



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

— ○ —

SERVICE COMMITMENT CHARTER

2020/21

— ○ —



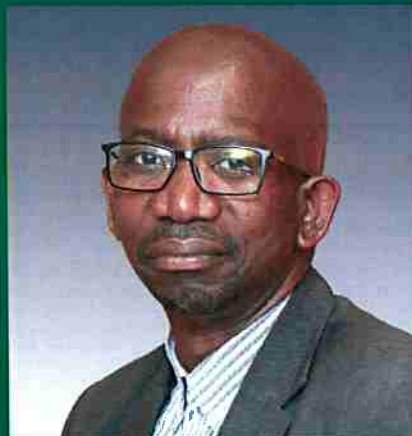
LEADERSHIP

— OF THE —
KWAZULU-NATAL
DEPARTMENT OF HEALTH



Ms N Simelane-Zulu

The Executive Authority and Member
of the Executive Council for Health in
KwaZulu-Natal



Dr SC Tshabalala

The Accounting Officer and Head:
Health in the KwaZulu-Natal

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ABBREVIATIONS

Centralized Chronic Medicine Dispensing and Distribution	(CCMDD)
Community Based Organizations	(CBOs)
Community Health Centre	(CHC)
District Clinical Specialist Teams	(DCSTs)
Emergency Medical Services	(EMS)
Employee Health Programme	(EHP)
Faith based Organization	(FBOs)
Forensic Pathology Services	(FPS)
National Health Insurance	(NHI)
Non-Governmental Organizations	(NGOs)
Office of Health Standards Compliance	(OHSC)
Operation Sukuma Sakhe	(OSS)
Organizational & Efficiency Services	(OES)
Planned Patient Transport	(PPT)
Primary Health Care	(PHC)
Provincial Consultative Health Forum	(PCHF)
Provincial Health Operations Centre	(PHOC)
Provincial Health Council	(PHC)
Public Relations Officer	(PRO)
Tuberculosis	(TB)
Ward Based Outreach Team	(WBOT)

BACKGROUND

The Constitution of the Republic of South Africa (Act No 108 of 1996) gives the Department of Health, KwaZulu-Natal its mandate to render health services to the citizens of the Province of KwaZulu-Natal. This Service Commitment Charter is also aligned to the service delivery commitments made in the KwaZulu-Natal Provincial Citizen's Charter and the following policy imperatives:

- National Development Plan 2030
- Provincial Growth and Development Strategy & Plan
- The National Department of Health 10-Point Plan
- The National Core Standards
- The Negotiated Service Delivery Agreements
- The National Health Insurance strategies
- Primary Health Care Re-Engineering Strategy

The ultimate impact expected of the Department is "Increased Life Expectancy" with the outcomes of:

- Universal Health Coverage;
- Improved Client Experience of Care; and
- Reduced Morbidity and Mortality

Our Departmental Service Commitment Charter aims to inform our citizens of our commitment to service their needs in the best possible manner, by providing comprehensive, quality and compassionate health care

This Charter sets out the key services of our Department in a collective manner, whilst embracing basic Human Rights, the Patients' Rights Charter, the KwaZulu-Natal Citizens' Charter and the principles of Batho Pele.

WHO WE ARE

We are the Department of Health in the Province of KwaZulu-Natal.

OUR VISION

Optimal health status for all persons in KwaZulu-Natal.

OUR MISSION

To develop and implement a sustainable co-ordinated, integrated and comprehensive health system at all levels, based on the Primary Health Care approach through the District Health System, to ensure universal access to health care

OUR CORE VALUES

In carrying out its mission, the Department of Health subscribes to the undermentioned core values:

- Trustworthiness, honesty and integrity;
- Open communication, transparency and consultation;
- Professionalism, accountability and commitment to excellence
- Loyalty and compassion
- Continuous learning, amenable to change and innovation
- Respect

WHERE TO FIND US

Our Head Office is located in the Natalia Building, 330 Langalibalele Street, Pietermaritzburg, KwaZulu-Natal.

Our Provincial and District Offices are open to the public from 07H45 to 16H30 during weekdays.

OUR SERVICES

We provide comprehensive packages of health care services which can be accessed at our Community Based Health Services, Primary Health Care Clinics, Community Health Centres (CHCs), District, Regional, Tertiary and Central Hospitals, Specialised Hospitals, Mobile Clinics and step-down facilities. We also provide Forensic Pathology Services (Mortuary Services) and Emergency Medical Services (EMS), which includes Emergency Medical (ambulance) Services and Planned Patient Transport (PPT) services, the last mentioned for the transfer of patients between institutions.

