



GOVERNMENT OF SWAZILAND
MINISTRY OF HOUSING & URBAN DEVELOPMENT

**THE MINISTERIAL SERVICE CHARTER AND PLEDGE
2019 - 2022**



"Doing it the First World Way"

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ACRONYMS

AG	-	Attorney General
AMICAALL	-	Alliance of Mayors Initiative to Combat HIV and AIDS at the Local Level
DHHS	-	Director Housing and Human Settlement
DUG	-	Director Urban Government
EMS	-	Emergency Medical Services
HoD	-	Head of Department
LA	-	Legal Advisor
MoHUD	-	Ministry of Housing and Urban Development
MTEF	-	Medium Term Expenditure Framework
NDS	-	National Development Strategy
PAC	-	Public Accounts Committee
PAS	-	Principal Assistant Secretary
PBC	-	Planning and Budget Committee
PPCU	-	Public Policy Coordinating Unit
ELGPST	-	Eswatini Local Government Project Support Team
ENFES	-	Eswatini National Fire and Emergency Services
UDP	-	Urban Development Plan
ULGs	-	Urban Local Governments

FOREWORD BY THE HONOURABLE MINISTER



It is my privilege and honor to present the Service Charter and Pledge for the Ministry of Housing and Urban Development. I am extremely grateful to His Majesty's Government and Cabinet for having spearheaded the roll out of the implementation of the Development of Client Service Charters. My accolades further go to our internal ministerial committee, staff and stakeholders who all participated in the crafting of this document. I do believe that this document will provide the general public with the necessary insight on the ministry's operations in particular the services currently on offer as we all move towards the realization of Vision 2022 attributes. The activities covered under this document are in essence part of the implementation of the Ministry's three-year strategic plan document including its Performance Targets. The document provides a "*helicopter view*" of the services that the Ministry renders and offers. This Ministry continues to protect the country's citizens and their properties against the dangers of fire and other emergency incidents through timely response and proactive measures.

We remain committed in carrying out our mandate in a transparent and efficient manner and shall continue to strive to demonstrate high levels of personal integrity and reliability in order to gain the trust and confidence from our stakeholders. Urban areas can serve as important engines for economic growth especially in view of the Country's 2022 vision relating to attaining First World status.

HONOURABLE PRINCE SIMELANE (MP)
MINISTER FOR HOUSING AND URBAN DEVELOPMENT

ACKNOWLEDGEMENTS



This document is produced by the Ministry of Housing and Urban Development as part of its activities to improve service delivery to our customers. Special appreciation goes to the committee that coordinated the whole process and the guidance offered by the Ministry of Public Service. We are also grateful to the heads of departments and general members of staff for all their efforts towards the production of this document. The Ministry is committed to the provision of improved service standards to all our customers, as contained in this document and hope that all users will find it very useful.

CLIFFORD S. MAMBA
PRINCIPAL SECRETARY MINISTRY OF HOUSING AND URBAN DEVELOPMENT

THE MINISTRY OF HOUSING AND URBAN DEVELOPMENT

THE SERVICE PLEDGE



The Ministry of Housing and Urban Development pledges to:

- **Ensure efficient urban governance**
- **Provide rational spatial planning, efficient land use management and development control**
- **Timeously process applications for land subdivisions in declared urban areas**
- **Review applications for human settlements and townships**
- **Effectively coordinate urban local government elections**
- **Conduct quarterly site inspections of urban local governments and controlled areas to assess their performance**
- **Ensure proactive housing solutions and sustainable human settlement services**
- **Ensure timely emergency rescue and fire prevention services**
- **Provide robust training on fire and emergency matters**

At all material times, in line with our Customer Service Charter of 2019 – 2022.

EXECUTIVE SUMMARY

The Ministry of Housing and Urban Development Service Charter is a statement of intent of the Ministry's commitment to provide best possible service standards to its clients. It sets out the standards of services the clients can expect from the Ministry. It is also the evidence of our resolve to offer the best services. The charter is the cornerstone of the Ministry's initiative to improve service delivery in the Housing and Urban Development Sectors. It also serves as a gauge against which the performance of our service delivery can be measured.

The charter is based on the Government of eSwatini Public Service Charter and it is consistent with the provisions of the Constitution of eSwatini and key Government policies, regulations and legislations. More specifically, it is designed to respond to the following:

- a) The growing desire to improve service delivery that has necessitated various Public Sector Reforms;
- b) The need to help internalize the culture of service, non-discrimination, participation, responsiveness, transparency and accountability both in the Public Servants and clients.

Under this service charter, the ministry commits to provide all the services related to its mandate pledges to render these to the best of its ability by the different Departments which include; the Minister's Office, Principal Secretary and Administration, Housing and Human Settlements, Urban Government and the National Fire and Emergency Services.

OBJECTIVES OF THIS CHARTER ARE;

1. To inform our clients and stakeholders of the quality of services our Ministry offers.
2. To clarify the relative rights, expectations and obligations of our clients and the service commitments.
3. To provide a framework for defining service delivery standards to be provided by Ministry of Housing and Urban Development (MoHUD).
4. To act as a tool towards enhancing performance across all departments.
5. To professionalize and encourage excellence in the MoHUD.

1.0 INTRODUCTION

The Ministry's mandate has over the years evolved to include the development and maintenance of institutional housing as amended in 2006.

1.1 Our Vision

To ensure well planned, safe and integrated human settlements towards first world standards.

1.2 Our Mission Statement

To provide a sustainable local governance framework capable of delivering responsive quality services, well planned and integrated human settlement through implementation of relevant constitutional provisions and development policies.

1.3 Our Mandate

“To create an enabling environment for the development of human settlements and urban community amenities through governance, formulation of responsive regulations, legislations and policies”.

