

SERVICE DELIVERY CHARTER

Department of Sport and Recreation Development

The department was launched in July 2004. The purpose statement is as follows:

“ To create an enabling environment by providing opportunities for sport development and recreation, to improve the quality of life for all citizens of eThekwinini with a bias towards the previously disadvantaged.”

We can be found @

*8th Floor
75 Dr Langalibale Dube Street, Durban, 4001
PO Box 5426, Durban, 4000
Tel: 031 3114480 Fax: 031 3114603*

The Service we provide

The Department's mandate is derived directly from the Constitution. Section 152, emphasises the **developmental** mandate of municipalities and to make sport and recreation accessible to all.

The mandate is to create an environment that contributes to the development of Sport and the provision of continuous active Recreation programmes within EtheKwini Municipality in partnership with various stakeholders.

Our Service Standards

We have set the following minimum standards for the level of quality of service delivery

When a member of the public writes to us we shall:

- Acknowledge your letter within 5 working days of receiving it
- Advise you on when you can expect a reply to your requests
- Provide you with telephone, fax and email details

Our Performance against our standards

We shall publish the results of our performance against our standards each year in our annual reports.

We abide by all the Batho Pele principles.