Our levels of care are described hereunder:

• 1st Level of care – Primary Health Care (PHC) and District Hospitals

These services are provided through Community based programmes, Primary Health Care (PHC) clinics, Community Health Centres (CHC) and District Hospitals. Community based services include PHC Ward Based Outreach Teams (WBOT) that provide services at household level, Operation Sukuma Sakhe (OSS), District Clinical Specialist teams (DCST's), School Health Teams and mobile services.

Citizens requiring health care must start by accessing services at this level of care. Should it be necessary for a client to be provided with health care at the next level of care, this will be done by referral to the next level of care, for example from a Primary Health Care (PHC) clinic or a Community Health Centre (CHC) to a District Hospital. There are also Village Posts that address all community based issues, including health issues, as part of Operation Sukuma Sakhe (OSS) and these are also used as stopping points for the mobile services.

To provide more health coverage, the Department also has School Health Teams that provide services to children in the school environment and the Department has Centralised Chronic Medicine Dispensing and Distribution (CCMDD) which allows clients to collect their medication closer to their residence/community.

• **2nd Level of care – Regional Hospitals**

The Department has a total of 13 Regional hospitals. These hospitals provide general specialist care and treatment and are also a platform for training of health care workers.

A client may be referred from the Primary Health Care clinic/Community Health Centre or directly from a District Hospital to a Regional Hospital.

Specialised Tuberculosis and Specialised Psychiatric Hospitals provide services to patients who need specialized care in these Disciplines. Referral to these hospitals can be from a PHC clinic, CHC, District or Regional hospitals.

• **3rd Level of care – Tertiary Hospitals**

Tertiary hospitals provide advanced specialist services that are not provided at lower levels of care. Referral to these hospitals is usually from Regional Hospitals or where there are no Regional hospitals, from District hospitals.

• **4th Level of Care – Central Hospitals**

This is the highest level of care and can be accessed at the Inkosi Albert Luthuli Central. Patients may be referred to this hospital from a Regional/Tertiary hospital.

Note: For a full directory of health care facilities per District, clients are advised to consult the Department's Health Facility Directory, available on our website: www.kznhealth.gov.za.

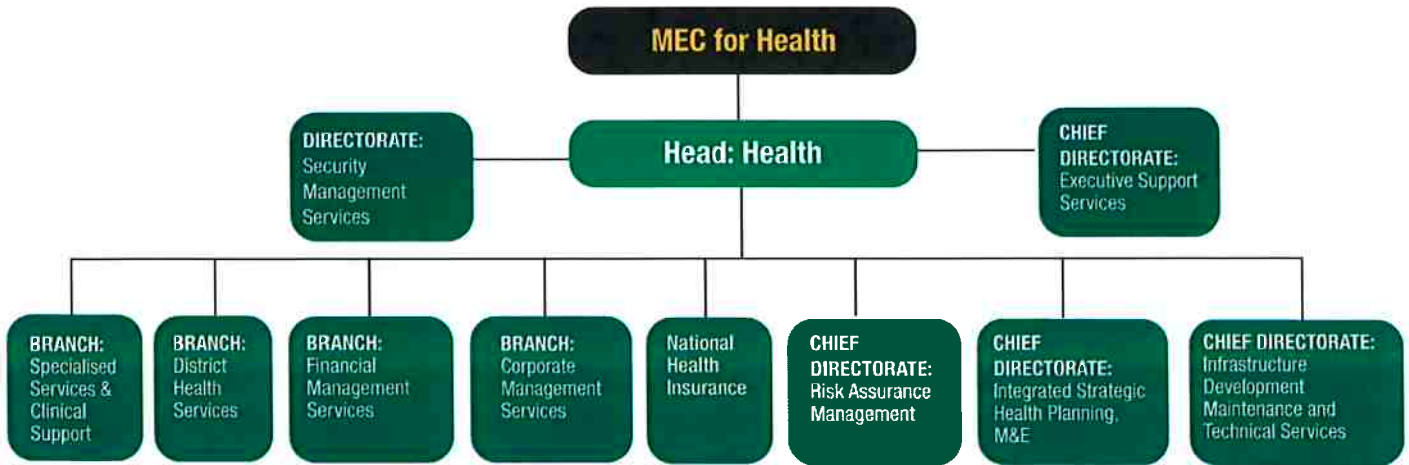
OUR HEALTH FACILITIES

We have the following health care facilities where you can access health care:

- 01 Central Hospital
- 03 Tertiary Hospitals
- 13 Regional Hospitals
- 39 District Hospitals
- 07 Specialized TB Hospitals
- 06 Specialised Psychiatric Hospitals
- 02 Chronic Care Hospitals
- 22 Community Health Centres
- 01 Local Authority Community Health Centre
- 589 Primary Health Care Clinics
- 169 Mobile Clinics

HOW WE ARE STRUCTURED

Our Head Office is situated at the Natalia Building, Pietermaritzburg and our management is structured as follows:



The MEC for Health is the Political Head of the Health Portfolio in the Province and the Head: Health is the Administrative Head and the Accounting Officer.

The Senior Management team is responsible for providing strategic direction, guiding policy development and implementation, ensuring efficiencies in the utilisation of all resources linked to the provision of health services in the Province. Senior Management is responsible to ensure that there is an enabling operational environment which allows for the provision of health care that meets the health care standards set out in this Charter.

District Management Teams are located in each of the eleven (11) Districts (10 Districts + 1 Metropolitan) and are responsible for the service delivery operations in the District.

WHO ARE OUR CUSTOMERS

The citizens of the Province are our primary clients. We also provide health care to citizens who are from the neighbouring Provinces and from other countries within Africa and sometimes from abroad.

When patients visit our health facilities, they will be

- Treated with respect and patient confidentiality will be maintained;
- Assisted to the best of our ability;
- Provided with the necessary care, treatment and support in line with individual health care needs;
- Assisted with directions to the Department or service that the patient seeks;
- Able to lodge patient complaints, concerns and/or compliments with an identified Institutional Officer;
- Referred to the appropriate level of care according to their condition and needs if need be.

OUR SERVICES AND THEIR BENEFITS

SERVICE PROVIDED	BENEFITS TO CUSTOMERS
<p>Primary Health Care at clinics, Community Health Centres, Mobile Clinic service points, Community Based Health Services and Centralized Chronic Medicine Dispensing and Distribution (CCMDD) Depots.</p>	<ul style="list-style-type: none"> • Access to health services in all areas of the Province, both urban and rural, closest to where people reside. • Affordable to attend the clinics, where the services are free. • Citizens have the benefit of 24-hour services at all our Community health Centres. • Citizens can obtain their medication without difficulty at these facilities. • Citizens can also be attended to at Mobile Clinic service points. • Clients can fetch their chronic medication from centres closer to their residence such as community halls.
<p>Hospital care at District, Specialised, Regional, Tertiary and Central hospitals</p>	<ul style="list-style-type: none"> • Treatment is comprehensive and a full spectrum of medical care is provided by health professionals from various clinical disciplines. • Citizens are able to access the relevant level of care at the nearest hospital. • Specialised care is also available at certain hospitals, for the treatment of TB and mental illnesses, specialized eye care, for example.
<p>Emergency Medical Services (EMS) including roadside/trauma care, ambulance services, rescue operations, Aeromedical Services, planned patient transport (PPT) services and disaster management</p>	<ul style="list-style-type: none"> • Citizens have the benefit of receiving emergency care in cases of accidents, adverse and/or disaster incidents. • Life-saving interventions through these emergency and rescue operations. • Transfer between health facilities is made easier in that patient transport services are available. • Citizens are also assured of quick response to their need for an ambulance, or relief measures in the case of a disaster – quick response is also enabled through the Provincial Health Operations Centre (PHOC).
<p>Forensic Pathology Services (FPS) which includes mortuary services.</p>	<ul style="list-style-type: none"> • Citizens are provided with an impartial professional Forensic Pathology Service. • Medico-legal investigation of death for the criminal justice system if the death is due to unnatural causes. • Work as a multi-disciplinary response team for Provincial disasters.