1.4 Key Objectives of the Ministry

- To promote good governance in all urban local authorities
- To plan and develop a transparent Crown Land allocation policy that ensures equal access to land for both men and women.
- To guarantee safety of citizens through emergency rescue, fire prevention and awareness
- To enforce sustainable land use, development and building control in urban areas.
- To develop and promote use of local indigenous material for affordable housing construction
- To enforce appropriate standards for national housing infrastructure to ensure safety in rural, peri- urban and urban areas
- To create an efficient land market with adequate information with easy and affordable registration and transfer fees
- To provide institutional housing country wide and adequate maintenance thereof of institutional housing stock.

1.5 Core Values and Principles

The following ethics and values are in line with the desired work culture and demands from the mandate that the Ministry is entrenching in leadership, staff and as a philosophy against which decisions are based and performance evaluated in the Ministry's pursuit of excellence:

- **Integrity:** Deal with matters in an Honest, Reliable, Fair and Equitable manner
- **Transparency:** handle matters openly and fairly.
- **Respect:** Engage clients with courtesy and humility.
- **Professionalism:** Handle matters effectively, efficiently and with confidentiality.

1.6 Portfolio Responsibilities

The Ministry of Housing and Urban Development was established in 1991 and derives its mandate from Legal Notice No. 189 of 2015 with an initial mandate to provide the following:

Departments:

- Urban Government Administration
- Urban Development
- Housing and Human Settlements
- National Fire and Emergency Services

Agencies:

- Eswatini National Housing Board
- Municipal Councils, Town Councils and Town Boards
- AMICAALL Swaziland
- Controlled Areas

Statutory Bodies:

- Building's Appeal Tribunal
- Human Settlements Authority
- Town Planning Board

The Ministry's mandate has over the years evolved to include the development and maintenance of institutional housing as amended in 2014.

1.7 Legislation Governing Service Provision

The operations of the Ministry of Housing and Urban Development are guided by the following legislation framework:

- The Constitution of Eswatini – Provides mandate on local government and national physical planning
- Government General Orders – Guides the employment, performance and other matters related to the public service
- Building and Housing Act of 1968 – Regulates building construction and development control
- Urban Government Act of 1969 – Establishes and regulate urban local authorities

- Human Settlements Authority Act – Establishes and regulates human settlements
- Eswatini National Housing Board Act of 1988 – Establishes the Swaziland National Housing Board and set out its functions
- Crown Lands Disposal Act of 1911 and Crown Lands Disposal Regulations of 2003 – Regulates the disposal of government land in urban areas
- Town Planning Act of 1961 – Regulates physical planning and development
- Sectional Titles Act 2003 – Provides for management and disposal of cluster and multi storey buildings.
- King’s Order in Council No. 14 of 1975 – Establishes and sets out functions of the Eswatini National Fire and Emergency Department

1.8 Official Working Hours

- ✚ Working hours are between 0800hrs – 1645hrs Monday to Thursday, 0800hrs – 1630hrs Fridays.
- ✚ The lunch hour is between 1300hrs – 1400hrs
- ✚ Offices shall be closed on weekends and public holidays
- ✚ Offices shall be closed as well as any other days stipulated by Government.
- ✚ **The Eswatini National Fire and Emergency Service is open 24 hours a day.**

2.0 DEPARTMENTS OF THE MINISTRY

2.1 THE HONOURABLE MINISTER’S OFFICE

The Minister’s Office is the head of the ministry. It provides overall leadership and coordinates the development of policies. The Minister is responsible for the public enterprises that fall under the Ministry which include the Eswatini National Housing Board, all Urban Local Authorities and Controlled Areas.

2.2 PRINCIPAL SECRETARY AND ADMINISTRATION OFFICE

The office of the Principal Secretary provides administrative, strategic and advisory direction and support to all the departments of the ministry, liaising with Central Government agencies to ensure adequate resource provision for undertaking the ministerial mandate and acting as custodian of all personnel related issues. The Principal Secretary as administrative head of the ministry is also the Controlling Officer of the entire ministry’s budget in accordance with the Public Finance Management Act of 2017.

The Principal Secretary’s office is divided into two sections which are the core of the ministry, namely Administration and Technical.

2.2.1 UNDER SECRETARY – ADMINISTRATION

Administration department is in charge of the administration and management of the ministry. This department consists of the office of the Under Secretary, Principal Assistant Secretary Office, Human Resource Office, Legal office, Planning, Accounts Unit and Communications Office.

2.2.1.1 Principal Assistant Secretary

The Principal Assistant Secretary's (PAS) office provides managerial responsibility for all issues pertaining to the ministry including policy coordination, human resources and administration; predetermined monitoring and evaluation of the overall performance of the MoHUD. It also advises the Heads of departments on all pertinent ministry and/or Government requirement issues from time to time and coordination of reports for managerial information and external reporting to the ministry.

2.2.1.2 Human Resources Management Office

The Human Resources office is responsible for general administration duties, interpret and implement Human Resources (HR) policies to guide and provide HR related advise to the Ministry.

2.2.1.3 Research and Planning

This office Prepares reports on behalf of the PS (performance Targets Report, Parliament Performance Reports, Regional and international Reports) on performance on regional and international policy targets or goals. It also works hand in hand with the Sector Wide Approach in Planning and Budgeting for the Ministry as well implementation of all programmes of the ministry.

2.2.1.4 Accounts Office

The unit facilitates the preparation of the budget with the PS for the Ministry and Heads of departments and further attends to audit reports and addresses all Public Accounts Committee recommendations. It is responsible for facilitating the procurement and payments processes upon advice by the Principal Secretary. It is also responsible for advising the ministry personnel on any financial transaction as per the financial instructions of the government.

