engender a spirit of trust and unity. The Department promotes tolerance and respect for the diversity of its employees and the citizens of this country and draws strength from such diversity.

Mandate of the Department

The Department of Home Affairs fulfills its civic mandate by acting as the custodian of citizenship and identity. The Department also has a mandate to regulate immigration, enforce the Immigration Act (2002) and determine the status of asylum seekers and refugees. These two functions are essential to the security of the state; they enable access to rights and services, and they support social and economic development.

Key services rendered by the Department

The Department works in close collaboration with all Safety and Security cluster departments, in particular, the South African Police Services, State Security Agency and the South African National Defence Force. There are Home Affairs offices situated across the Republic of South Africa, providing South African citizen and immigration services.

The key services rendered are as follows:

1. Civic Affairs

For professional services to the public, Civic Affairs provides efficient management of the branch for both head office and frontline offices and policy direction. This branch sets standards for and manages back office processes. Its purpose is also to provide secure, efficient and accessible services and documents for citizens and lawful residents.

The following are services rendered at any Department of Home Affairs Civic Services:

- a. Birth and death registration
- b. Issuing of Identity documents
- c. Marriage and divorce registration
- d. Issuing of travel and citizenship documents
- e. Status determination and verification
- f. Registration of adoptions

2. Immigration Affairs

This service entails the provision of policy direction, sets standards and manages back office processes. Its purpose is to facilitate and regulate the secure movement of people through ports of entry into and out of the Republic of South Africa, determine the status of asylum seekers, regulate refugee affairs and ensure that all persons are in the Republic on a lawful basis, failing which such persons are subject to immigration enforcement.

The following are services rendered at any Department of Home Affairs Immigration Services:

- a. Refugee identification registration
- b. Issuing of refugee travelling documents
- c. Permanent and temporary residence permits
- d. Refugee asylum seeker registration

What you can generally expect at a service point

We acknowledge that your visit might be related to a traumatic and stressful experience. All our personnel are committed to making every effort to make your attendance a simple and worthwhile experience.

You can expect the following standard or treatment when you visit our offices –

You can expect our official to:

- a. Deal with you professionally and accord fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social attributes
- b. Identify themselves by name and to wear a name tag for easy identification
- c. Address you directly, with respect and due regard for your human dignity and other rights, and

- d. Treat you courteously and provide you with an apology and explanation for any inconveniences that may occur.

When you arrive at any service point you can expect:

- a. To be kindly directed to a waiting area where you will be serviced
- b. To be provided with information which will assist you in finding your way within our offices easily
- c. To be served by a professional, accountable and impartial officials who conduct their work with integrity and without bias
- d. Our processes to be transparent, fair and reliable, and
- e. Facilities to be safe, accessible and convenient to use by all, including people with disabilities.

If you phone us, you can expect officials to:

- a. Answer the phone courteously, identify the centre and provide you with their names
- b. Be helpful and deal with your inquiries promptly
- c. Transfer your call to the appropriate area/person, where necessary, and
- d. Provide you with a reference number and contact name for future queries.

If you write to us you can expect to:

- a. Receive a courteous and clear reply within twenty five (25) working days
- b. Receive an acknowledgement of your correspondence within two (2) working days
- c. Receive response and detailed correspondence to your query in two (2) working days
- d. Where query exceeds the set timeframes, receive detailed information for the reason of the delay and the next possible resolution date, and
- e. Be sent correspondence in simple language and where possible, in your preferred language.

There are some things that you can do to assist us to serve you better and deliver high quality services:

- a. Provide any information that is relevant to your application and enquiry
- b. Provide any relevant documents and reference numbers
- c. Register your child's birth within thirty (30) days of giving birth
- d. Apply for an Identity Document when you turn sixteen (16) years of age
- e. Tell us without delay of any change of address or change in marital status and citizenship
- f. Follow instructions sent or given to you by officials, and
- g. Treat other clients, officials and offices with respect and dignity.

How can you lodge a complaint?

