SERVICES WE OFFER

Administration Services
- Render effective, efficient and professional administrative functions.
- Provide and promote access to information
- Offer career opportunities to the deserving staff members and citizen
- Offer business opportunities to legally registered companies in compliance with internal Supply Chain Procedures.

Arts and Culture Services
- Promotion of Arts and Culture Programmes e.g. music, dance, drama, poetry e.t.c
- Promotion of sign language
- Promotion of creative industry services e.g. film, video, visual arts e.t.c

Library, Archives and Records Services
- Provide guidance and support for establishment of sound records management system in government offices;
- Provide for access to information through library and archives services
- Promote the use of Archives, Libraries and a Culture of reading.

Traditional Affairs Services
- Facilitate resolution of dispute on the issues of Traditional Affairs
- Provide Anthropological research, establish and maintain Traditional Affairs information services.
- Conduct investigations into disputes and claims related to institutions of Traditional Leadership
- Implementation of Traditional Leadership legislation
- Management of integrated financial and logistical administration support service to Traditional Institution.

OUR MISSION
To enhance job creation by preserving, protecting and developing arts, culture, heritage and institution of Traditional Leadership.

OUR VISION
A united, non sexist, democratic and prosperous province of the North West as expressed in the Constitution of the Republic of South Africa and National Development Plan.

OUR CLIENTS AND STAKEHOLDERS
All citizens of North West Province, Artists, Service Providers, National and Provincial Departments, Local Municipalities, Traditional Councils and other stakeholders

OPERATING HOURS
08H00 – 16H30
Public Holiday – Closed
Weekends - Closed

Visit us: http://www.nwpg.gov.za/dcata/
Like our Facebook page: North West Department of Culture, Arts and Traditional Affairs
Follow us on: Instagram: @cata_nwpg
Twitter: @cata.nwpg

REPORT FRAUD & CORRUPTION
HOTLINENUMBER: 0800 701 701

YOU ARE PROTECTED BY THE DISCLOSURE ACT, ACT 26 OF 2000

Approved

Ms S.R. Bapela
Accounting Officer
Department of Culture, Arts and Traditional Affairs
Date: 26 September 2018
You have a right to:

- To be treated in a courteous, respectful and in a professional manner
- Equitable access to Departmental programmes, projects and services.
- Confidential treatment of information in accordance with relevant legislation.
- Reasonable access to information
- Complain about services or treatment received and to it to be treated seriously and impartially
- Participate in decision making process about expected services
- To be served/treated in line with anti-discrimination legislation, in the spirit of the Constitution of South Africa.

SERVICE STANDARDS

- Provide friendly and helpful service.
- Respond to queries and complaints professionally.
- Answer call promptly and professionally.
- Resolve client’s complaints fairly, consistently and promptly
- Identifying ourselves when we speak to you.
- Keeping to the timeline that we have set for each type of service.
- Providing accurate and consistent services.
- Providing advice and assistance where we can.
- Upholding the Batho Pele Principles.
- Providing reasons for our decisions taken.

You have the obligation to:

- Provide timely, honest, complete and accurate information.
- To show consideration to our officials, management and other stakeholders.
- Meet obligations that are derived from any agreed service relationship.
- Provide feedback on the quality of our services.
- Keep appointments or give notice as early as possible you are unable to make it.
- Keep up to date with information on Departmental policies, programmes and projects.

CONTACT DETAILS

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3rd Floor
Private Bag X1211
2531
Tel: 018 294 6860/1

Bojanala District
28 Steen Street
Old Herald Building
Rustenburg
0300
Tel: 014 594 8500

Provincial Head Office
760 Dr. James Moroka Drives
Gaabomotho Building
Private Bag X90
Mmabatho
2735
Tel: 018 388 1909

Dr. Ruth Segomotsi Mompati
Mini Garona Government Complex
Cnr. Noord & Molopo Street
Private Bag X15
Vryburg
8600
Tel: 053 928 0164

Ngaka Modiri Molema
4086 Aerodrome Road
Saver Building
Industrial Site
Mahlkeng
2745
Tel: 018 397 8200

Social Network Handles
Facebook: North West Department of Culture, Arts and Traditional Affairs
Instagram: @cata_nwpg
Twitter: @cata_nwpg

Visit us on: http://www.nwpg.gov.za/dcata/
Operating Hours: 08H00 – 16H30 | Public Holidays – Closed
Weekends - Closed