2.2.1.5 Legal Office

It is responsible for advising the MoHUD on all legal matters and represent the MoHUD in litigation proceedings in collaboration with Attorney General's office. It has the jurisdiction to vet all agreements (conventions, treaties, protocols etc.) in which the MoHUD is a party.

2.2.1.6 Communication Office

The Ministry's Communications Office facilitates all internal and external communications with clients and stakeholders. It is also tasked with overseeing all branding materials for the ministry and departments. It is responsible for marketing the ministry in every event as well as provide information on matters affecting or involving the ministry. Scanning the local and global environment and to present reports on pertinent policy, strategic and thematic issues within the media sector that demand Government attention.

2.2.2 UNDER SECRETARY – TECHNICAL

The Technical department oversees all projects and developments undertaken by the ministry with the assistance of development partners, mainly which is the World Bank. such as infrastructure developments, allocations, compensations and resettlements.

2.2.2.1 Swaziland Local Government Project

The Project is funded by the World Bank and the Government of Eswatini. The project finances Tinkhundla Infrastructure and Capacity Building Support; Urban Infrastructure Grants and Capacity Building Support and Project Management and Technical Assistance.

2.2.3 DEPARTMENT OF HOUSING AND HUMAN SETTLEMENTS

The Department of Housing and Human Settlements is responsible for coordinating and facilitating urban development as well as providing affordable housing in Swaziland. This is implemented through effective spatial planning, housing research and development and land administration; in co-ordination with all other departments, legislative bodies and agencies dealing with spatial planning and housing.

2.2.4 DEPARTMENT OF URBAN GOVERNMENT

The Ministry, through the Department of Urban Government is assigned with the responsibility to oversee operations and functions of all Urban Local Governments including controlled areas. Currently, there are thirteen (13) gazetted Urban Local Governments (ULGs), namely; Mbabane, Manzini, Nhlangano, Siteki, Pigg's Peak, Matsapha, Ezulwini, Mankayane, Hlathikhulu, Ngwenya, Vuvulane, Lavumisa and Malkerns and four (4) declared controlled areas, namely; Magindaneni, Mhobodleni, Sikhuphe and Buhleni. Whereas controlled areas are a product of the Building Act, 1968, urban areas are proclaimed under the Urban Government Act, 1969, which Act recognizes only three levels of local government, that is, Town Boards, Town Councils and Municipal Councils.

The Ministry executes its mandate through two major sections, namely; the Local Government Section and the Engineering Section within the department of Urban Government. Attached to the Engineering Section is an Infrastructure Mobile Maintenance Unit through which the Ministry provides technical capacity to the smaller urban local authorities (Nhlangano, Siteki,

Pigg's Peak, Ezulwini, Mankayane, Hlathikhulu, Ngwenya, Vuvulane, Lavumisa and Malkerns) and the controlled areas (Magindaneni, Mhobodleni, Sikhuphe and Buhleni) with infrastructure development and maintenance as well as refuse collection. Also of prominence is that within the department there are two other sections dealing with municipal finance and environmental health management.

2.2.4.1 Urban Development Project

This is the first project funded by the World Bank. The loan aspect of this project came to a close in the year 2005. The remaining issues pertaining to infrastructure development, allocations, compensations and resettlements which were not finalised are now being funded by the Government of Eswatini.

2.2.5 ESWATINI NATIONAL FIRE AND EMERGENCY SERVICE

The Eswatini National Fire and Emergency Service (NFES) is responsible for fire prevention, ensuring timely suppression of fires and provision of humanitarian services under emergency situations in order to minimize the risk, impact and consequences of emergencies or disasters to life and property throughout the Kingdom. The other functions include that of ensuring that the fire stations are sufficiently manned and equipped to effectively respond to all emergencies in fulfillment of the objectives set out in the King's order in Council No. 14 of 1975.

3.0 LIST OF SERVICES PROVIDED BY THE MINISTRY OF HOUSING AND URBAN DEVELOPMENT THROUGH ITS DEPARTMENTS

3.1 PRINCIPAL SECRETARY'S OFFICE

3.1.1 Administration

SERVICES
❖ Provide strategic direction to the whole ministry while also providing crucial support services to the organs of the Ministry.
❖ Provide advisory and administrative support to the technical sections responsible for implementing the mandate of the ministry.
❖ Formulation, management and implementation of all relevant ministry's policies and internal boards i.e. recruitment, promotions etc.
❖ Coordinate all human resources and related issues.
❖ Responsible for dispute resolutions and taking corrective action within the lawful standards sets and limits.
❖ Responsible for human resource development and prescription of in-service training programmes for efficiency and effectiveness of the ministry's cadres.
❖ Responsible for the overall financial management, procurement and tendering for the Ministry.
❖ Provides general administration including maintenance of the Ministry's assets and other inventories and stores.

❖ Attend Parliament sittings and stakeholder meetings.
❖ Liaison with international and local stakeholders of the ministry including central government agencies to ensure adequate resource provision and information dissemination in the undertaking of the ministerial mandate.

3.1.2 Human Resources Management Office

SERVICES
❖ Facilitate the hiring of staff for the efficient operations for the different departments.
❖ Provide comprehensive welfare programme to employees.
❖ Provide advice on terms and conditions of service and identify relevant areas for amendment in consultation with the Ministry of Public Service
❖ Managing the establishment of a registry on matters of promotions, transfers and confirmation of employees
❖ Management of the database of human resources information
❖ Facilitate the various types of payments and allowances due to employees such as allowances, notches, and confirmations.
❖ Coordination of in-service training programmes to improve capacity for the efficiency in the operations of the Ministry
❖ Managing of the performance management system to ensure that each officer performs duties and responsibilities optimally
❖ Responsible for the management of exit programmes of employees such as retirements, deaths, resignations.
❖ Responsible for managing transport related resources for work related matters.