At any of our service points

- a. Ask for the Office Manager and lodge your complaint. Ensure that you take down his/her name and leave your contact details, and/or
- b. Write a complaint and put it in the complaints box at the entrance of the service point,
Submit your complaint to our Customer Service Centre; the e-mail address is:
csc@dha.gov.za

If dissatisfied with the response, you can:

- a. Contact the Office of the Chief Director: Channel Management in which the respective Customer Service Centre is situated. Telephone numbers and contact details are available at the service point and also on the Department's website
- b. Contact senior managers. Their telephone numbers and contact details are available at offices and on the Department's website

OR

- c. Write to
- The Director-General
Department of Home Affairs
Channel Management Chief Directorate
Private Bag X114, Pretoria, 0001**

When you lodge a complaint you can expect:

- a. An impartial, speedy and effective complaints handling procedure
- b. An apology and appropriate redress when you are not treated well or standards have not been met.

Customer's obligation

We count on a strong partnership with you for the realization of the promises in this Charter. We also count on you to be courteous towards our staff and treat them with respect so that they can serve you better.

Let us have your views

We value your views regarding the Department of Home Affairs' services. Please let us have your views through the following:

- Website www.dha.gov.za
- Email address Customer Service Centre
csc@dha.gov.za
- Toll-free line **0800 601 190**
- Complaints and suggestion boxes at all service points
- Participation in annual Customer Satisfaction Surveys

Department's pledge to maintain service delivery standards

The Department of Home Affairs pledges to uphold and protect the Constitution of the Republic of South Africa and to render accessible, fair, speedy and cost-effective services, in the interest of a safer and more secure South Africa. To this end, the Department will:

- Maintain and improve the set standards
- Provide quality information and appropriate services
- Promote constitutional democracy, and
- Protect your privacy and confidentiality.

We shall publish the results of our performance against our standards annually (**in the Annual Report**)

Service norms and standards for specific services rendered at our service points

We commit to deliver as follows:

1. Birth registrations

- Customers will not spend more than two (2) hours in the queue before being attended to
- Processing of new birth applications will be done within a day
- Unabridged certificates for births registered before 1 March 2013 will be issued within eight (8) weeks.
- Registration of birth for 16 years and older will be processed within eight (8) weeks.

2. Registration of adoptions

- Process and finalise adoption applications within eight (8) weeks.

3. Identity Documents

- Customers will not spend more than two (2) hours in the queue before being attended to.

- Processing of an identity document application will be done within fifty four (54) working days.
- Processing of an identity document application for re-issue will be done within forty seven (47) working days.
- Processing of a Smart ID Card application will be done within thirteen (13) working days.
- Processing of a temporary identity document will be done on the spot in the office of application if you are verified correctly.

4. Marriage registration

- Marriage registration will be done within one (1) working day and hand written abridged marriage certificates issued within one (1) working day.
- Unabridged marriage certificates will be issued within eight (8) weeks.
- Marriage registration if divorced will be done within eight (8) weeks and updating of divorce status will be done within a day.
- Marriage registration if one party is deceased will be done within eight (8) weeks and marriage certificates be issued within eight (8) weeks.
- Processing of an application concerning consent to marry a minor will be finalized within three (3) months after the date of submission of application.
- Letter of confirmation of marital status will be issued within five (5) working days after the request for confirmation of marital status has been received.
- Verification of marital status will be acquired on the spot through the Department's online service.

5. Divorce registration

- Customers will not spent more than two (2) hours in the queue before being attended to
- Registration of divorce and issuing of a letter of impediment will be done within ten (10) working days.

6. Death registration

- Death registration will be done and death certificates (hand-written and abridged) issued within one (1) working day.
- Unabridged death certification will be processed and issued within eight (8) weeks.
- Death registration outside South Africa will be registered and death certificates issued within two (2) working days.

7. Travel documents

- Tourist passport will be processed and issued within thirteen (13) working days through live capture application and twenty one (21) working days through manual application.
- Child passport will be processed and issued within thirteen (13) working days through live capture application and twenty one (21) working days through manual application.
- Maxi passport will be issued within twenty one (21) working days.
- Official passport will be processed and issued within twenty one (21) working days.
- Diplomatic passport will be processed and issued within twenty one (21) working days.
- Emergency travel certificate will be issued on the spot provided fingerprints can be verified on the spot.
- Crew member certificate will be issued within one (1) week.

