



international relations & cooperation

Department:
International Relations and Cooperation
REPUBLIC OF SOUTH AFRICA

Department of International Relations and Cooperation (DIRCO) Service Delivery Charter

VISION

The DIRCO's vision is that of an African continent, which is prosperous, peaceful, democratic, non-racial, non-sexist and united and which contributes to a world that is just and equitable.

MISSION

DIRCO is committed to the promotion of South Africa's national interests, values, the African Renaissance and the creation of a better world for all.

VALUES

- Patriotism
- Loyalty
- Dedication
- Ubuntu
- Equity
- Integrity
- Batho Pele.

DIRCO provides the following services:

- advising and communicating South Africa's foreign policy imperatives and positions
- promoting and advancing national interests and our foreign policy priorities within and engagements with the international community
- coordinating and enhancing participation by all spheres of government in the implementation of South Africa's foreign policy
- rendering consular and legalisation services
- coordinating and regulating engagements and interfacing with the resident diplomatic community.
- All the services are supported by effective and efficient administrative governance.

When you call us, we will:

- answer promptly
- identify ourselves by name
- deal with your enquiry promptly
- listen attentively and with care to what you want to tell us
- direct your enquiry to an appropriate section/person if we cannot assist you
- be courteous and polite.
- You will not be subjected to unnecessary telephone voice prompts and referrals, as we will endeavour a maximum of three (referrals). Your details will be taken and necessary follow-ups will be made.

When you write to us, we will:

- acknowledge receipt of your letter within 72 working hours
- update and inform you of progress until the service has been delivered and the process completed.

When you visit us, we will:

- warmly welcome you, identify ourselves by wearing name tags and deal with your enquiry promptly
- address you directly with respect
- act in a friendly and helpful manner

- explain the procedure involved and ensure your full understanding of the process
- provide access to people with disabilities
- provide you with information and advice on our services.
- Our performance against our standards
- We shall publish the results of our performance against our standards each year in the departmental Annual Report.
- We will be open and transparent about how our actual performance compares with our set standards of service.
- Service recipients have the right to all Batho Pele principles, especially the following:
 - courteous behaviour
 - information
 - access
 - openness and transparency.

Compliments and complaints:

- We value and appreciate your feedback on the quality, timely and responsive character of our services. We strive to ensure that your needs and expectations are met and we encourage you to provide us with your comments in the suggestions boxes provided. Comments and suggestions can also be sent to service.delivery@dirco.gov.za

Address:

Physical address:
OR Tambo Building
460 Soutpansberg Road
Rietondale
Pretoria
0084

Postal address:
Department of International Relations and Cooperation
Private Bag X152
Pretoria
0001

Telephone: 012 351 1000
Office Hours: 08:00 – 16:30 (Mondays to Fridays)

COMPILED BY:

SERVICE DELIVERY CHAMPION:

Ms Serialong Chauke
012 351 1137

Signature: _____

SIGNED BY:

HEAD OF DEPARTMENT: Director-General
Ambassador JM Matjila

Signature: _____

APPROVED BY:

EXECUTIVE AUTHORITY:

MINISTER Maite Nkoana-Mashabane

Signature: _____