3.1.3 Accounts Section

SERVICES
❖ Prepare budget for the Ministry, parastatal and local authorities
❖ Processing of subventions, rate payments and capital projects.
❖ Attend to audit reports and addresses all Public Accounts Committee recommendations.
❖ Facilitates procurement of services and goods liaising with the procurement committee
❖ Processes payments of orders and contracts to service providers
❖ Processes salaries and allowances due to staff members and statutory board members.
❖ Processing of allowances for external travel tours
❖ Prepare monthly management reports for Ministry of Finance.
❖ Reconciliation of special and suspense accounts.
❖ Issuing of orders after the approval from MoF.
❖ Prepare quarterly financial report for Parliament
❖ Prepare performance targets report to PPCU (controlled by deadlines)

3.1.4 Research and Planning Unit

SERVICES
❖ Advises on revenue and cost recovery issues affecting the sector.
❖ Advises the ministry on resources allocation under the recurrent budget and MTEF provisions to departments and local authorities.
❖ Coordinates the preparation of the capital budget submission for the line agency;
❖ Coordinates the preparation of the capital budget submission for the line agency;
❖ Review the consistency between the capital and recurrent budgets, in particular the recurrent implications of the capital budget;
❖ Prepare the sectoral development policy chapters of the rolling Development Plan
❖ Monitoring of the financial implementation of the capital budget and request supplementary capital funds as appropriate
❖ Prepare performance reports to the Parliament of Swaziland.
❖ Prepare progress reports on the implementation of capital projects.
❖ Facilitate monthly meetings for the Heads of Department of the Ministry.

3.1.5 Legal Office

SERVICE
❖ Advise the Ministry on all legal matters.
❖ Draft legal documents that may be required in court.
❖ Assist in drafting of legislations for the efficient operation of the different departments
❖ Vetting agreements (conventions, treaties, protocols etc.) in which the MHUD is a party
❖ Represent the MoHUD in litigation proceedings in collaboration with AG's office.

3.1.6 Communications Office

❖ Promote awareness of the functions and programs of the Ministry throughout government and the general public
❖ Assist and oversee the implementation, evaluation and promotion of the internal and external communications objectives
❖ Media liaison on events of the Ministry
❖ Oversee branding of the Ministry and lead team during trade exhibition
❖ Create Media slot both on TV and radio

3.2 DEPARTMENT OF HOUSING AND HUMAN SETTLEMENTS

SERVICES
❖ Preparation and review of relevant spatial plans
❖ Development control through enforcement of town planning schemes in declared towns.
❖ Processing of applications for land subdivisions in declared urban areas.
❖ Technical reviewing of buildings applications on behalf of urban local authorities with limited technical capacity and areas outside urban jurisdictions.
❖ Advice and guide statutory boards i.e. Town Planning Board, Human Settlements Authority, Crown Lands Allocation Committee, and Sectional Titles Regulation Board.
❖ Provide technical capacity and advice on spatial planning and land development issues.
❖ Formulation of policies and legislation relating to housing and human settlements.
❖ Implementation of the sectional titles legislation.
❖ Review of applications for human settlements (townships)
❖ Facilitate informal settlements upgrading programmes in declared urban areas.
❖ Conduct research on affordable housing provision.
❖ Monitoring activities of the Eswatini National Housing Board.
❖ Process land applications on Crown Land in urban areas.
❖ Process land transactions on Crown Land in urban areas.
❖ Maintain a database of land transactions between the Government and the public.
❖ Maintain an inventory of real estate (land) properties owned by the Government of Eswatini in urban areas.
❖ Procure land intended for public facilities for the Government of Eswatini in urban areas.

3.3 DEPARTMENT OF URBAN GOVERNMENT

SERVICES
❖ Technical guidance on corporate governance, Engineering and environmental health issues.
❖ Capacity building on technical issues and Corporate Governance.
❖ Technical assistance and capacity strengthening of urban local governments.
❖ Coordination of urban local government elections
❖ Quarterly site inspections (regulation) to assess the performance of urban local governments (against legislation applicable to urban areas)
❖ Performance assessment of all urban local governments and controlled areas.
❖ Financial Administration in urban local governments
❖ Legislative and policy reviews

❖ General technical service provision
❖ Participation in sector wide stakeholder meetings.

3.4 ESWATINI NATIONAL FIRE AND EMERGENCY SERVICE

SERVICES
❖ Promote fire prevention
❖ Provide training on fire and emergency matters.
❖ Ensure timely firefighting incidents
❖ Provision of rescue under emergency situations
❖ Minimize the risk impact and consequences of an emergency or disaster to life and property
❖ Review of building applications for local government jurisdictions
❖ Provide fire awareness education on fire related matters to stakeholders

4.0 LIST OF CLIENTS AND KEY STAKEHOLDERS

Stakeholders

All Government Ministries	Urban Local Authorities
Eswatini National Housing Board	Eswatini National Provident Fund
Public Service Pensions Fund	Eswatini Revenue Authority
Eswatini Environment Authority	Eswatini Electricity Company
Construction Industry Council	Eswatini Posts and Telecommunications Corporation
Royal Eswatini Sugar Corporation	Eswatini Water Services Corporation
Ubombo Sugar – Illovo	Peak Timbers
Komati Basin Water Authority	Montigny Investments
Shiselweni Forestry	Estate Agencies
Property Management Companies	Consumer Association
Eswatini Bankers Association	Banks
Eswatini Competition Commission	Local Authorities
Law Society	Landlord representatives
Tenants’ representatives	Civil Society
General Public	

