

Service Standards



IMPROVING LIVES THROUGH DATA ECOSYSTEMS



stats sa

Department:
Statistics South Africa
REPUBLIC OF SOUTH AFRICA



Statistics South Africa Service Standards

Who we are

Statistics South Africa (Stats SA) is a national department accountable to the Minister in the Presidency. The department's activities are regulated by the Statistics Act, 1999 (Act No. 6 of 1999), as amended by Act No. 29 of 2024, which mandates Stats SA to advance the production, dissemination, use and coordination of official and other statistics to help organs of state, businesses, other organisations and the public in planning, monitoring, policy development and decision-making.

Our vision, mission and values

Vision

'Improving lives through data ecosystems'

Mission

To transform the production, coordination and use of statistics through optimisation, partnerships and innovation.

Stats SA strategic impact

The impact of the strategy is **evidence-based decisions** that promote citizenry and inform policy development, planning, monitoring and evaluation to create **a better life for all**.

Our culture and values

Our culture embraces innovation and accountability, fostering a dynamic environment where individuals take responsibility, seek creative solutions, and uphold high standards. Our collective mindset of "It starts with me," promotes continuous learning and professionalism. This mindset guides our transformation journey, fostering meaningful engagements in a caring environment, led by ethical and decisive leadership. Our culture aligns with our strategy, enhancing efficiency and positivity in the workplace.

Our culture is shaped by the core values of the organisation, guiding behaviour and decision-making. These values create a cohesive culture that aligns all employees towards a common goal, influencing our policies, practices, and overall identity, including how we interact with both internal and external stakeholders. Our values are:

- **Integrity:** Integrity is at the heart of our organisation. We hold ourselves accountable for our actions and decisions, maintaining honesty, ethics, trustworthiness, and transparency in everything we do. Our professional conduct forms a strong foundation for all interactions and behaviours. We are committed to prompt and consistent consequence management.
- **Empower & Partner:** We foster partnerships to enhance coordination and collaboration, ensuring meaningful engagement with our stakeholders. We cultivate a culture of continuous learning and knowledge sharing to drive both organisational and individual growth. By maintaining openness and transparency, we advance teamwork and create an environment where everyone feels valued.
- **Caring & Respect:** Mutual respect is fundamental to our organisation. We place great value on our staff, who are at the heart of our organisation. Our culture prioritizes helpfulness and kindness, fostering a supportive environment. We embrace diversity and mutual respect, guided by compassion and empathy, and celebrate everyone's unique contributions.
- **Serve & Innovate:** We are dedicated to serving our stakeholders by delivering products and services that meet their needs and expectations, in line with Batho Pele principles. We drive innovation to respond to disruptions, remaining adaptive and flexible. We are committed to deliver high-quality products and services that align with international best practices.

Our stakeholders

- Government: National, provincial and local government (incl. traditional leaders)
- The public (incl. respondents, gatekeepers, users, etc.)
- The media
- Business
- Academic institutions
- Parliamentarians
- Non-governmental organisations (NGOs)
- Constitutional institutions and major public entities
- Foreign and international bodies

Our products are accessible

- User Information Services: This is the first point of contact with our users who prefer face-to-face interaction, telephonic communication or email. Stats SA can be contacted at 012 310 8600 for telephonic enquiries or info@statssa.gov.za for email enquiries.
- Subscription service: Publications can be emailed or posted free of charge.
- Stats SA's Website: Stats SA's publications and datasets can be viewed, accessed and downloaded free of charge from Stats SA's website at www.statssa.gov.za.
- Personal visits: Users can personally visit Stats SA's head office or any provincial Stats SA office to obtain access to statistical products and services. Head Office also provides a library facility to users.
- Social Media: Users can access statistical highlights through:
 - <https://www.linkedin.com/company/statssa>
 - Instagram handle: @statssa
 - Facebook and Twitter page: Stats SA

Our Service Standards

General Enquiries

We will serve our stakeholders in a prompt and consistent manner. Telephones will be answered, and emails will be responded to during official working hours: 08:00 – 16:00.

Requests will be responded to as follows:

- **Simple requests** within 15 minutes
- **Normal requests** within 24 hours
- **Complex requests** within 5 working days
- **Special data requests** (incl. international requests) within agreed timelines with stakeholders

Our product standards

We commit to compiling our products by adhering to the following best practices and principles:

- **Statistical standards, classifications and procedures** as established by the Statistician-General of South Africa
- **National:** South African Statistical Quality Assessment Framework (SASQAF)
- **Continental:** African Statistics Charter
- **International:** Fundamental Principles of Official Statistics

We shall strive to:

- Provide an advance release calendar for at least the following month on the website
- Publish statistical releases as scheduled
- Publish statistical releases and reports with a weighted response rate > 85% or an unweighted response rate >80% for quality statistics
- Publish statistical information on the website at the exact time of release for equal access
- Comply with Special Data Dissemination Standard (SDDS)

Our national statistical support standards

We are committed to responding to our partners in the National Statistics System by providing statistical support and advice.

