

SERVICE PLEDGE

The Surveyor General's Department of Eswatini Pledges as follows to its Clientele and General Public:

- To serve you timely, professionally and humanely at the Counter.
- To provide you with all data that relates to the cadaster and survey records.
- To provide you with topographic maps that are not more than five years old within 30 minutes of request at the counter.
- To provide you with cadastral data that is not more than 3 months old within 30 minutes of request at the counter.
- To examine and approve surveys of less than 10 subdivisions within a month from submission provided there are no errors.
- To examine and approve surveys of more than 10 but less than 30 subdivisions within 3 months from submission provided there are no errors.
- To examine and approve surveys of more than 30 but less than 100 subdivisions within a 3 month provided there are no errors.

We ask the following of our Clients:

- Be professional and humane in your engagement with us.
- Don't jump the line and expect or demand to be attended first when there are others or work submitted prior to yours.
- Pay and demand a Government receipt for every service offered at the counter.
- Do not offer us a bribe or monetary inducement for any service we provide. It is our work and pleasure to be of service to you.
- Report to 76063644 any demand by a staff member for a bribe or "gift" in exchange for a service or a promise to fast track your transaction.