Clients

Construction Industry Council	Public
Rate Payers and Associations	Business Community
Traditional Local Authorities	Tenants (Residential and Commercial)

Property Developers	Conveyancers
Property Investors	

5.0 EXPECTATIONS AND OBLIGATIONS

As a Ministry, we are committed to customers and stakeholders. We shall;

- Treat members of the public seeking services with respect, understanding, patience and courtesy
- Serve citizens promptly and courteously at all times.
- Ensure confidentiality in the treatment of public information.
- Provide friendly and helpful service.
- Help service users make the right choices in accessing services.
- Provide appropriate signage and information desks.
- Ensure that our MoHUD officers are easily identified.
- Answer calls promptly within three rings.
- Respond to queries and complaints within 14 working days.
- Resolve customer complaints fairly, consistently and action them accordingly.
- Encourage service users to make suggestions on how to improve the services offered.
- Provide redress and remedial action within 21 working days.
- Ensure timely and appropriate delivery of services.
- Ensure punctuality in meetings within and outside the Ministry.
- Work diligently without expecting gifts and favours from customers.
- Respond to email correspondence within 3 working days.

Obligations from our customers:

- Treat MoHUD employees with courtesy, respect, patience and understanding.
- Desist from offering gifts, favours and inducements to or exerting undue pressure on them.
- Respond to requests for information where available.
- Punctually attend scheduled appointments.
- Contribute to recommendations towards arriving at solutions.
- Contribute to service provision in accordance with laid down policies and regulations.
- Contribute to solutions towards arriving at recommendations.
- Abide with the legal requirements that make them eligible for the services sought.
- Be presentable when visiting offices
- Timely and appropriate delivery of services and goods by suppliers
- Neutrality in dealing with Government

6.0 PHYSICAL ADDRESS

6.1 The Headquarters

The Ministry of Housing and Urban Development headquarters is situated along the Mhlambanyatsi Road, Third and Fifth Floors, Former Income Tax Building (Etolishini) in Mbabane.

Contact details are as depicted below:

Principal Secretary
Ministry of Housing & Urban Development
P.O. Box 1832
Mbabane
H100
Tel: (+268) 24041742
Cell: (+268) 7606 3101
Fax : (+268) 24042170
Email: ps_housing@gov.sz

6.2 Fire and Emergency Stations and Satellites

The Eswatini National Fire and Emergency Services is situated opposite the Ministry of Agriculture headquarters in Mbabane. Contact details are as follows:

Chief Fire Officer
Eswatini National Fire and Emergency Service
P. O. Box 773
Mbabane
H100
Tel: (+268) 2404 3334/5
Cell: (+268) 7606 1024
Email : ndzimandzeja@gov.sz

COUNTRYWIDE EMERGENCY TOLL FREE NUMBER – 933

The following contact details are for the various fire stations in the country: -

	Station	Location	Phone Number
1	Mbabane	Along Prince Sozisa Road Opposite Ministry of Agriculture	24043333
2	Lobamba	Opposite Police Station leading to D54 Road	24161333
3	Matsapha	Corner of King Sobhuza 2 nd Avenue and 3 rd street	25185333
			25053333

4	Manzini	Next to Zakhele Community Hall	
5	Nhlangano	Below the Mosque corner and MR9 Mahamba – Manzini Highway (Yith’Abantu).	22078333
6	Siteki	Mzilikazi Area along Siteki main road	23434333
7	Pigg’s Peak	Along King Mswati II Highway next to Church of God Prophecy.	24371333
8	Big Bend (satellite)	Corner of Matata Road to Matata Shopping Complex	933
9	Siphofaneni (satellite)	Within Siphofaneni Police Station premises	23441333
10	Mankayane (satellite)	Below Mankayane Town Cemetery next to SEC Depot	933

6.3 Urban Local Authority Offices

	Urban Areas	Location	Contact Details
1	Municipal Council of Mbabane	Corner of Gwamile and Mahlokohla Streets	P. O. Box 1 Mbabane Phone: (+268) 2409 7000 gmhlongo@mbacity.org.sz
2	Municipal Council of Manzini	Between Ngwane and Nkoseluhlaza Streets below Manzini National Library	P. O. Box 418 Manzini Phone: (+268) 2505 3154/2481 ceo@mzcitycouncil.sz
3	Ezulwini Town Council	Above Goje Township – Mpumalanga Road	P. O. Box 344 Ezulwini Phone: (+268) 2416 2531 vusiem@ezulwini.co.sz
4	Matsapha Town Council	Corner of Airport and Police College Roads	P. O. Box 1790 Matsapha Phone: (+268) 2518 8235/65 mahlalelan@matsapha.co.sz
5	Pigg’s Peak Town Council	Civic Centre below Pigg’s Peak Civil Registration (BMD) Offices	P. O. Box 479 Pigg’s Peak Phone: (+268) 2437 1720 ndzinisa@piggspeak.org.sz
6	Nhlangano Town Council	Along King George III Street behind Shiselweni Regional Health Administration Offices	P. O. Box 888 Nhlangano Phone: (+268) 2270 8142 Appolo.maphalala@gmail.com
7	Siteki Town Council	Below Siteki Bus Rank and along Road to Good Shepherd Hospital (Phalata Road)	P. O. Box 57 Siteki Phone: (+268) 2343 4408 sthembile@stkouncil.co.sz/sthe

