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**ACCESS** – All members of the public should have equal access to the services they are entitled.

**INFORMATION** – The public should be given full, accurate information about the public service entitled to receive.

**OPENNESS AND TRANSPERENCY** – The public should be told how national department administrations are run, how much they cost, and who is in charge.

**REDRESS** – If the promised standards of service is not delivered, the public should be offer a full explanation, and a speedy and effective remedy; and when complaints are made, then receive a sympathetic and positive response.

**VALUE FOR MONEY** – Public services should be provided economically and efficiently, in the public the best possible value for money.

Towards better government in the Western Cape Province.