

SERVICE COMMITMENT CHARTER AND SERVICE DELIVERY STANDARDS

The Chief Directorate: National Geo-spatial information seeks to advance excellence to facilitate the availability of reliably up-to-date national geodetic framework, mapping, aerial imagery, implementing South Africa's spatial data infrastructure and providing related geo-spatial information and services to the Republic of South Africa and the International communities.

In order to maintain and improve on the already excellent service delivery standards, the Chief Directorate of National Geo-spatial Information commits to you as our valuable client, to meet the following standards of service delivery at all times:

- Standard products supplied in terms of the Fees of Office as gazetted by the Government of South Africa.
- The turnaround time for quotation will be one working day upon receipt of request.
- The turnaround time for maps and charts, directly available off the shelf will be one working day upon receipt of payment.
- Digital products will be dispatched within 3 working days after payment is received.
- Aerial photographs and related products are to be dispatched within 10 days of receipt of payment.
- One day turnaround time to receive and dispatch data on the national control survey network.

Should you at any time believe that the Chief Directorate of National Geo-spatial Information is not meeting the above standards or should you have any complaints on the services received or wish to make positive contributions on how we can improve our services to you, please do not hesitate to complete the client services survey available at the front desk and place it in the box provided or you may contact directly any one of the contact persons on the list provided.



**rural development
& land reform**

Department:
Rural Development and Land Reform
REPUBLIC OF SOUTH AFRICA