			vu@gmail.com
8	Mankayane Town Board	Within the Mankayane Regional Administration Offices	P. O. Box 388 Mankayane Phone: (+268) 2538 8001 townclerk@mankayane.org/wthwala@gmail.com
9	Malkerns Town Board	Next to Malkerns Post Office	P. O. Box 100 Malkerns Phone: (+268) 2528 3298 townclerk@mktboard.co.sz
10	Hlathikhulu Town Board	Opposite Hlathikhulu Regional Administration Office	P. O. Box 523 Hlathikhulu Phone: (+268) 2217 6135/ 591 Tennah2005@yahoo.co.uk
11	Lavumisa Town Board	Next to Lavumisa Lodge	P. O. Box 6 Lavumisa Phone: (+268) 223046014??? lth@swazi.net
12	Ngwenya Town Board	Next to Ngwenya Town Hall, Ngwenya Village	P. O. Box 097 Ngwenya Phone: (+268) 2442 4606/7 ngwenyatown@realnet.co.sz
13	Vuvulane Town Board	Behind SEDCO Offices	P. O. Box 112 Vuvulane Phone: (+268) 2313 1455 Mhlongomandla76@gmail.com

6.4 Declared Controlled Areas

	Controlled Area	Location	Contact Details
1	Mhobodleni	New Village	C/O Principal Secretary Ministry of Housing & Urban Development P.O. Box 1832 Mbabane H100 Tel: (+268) 2404 1742 Fax : (+268) 2404 2170 Email : ps_housing@gov.sz
2	Magindaneni	Offices not yet established	C/O Town Clerk P. O. Box 888 Nhlangano Phone: (+268) 2270 8142

3	Sikhuphe	Offices not yet established but will be situated next to King Mswati III International Airport	C/O Principal Secretary Ministry of Housing & Urban Development P.O. Box 1832 Mbabane H100 Tel: (+268) 2404 1742 Fax : (+268) 2404 2170 Email : ps_housing@gov.sz
4	Buhleni	Offices not yet established	C/O Principal Secretary Ministry of Housing & Urban Development P.O. Box 1832 Mbabane H100 Tel: (+268) 2404 1742 Fax : (+268) 2404 2170 Email : ps_housing@gov.sz

7.0 COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

We encourage you to help us improve our products and services by contacting us to offer suggestions on what we might do differently; compliment us on the service we do well and service we provide efficiently. Complaints can be sent to us with suggestions on how we can improve our service provision.

Complaints, queries, suggestions and compliments should be forwarded to the following offices;

Principal Secretary Ministry of Housing & Urban Development P.O. Box 1832 Mbabane H100 Tel: (+268) 2404 1742 Cell: (+268) 7606 3101 Fax : (+268) 2404 2170 Email : ps_housing@gov.sz	Under Secretary - Administration Ministry of Housing & Urban Development P.O. Box 1832 Mbabane H100 Tel: (+268) 2404 1742 Cell: (+268) 7606 3116 Fax : (+268) 2404 2170 Email : maphevu@hotmail.com
Under Secretary – Technical Ministry of Housing & Urban Development P. O. Box Mbabane H100 Tel: (+268) 2404 9797 Cell: (+268) 7606 3440 Email: thulasjd@yahoo.com	

If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome you may refer the matter to:

Secretary to Cabinet

Tel: (+268) 2404 2251

Cell: (+268) 7606 2710

Email: dlaminimb@gov.sz

8.0 REVIEW OF THE CHARTER

The MoHUD Service Charter shall be subject for review by the Ministry every five years. Such a review shall incorporate all suggestions and comments from the Ministry's customers and stakeholders.



ANNEXURE:

LEVEL OF SERVICES PROVIDED BY THE MINISTRY OF HOUSING AND URBAN DEVELOPMENT

1.0 Principal Secretary and Administration

SERVICE	LEVEL OF SERVICE
To provide strategic direction to the whole ministry while also providing crucial support services to the organs of the Ministry.	Hold monthly strategic meetings with heads of departments to improve service delivery.
Provide advisory and administrative support to the technical sections responsible for implementing the mandate of the ministry.	Convene quarterly meetings with heads of departments for implementation of informed and practical decision making on the operations of the ministry.
Formulation, management and implementation of all relevant ministry's policies and internal boards i.e. recruitment, promotions etc.	Establish an internal policy for recruitment and promotions in line with the General Orders.
Custodian of all human resources related issues.	We shall maintain up-to-date and timely human resource information.
Responsible for dispute resolutions and taking corrective action within the lawful standards sets and limits.	Maintain fairness and transparency in dispute resolutions.
Responsible for human resource development and prescription of in-service training programmes for efficiency and effectiveness of the ministry's cadres.	We shall provide appropriate capacity building and development programmes for staff at least on an annual basis. Short and long term training shall be done in accordance with the General Orders.
Responsible for the overall financial management, procurement and tendering for the Ministry.	A procurement and tendering committee shall be established and shall sit regularly for procuring services and goods of the ministry.
Provides general administration including maintenance of the Ministry's assets and other inventories and stores.	We shall keep accurate inventory of ministerial assets and an effective asset management system will be established.
Attend Parliament sittings and stakeholder meetings.	We shall attend all parliamentary sittings and provide sound assistance and advice to stakeholders

	through the office of the Principal Secretary.
Liaison with international and local stakeholders of the ministry including central government agencies to ensure adequate resource provision and information dissemination in the undertaking of the ministerial mandate.	We shall ensure that effective routine collaboration with focal persons of concerned organisation is maintained for effective service delivery.