OUR CONSULTATION PROCESSES

The Department renders services to approximately 90% of the KwaZulu-Natal population. The Department has a responsibility to engage with its clients and stakeholders in order to ensure a well-informed public; have participatory decision-making processes; share information which is of benefit to its clients and stakeholders and to be seen as a Department that cares. In order to ensure that we service the needs of our clients and identified stakeholders appropriately and with openness and transparency, consultation is conducted in the following manner:

CUSTOMER & STAKEHOLDERS	CONSULTATION MECHANISMS
<p>Citizens/Patients</p>	<ul style="list-style-type: none"> • Sectoral Parliaments (Youth, Women, Workers, Disability, Elder Persons, amongst others). • Taking Legislature to the People. • Oversight Visits by the Health Portfolio Committee and Legislature. • Hospital Boards & Clinic Committees. • Ombudsperson. • Community Consultations. • Community events and health programmes. • Provincial Health Operations Centre. • Public Relations Network. • Provincial Health Consultative Forum • Meetings, forums and other platforms.
<p>Departmental Personnel</p>	<ul style="list-style-type: none"> • Meetings and forums. • Circulars/Directives/newsletters. • Internet and Intranet. • Brochures and leaflets. • Staff focused events. • Employee Wellness Programmes.
<p>Other Identified Stakeholders</p> <ul style="list-style-type: none"> • Tertiary Academic Institutions. • NGO's, FBO's and CBO's. • Other National and Provincial Departments. • Mayors & Local Government. • Provincial Legislature. • Traditional Healers. • Office of Health Standard Compliance (OHSC). • Private Sector Organizations. • Office of the Auditor-General. • Health Portfolio Committee. • Finance Portfolio Committee. • Standing Committee on Public Accounts. • Suppliers and Service Providers. • Organised Labour. • Civil Society. 	<ul style="list-style-type: none"> • Meetings. • Forums. • Written and formal communication. • Formal hearings/presentations. • Internet & Intranet. • Tele- and Video-conferencing & Skype for Business. • Various Inter-Governmental Forums. • Provincial Consultative Health Forum (PCHF). • Provincial Health Council (PHC) meetings.

MAKING BATHO PELE A REALITY

In all our dealings with clients/patients, we will be guided by and uphold the Batho Pele principles, namely:

CONSULTATION

- The Department will consult its stakeholders using various forums and platforms.
- The Department will strive to ensure fully operational Operation Sukuma Sakhe War-rooms which will be utilised for consultation at community level.
- Customer satisfaction surveys will be carried out twice annually.
- The Department's Annual Report will be published and be accessible through the internet and intranet.

SERVICE STANDARDS

The Department commits to the following service standards:

- Cleanliness of the environment throughout the health facilities will be promoted.
- Every client entering the health facility will be attended to within the same working day. Waiting time for a client within the health facility shall be a minimum of two (2) hours from the first point of contact and a maximum to five (5) hours.
- All health care providers shall introduce themselves to the client during all interventions and wear their name badges for easy identification.
- All health facilities shall display photos of facility management.
- All health care providers shall address clients by their name/clan name in a culturally respectful manner.
- All clients shall be provided with the necessary care, treatment and support in line with their needs and be referred to the appropriate level of care according to their condition.
- All clients will be provided with all necessary information regarding their health condition, treatment or intervention that will be provided and the implications of such treatment, using language that is easily understood.
- All health care facilities will have hand washing guidelines in common languages at washing points.
- All client complaints received will be resolved within 25 days and the complainant will be informed of the progress and/or outcome thereof.
- A complaints flow chart explaining on how to lodge a complaint will be displayed in all health care facilities written in the commonly understood languages (IsiZulu & English).
- Provide the relevant and correct medication to clients visiting the facility on the day of the visit.
- Have appropriate external and internal signage which shows clients how to find their way within the facility, including appropriate signage for disabled persons.

- Display the Patients' Rights Charter so that clients know their rights and what kind of treatment to expect. Patients have a right to:

A healthy and safe environment
Participation and decision making
Access to health care
Knowledge of one's health
Insurance/medical aid scheme
Choice of health services
Be treated by a named health care provider
Confidentiality and privacy
Informed consent
Refusal of treatment
A second opinion
Continuity of care
Complain about health services

ACCESS

- The Department commits to equal access to the services it provides through all the public health facilities in the Province.
- Primary Health Care services shall be available at our clinics 5 to 7 days a week.
- 24-Hour services will be provided at all our Community Health Centres.
- Mobile Clinic services will be accessible in all Districts.
- There will be appropriate referral to our District/Regional/Tertiary and Central hospitals in line with patient needs and the established Referral system.
- Planned Patient transport will be available for inter-facility transfers between institutions in line with the referral system and level of care needed.
- Assistance will be available through the Provincial Health Operations Centre (PHOC) who will be able to direct clients to the nearest health facility.