8. Citizenship:

- Registration of Foreign Birth will be processed within twelve (12) weeks.
- Refugee identity document will be issued within ninety (90) calendar days.
- Application for naturalization will be processed within twelve (12) month.
- Application for retention of citizenship will be processed within twelve (12) weeks.
- Application for exemption from loss of citizenship will be processed within twelve (12) weeks.
- Application for resumption of citizenship will be processed within twelve (12) weeks.
- Application for renunciation of citizenship will be processed within twelve (12) weeks.
- Determination of citizenship status will be adjudicated within twelve (12) weeks.
- To Whom It May Concern letter will be issued within twelve (12) weeks.

- Duplicate copy of naturalization certificate will be issued within twelve (12) weeks.

9. Document for travel purposes

- Application for replacement of lost/stolen South African passport will be processed and issued within twenty one (21) working days.
- Application for replacement of new format South African tourist passport that runs out of blank visa pages will be processed and passport issued within twenty one (21) working days.
- Application for replacement of child lost/stolen child passport will be processed and passport issued within twenty one (21) working days.
- Application for replacement of child lost/stolen passport will be processed and issued within twenty one (21) working days.

10. South African Visas

- Visa application for medical treatment of less than three (3) months will be issued within four (4) days.
- Visa application for working in the entertainment industry will be within six (6) weeks and visitors' permit will be issued within ninety (90) days.
- Visa application for attending a conference will be issued within four (4) days.
- Visa for compliance of Treaty conditions will be issued within six (6) weeks.

11. Residence Permits

- Application of permanent residence permits will be adjudicated within eight (8) months for applications collected within the Republic of South Africa from the date of receipt of application until outcome is known.
- Application of business, critical skills, and general work permits will be adjudicated within eight (8) weeks processed within Republic of South Africa from the date of receipt of application until outcome is known.

- Application for temporary residence permits will be adjudicated within eight (8) weeks within the Republic of South Africa from the date of receipt of application until outcome is known.

12. Asylum seekers

- Application for asylum will be adjudicated within one hundred and eighty (180) calendar days, including appeals, if any.

OUR OFFICES

EASTERN CAPE

Tel: 043 642 2168, Fax: 043 642 1165

11 Hargreaves Avenue

King Williams Town

5601

FREE STATE

Tel: 051 410 3900, Fax: 086 615 9308

40 Victoria Street

Willows

Bloemfontein

9301

GAUTENG

Tel: Fax: [Please add Tel & Fax]

78 Mineralia Building

Cnr De Korte & Debeer Street

Braamfontein

2017

KWAZULU-NATAL

Tel: 033 845 5038, Fax: 086 514 7844

181 Church Street

Pietermaritzburg

3201

LIMPOPO

Tel: 015 287 2830, Fax: 015 297 6168

89 Biccard Street

Polokwane

0700

MPUMALANGA

Tel: 013 753 3100, Fax: 013 753 3501

29 Bester Street

Nelspruit

1200

NORTH WEST

Tel: 018 381 6239/8928, Fax: 086 511 9765

Cnr Carrington & Shippard Street

ODRA Building

Mafikeng

2745

NORTHERN CAPE

Tel: 053 807 6700 / 6701, Fax: 053 807 6719

69 Du Toits Pan Road

Quantum Leap Building, 2nd Floor

Kimberley

8301

WESTERN CAPE

Tel: 021 488 1403, Fax: 021 468 4568

56 Barrack Street, 2nd Floor

Cape Town

8000

The Department of Home Affairs (Head Office)

Hallmark Building

230 Johannes Ramokhoase Street

PRETORIA

0001

Tel: 012 406 2500

New Co-operation Building (BVR)

184 Jeff Masemola Street

PRETORIA

0001

Operating Hours

Weekdays: 08:00 - 16:00

Saturdays: 8:30 - 12:30

Last Wednesday of the month: 09:00 - 16:00

www.dha.gov.za