1.1 Human Resources Management Unit

SERVICE	LEVEL OF SERVICE
Facilitate the hiring of staff for the efficient operations for the different departments.	Ensure fair and transparent recruitment processes are adhered to as appropriate in line with the Government General Orders.
Provide comprehensive welfare programme to employees.	Ensure a strengthened wellness support to provide adequate assistance to employees.
Provide advice on terms and conditions of service and identify relevant areas for amendment in consultation with the Ministry of Public Service	We shall adhere to proper terms and conditions of service by also making use of the policy advisory committee which shall meet regularly.
Managing the establishment of a registry on matters of promotions, transfers and confirmation of employees	We shall maintain a proper and accurate registry through the promotions and transfers board which shall sit at least twice a year.
Management of the database of human resources information	We shall always provide accurate and up-to-date human resource database.
Facilitate the various types of payments and allowances due to employees such as allowances, notches, and confirmations.	We shall process payments due to employees within a month of confirmation of an employee
Coordination of in-service training programmes to improve capacity for the efficiency in the operations of the Ministry	We shall prioritize capacity building programmes and shall be conducted annually.
Managing of the performance management system to ensure that each officer performs duties and responsibilities optimally	Evaluation of employees shall be conducted annually as per the job description of each employee.
Responsible for the management of exit programmes of employees such as retirements, deaths, resignations.	We shall equip and provide the necessary assistance to employees exiting the public service.
Responsible for managing transport related resources for work related matters.	There shall be a designated transport officer responsible for transport management and weekly

reports shall be submitted to the Under Secretary.

1.2 Accounts Section

SERVICE	LEVEL OF SERVICE
Prepare budget for the Ministry, parastatal and local authorities	Prepare and present a practical and accurate budget to carry out the operations of the Ministry and meet the standards of the PBC.
Processing of subventions, rate payments and capital projects.	Ensure rates on Government buildings are processed timeously in line with the rating Act
Attend to audit reports and addresses all Public Accounts Committee recommendations.	Coordinate and participate in the Ministerial committee that attends to Audit queries which seeks yearly to attend to Parliament Public Accounts Committee (PAC) concerns.
Facilitates procurement of services and goods liaising with the procurement committee	Prepare and present to Ministry of Finance requirement of departments in line with current budget concerns.
Processes payments of orders and contracts to service providers	To process due payments to clients within a month from the date of approval by MoF.
Processes salaries and allowances due to staff members and statutory board members.	Properly execute budget on claims and allowances with assistance of Ministry of Finance and Treasury.
Processing of allowances for external travel tours	Reconfirm and ensure that direct and cost effective travel routes are selected.
Prepare monthly management reports for Ministry of Finance.	Ensure that quality reports are submitted to Ministry of Finance timeously.
Reconciliation of special and suspense accounts.	Ensure that accounting regulations are strictly adhered to as regards special and suspense accounts.
Issuing of orders after the approval from MoF.	Ensure that accounting regulations are strictly adhered to as regards issuing of government orders taking into account budgetary concerns.
Prepare quarterly financial report for Parliament	Ensure that quality reports outlining the state of play on the Ministry recurrent budget execution are submitted quarterly to Parliament.

1.3 Planning Unit

SERVICE	LEVEL OF SERVICE
Advises on revenue and cost recovery issues affecting the sector.	Ensure that projects with economic spin offs are prioritized and adequately funded.
Advises the ministry on resources allocation under the recurrent budget and MTEF provisions to departments and local authorities.	Ensure that cost effective and potential revenue generation projects and programmes are financed.
Coordinates the preparation of the capital budget submission for the line agency;	Ensure that the provisions of MTEF budget system are adhered to by all departments.
Coordinates the preparation of the capital budget submission for the line agency;	Ensure the capital budget is prepared and presented to the Planning and Budget Committee within the Ministry of Finance.
Review the consistency between the capital and recurrent budgets, in particular the recurrent implications of the capital budget;	Ensure that capital projects proposed indicate the precise relevant recurrent budget implications.
Prepare the sectoral development policy chapters of the rolling Development Plan	Update the development plan in line with the current changes within the housing and human settlements sector.
Monitoring of the financial implementation of the capital budget and request supplementary capital funds as appropriate	Works closely with project implementers to ensure that cost escalations on projects are funded for timely completion.
Prepare performance reports to the Parliament of Swaziland.	Maintain accurate, insightful and timely reporting of the performance of the Ministry to Parliament.
Prepare progress reports on the implementation of capital projects.	Ensure accurate and precise information on all capital projects is provided on an annual basis.
Facilitate monthly meetings for the Heads of Department of the Ministry.	Ensure strategic meetings are held every month for strategic guidance of operations.
Prepare performance targets report to PPCU (controlled by deadlines)	We shall maintain accurate and timely reporting to the PPCU

1.4 Legal Office

SERVICE	LEVEL OF SERVICE
Advise the Ministry on all legal matters.	Provide periodic legal opinion on matters that require ministerial intervention. Assist in litigation of cases in court when such arise in court.

	Review and advise on service contract agreements, correspondences that have legal implications prior to their signing and dispatch to contracting parties.
Draft legal documents that may be required in court.	Prepare documents for submission in court after consultation with the Attorney General' Office Attend court sessions involving the ministry to provide support.
Assist in drafting of legislations for the efficient operation of the different departments	Ensure that Attorney General's office is fully engaged on drafting of bills for Parliament consideration as appropriate.
Vetting of agreements (conventions, treaties, protocols etc.) in which the MHUD is a party	Assist in the localization of international treaties, conventions and protocols.
Represent the MHUD in litigation proceedings in collaboration with AG's office.	Attend to Parliament activities and provide legal support.