We shall strive to:

- Conclude a Memorandum of Understanding with any SANSS partner within agreed timelines
- Finalise any independent data quality assessment using the South African Statistical Quality Assessment Framework (SASQAF) within 6 months
- Provide statistical support and advice within 6 months of the requests
- Endorse all user paid surveys through the use paid survey clearance committee
- Involve relevant NSS entities in the development of NSDS

Our internal service standards

We aim to meet the following standards to ensure our statistical products and services are efficiently and effectively delivered.

Statistical support

- Provide the final business sampling frame annually by the end of March
- Provide the geographic information frame annually by the end of March
- Review statistical standards every five years
- Provide a survey monitoring and evaluation service annually
- Respond to 90% of system development support and maintenance, as scheduled
- Responded to 90% of methodological support, on time (as per schedule)
- Meet 90% of service level standards on time (network, email, helpdesk, files storage and applications)

Corporate support

- Deliver requested goods and services within three (3) weeks from the date of request for requisition not requiring a bid process and within 12 weeks from the date of request for requisitions requiring a bid process.
- Provide legal opinions within five (5) working days of the date of receipt of the request
- Investigate incidents of fraud and corruption within agreed timelines
- 100% payments to service providers are processed within 30 days
- Appoint staff within 16 weeks of advertisement
- Submit public accountability documents as stipulated in legislations (e.g. PFMA, PSA, etc.)

Our Batho Pele Service Standards

BATHO PELE PRINCIPLE	MINIMUM STANDARD	MEANS OF VERIFICATION
Consultation	User Satisfaction Survey (USS) is conducted annually Stakeholder working groups and focus groups, inclusive of key government institutions, are convened periodically to support strategic and consultative engagements	USS Report Attendance register of consultations
Service Standards	Service recipients are informed about the level and quality of Statistical products and services they will receive through the publication of a service charter that is reviewed periodically.	Approved service charter with standards
Access	Statistical products are available to all stakeholders on the Stats SA website, social media platforms and in print form on request Stats SA has a geographic footprint across nine provinces Stats SA is accessible through UIS, including the customer service centre, through a toll-free number 0800 110 248	Quarterly performance report
Courtesy	Capacity-building sessions for frontline staff as well as survey officers conducted to promote professionalism 100% compliance with OHSA legislative requirements	Attendance register OHSA compliance report
Information	Statistical users and other stakeholders have full access to official statistical outputs The annual statistical calendar is published in advance on the website	Published statistics on website and/or in print Statistical calendar available in advance on the website
Openness and Transparency	Citizens can access Stats SA performance information on the website All statistical releases are published with metadata on the website	Annual performance report published on the website Statistical release report
Redress	Complaints and compliments from citizens are registered through User Information Services (UIS) and the website In the event of errors in a publication, the statistical release is either retracted or supplemented with an addendum for minor corrections	UIS report Communique to users published on the website
Value for Money	User satisfaction index $\geq 75\%$ Payments to service providers are processed within 30 days following the delivery of satisfactory services.	USS report Quarterly performance report.

Stats SA contact details

Head Office (Pretoria) ISibalo House, Koch street, Pretoria Tel: (012) 310 8911	Eastern Cape (East London) 15 Coutts Street, Ocean Park Terrace, Block C & D, 2nd Floor, Quigney, East London Tel: (043) 707 4900
Free State (Bloemfontein) 58525 Moshoeshoe Street, 2nd Floor, Ellen Gaborone Home Affairs Building, Rocklands, Bloemfontein Tel: (051) 412 7500	Gauteng (Johannesburg) 222 Smit Street, Braamfontein, Johannesburg Tel: (011) 781 3506/3506
KwaZulu-Natal (Ethekwini) 85 On Field Building, 3rd & 4th Floor, Joe Slovo Street, Durban Tel: (031) 360 0600	Limpopo (Polokwane) 29 Bodenstein Street, Corporate Park Building, Polokwane Tel: (015) 295 3300/1/3/4
Mpumalanga (Mbombela) Corner 13 Streak and Ferreira Street, 15th Floor Maxsa Building, Nelspruit Tel: (013) 754 0099	Northern Cape (Kimberley) Cnr Lennox & Du Toitspan Roads, Old Standard Bank Building, Kimberley Tel: (053) 802 6800
North West (Mmabatho) Mega City Shopping Complex, Shop No. 55 North Entrance, Corner Sekame & James Moroka Streets, Mmabatho Tel: (018) 384 2877/9	Western Cape (Cape Town) 22 Long Street, Liberty Building, 3rd Floor, Cape Town Tel: (021) 481 5500