2.0 Department of Housing and Human Settlements

SERVICE	LEVEL OF SERVICE
Preparation and review of relevant spatial plans	Produce spatial plans that are up-to-date, efficient and relevant to the needs of stakeholders.
Development control through enforcement of town planning schemes in declared towns.	We shall ensure that all declared towns have approved town planning schemes to ensure sustainable spatial development.
Processing of applications for land subdivisions in declared urban areas.	All applications for land subdivisions shall be processed within 3 weeks from the time of submission.
Technical reviewing of buildings applications on behalf of urban local authorities with limited technical capacity and areas outside urban jurisdictions.	Building applications shall be reviewed within 6 weeks of submission within the department.
Advice and guide statutory boards i.e. Town Planning Board, Human Settlements Authority, Crown Lands Allocation Committee, and Sectional Titles Regulation Board.	We shall offer sound, technical, professional and timely advice to the relevant statutory bodies.
Provide technical capacity and advice on spatial planning and land development issues.	We shall offer appropriate and accurate advice to our customers and stakeholders as appropriate.
Formulation of policies and legislation relating to	We shall develop appropriate policies and

housing and human settlements.	legislation in accordance with the national development discourse and the constitution.
Implementation of the sectional titles legislation.	We shall ensure that relevant systems are in place for the provision of affordable housing through the sectional titles.
Review of applications for human settlements (townships)	We shall review the application and offer feedback within 2 weeks of submission.
Facilitate informal settlements upgrading programmes in declared urban areas.	Initiate and ensure that all informal settlements in urban areas are upgraded to acceptable standards.
Conduct research on affordable housing provision.	We shall provide relevant quantitative and qualitative data on housing matters to stakeholders.
Monitoring activities of the Swaziland National Housing Board.	We shall monitor and guide the activities of SNHB as per the provisions the SNHB Act of 1988.
Process land applications on Crown Land in urban areas.	Applications shall be actioned within 2 weeks from the time of submission.
Process land transactions on Crown Land in urban areas.	We shall take a maximum of 60 months to finalize land transactions for full ownership (Crown Land Disposal Regulations).
Maintain a database of land transactions between the Government and the public.	We shall maintain an updated and accurate database for all land transactions.
Maintain an inventory of real estate (land) properties owned by the Government of Swaziland in urban areas.	We shall maintain an accurate inventory (updated quarterly) for all properties owned by the Government of Swaziland in urban areas.
Procure land intended for public facilities for the Government of Swaziland in urban areas.	We shall procure land for public facilities in a cost effective and transparent manner in line with the appropriate legislations.

3.0 Department of Urban Government

SERVICE	LEVEL OF SERVICE
Technical guidance on corporate governance, Engineering and environmental health issues.	Periodic guidance shall be provided through report reviews, site inspections and on call services. All information shall be shared with relevant stakeholders through reports within five working days (hard copies) and where appropriate online - within twenty-four hours

	<p>from the date the assignment is completed.</p> <p>Advise periodically the Honourable Minister and Principal Secretary on technical intervention to urban local government.</p> <p>Facilitate the investigation of ill practice in the urban local government sector through the institution of inspections and commissions of enquiry.</p>
Capacity building on technical issues and Corporate Governance.	<p>We shall provide periodic capacity building sessions on a quarterly basis to all urban local governments. This shall be done through meetings and training workshops.</p> <p>Conduct periodic surveys on the current and emerging needs of the urban local government sector.</p>
Technical assistance and capacity strengthening of urban local governments.	<p>Ensure that support technical officers are engaged on joint appointments to urban local governments that require such especially the town boards, controlled areas and new urban governments.</p>
Coordination of urban local government elections	<p>We shall coordinate all urban government elections in line with the election cycle and when vacancies arise.</p>
Quarterly site inspections (regulation) to assess the performance of urban local governments (against legislation applicable to urban areas)	<p>All site inspections and visits shall be conducted by a comprehensive team of relevant officers and followed up with reports to the relevant stakeholders in line with nature of assignment.</p>
Performance assessment of all urban local governments and controlled areas.	<p>Quarterly (periodic) assessment shall be done for all urban local governments and controlled areas.</p> <p>All performance reports (operational and financial) shall be submitted for scrutiny by</p>

	Parliament.
Financial Administration in urban local governments	Analyse and review annual budget estimates (December to February) from all urban local governments. Analyse Annual Financial Statements from all urban local governments for approval by the Honourable Minister.
Legislative and policy reviews	We shall conduct legislative and policy reviews relevant to the urban local government sector.
General technical service provision	We endeavor to provide all the services required by its internal and external stakeholders in a professional and ethical sound manner. All waste management services (waste collection) shall be provided in line with an agreed upon schedule with stakeholders. We shall ensure that services are provided in line with the Urban Government Policy of 1996, Waste Regulations of 2000 and Urban Government Regulations of 1969. Participate in local government awareness activities in the urban local government sector.
Participation in sector wide stakeholder meetings.	We shall represent the urban local sector in sector wide stakeholder meetings (local and international).

4.0 Eswatini National Fire and Emergency Service

SERVICE	LEVEL OF SERVICE
Promote fire prevention	Ensure routine inspections on commercial and public buildings, schools, imiphakatsi and Tinkhundla.
Provide training on fire and emergency matters.	We will provide adequate and appropriate training of firemen personnel (recruit course, firemanship course, and senior officers' course).
Ensure timely firefighting on all reported incidents	Fire Trucks (fire engines) will be dispatched within 1 minute (Day Time) from the time of reporting. 3 min during the night time.

Provision of rescue under emergency situations	We will provide prompt and appropriate intervention on all reported emergency situations.
Minimize the risk impact and consequences of an emergency or disaster to life and property	Ensure local communities are adequately trained on fire prevention measures.
Review of building applications for local government jurisdictions	We shall review all building application for safety standards and offer feedback within 3 days of submission.
Provide fire awareness education on fire related matters to stakeholders	We will provide accurate information and effective awareness programmes to all stakeholders.

SIGNED:

HRH PRINCE SIMELANE (MP)
HONOURABLE MINISTER

C. S. MAMBA
PRINCIPAL SECRETARY