COURTESY

- The Department commits to showing courtesy when dealing with clients/patients.
- Awareness and training will be conducted regularly on the Batho Pele Principles.
- All front line employees will be trained in the Public Service Code of Conduct inclusive of ethics in the workplace.
- Cultural diversity awareness and training will be provided to employees.

- All correspondence received will be acknowledged within three (3) working days and will be responded to speedily.
- Uniformed and non-uniformed employees will observe the dress code applicable to them and protect and promote a professional image of the Department.

INFORMATION

- The Department will ensure that citizens are given full and accurate information about the services they are entitled to receive.
- Institutions will have appropriate information displayed at key points which stipulates the services rendered at the institution.
- Signage will also be available so that patients/visitors are informed and directed correctly.
- Information provided to media will be accurate and factual.
- The Patients' Rights' Charter will be displayed at all health facilities.
- Information on health related matters will be available at all institutions.
- The Public Relations Officers (PROs) will serve as help desks with regard to access to information by patients and visitors alike.
- Media always has access to information in line with Departmental Policy.
- Information will also be accessible through the Departmental website, the intranet, newsletters, circulars and brochures and other suitable publications.
- Public may request information in writing, in terms of the Promotion of Access to Information Act, 2000.
- Information on health related issues will also be made available via the health promotion and health education programmes, through the distribution of information, education and communication materials via the health promoting schools and other platforms.
- Information will from time to time also be disseminated through electronic and print media as well as radio campaigns.

OPENNESS AND TRANSPARENCY

- The Department commits to publishing its Annual Report in accordance with the mandatory requirements applicable.

- The quarterly and mid-term reports will be submitted to the relevant stakeholders.
- The Department's Annual Performance Plans will also be published timeously each year and be accessible to the public in the most suitable format.
- The Department will strive to ensure that the legislative prescripts pertaining to openness and transparency will be adhered to – Promotion of Access to Information Act, 2000, Promotion of Administrative Justice Act – amongst others.
- The Annual Budget Statement on Vote 7 will be accessible to the public both in print and electronic version (internet and intranet).
- The contact details of institutions and management at the Head Office will be availed to the public through the Departmental website; hard copies of the Departmental directory will also be available on request.
- Service Delivery Improvement Plan progress reports will be made available to the relevant stakeholders on a quarterly basis.
- The Department will engender ethical conduct and inculcate the concept of “I do right” amongst the employees of the Department; promotion of ethical behaviour in the workplace.

REDRESS, DEALING WITH COMPLAINTS

- The Department commits to ensuring that the Complaints Policy is fully adhered to and the processes to deal with complaints received fully complied with.
- The complaints received at health facilities will be dealt with according to the stipulated timeframes.
- The Departmental complaints procedure will be accessible through the Departmental website and through the Public Relations Officers at health institutions.
- A discussion on complaints received will be held at management meetings at all health institutions on a monthly basis; this will be done with a view to improving services through the analysis of the complaints received.
- The Provincial Ombudsperson will ensure that clients have redress mechanisms in relation to the Patients' Rights Charter and the Batho Pele principles.

VALUE FOR MONEY

- The Department commits to ensuring effectiveness and efficiency in the utilisation of its budget allocation and grant funding.

- Reports on expenditure against business plans and procurement plans will be submitted to the relevant stakeholders and Oversight Committees on a quarterly basis.
- The Annual Financial Statements will be a true and accurate reflection of the Department's financial status at the end of the financial year.
- The awarding of tenders will be done with due consideration to value for money and service delivery needs following the correct supply chain management prescripts.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

- The Department shall encourage innovation and creativity in all disciplines; clinical and non-clinical.
- The sharing of good and/or best practices will become part of knowledge management and such practices will be accessible to all institutions.
- The Department will also participate in the Premier's Service Excellence awards, the Centre for Public Service Innovation Awards, the National Batho Pele awards, amongst others.

SERVICE DELIVERY IMPACT

- The Department commits to conducting service delivery impact exercises based on the various service delivery programmes.
- The customer satisfaction surveys will be used as an indicator to measure customer satisfaction.
- Health service monitoring and reporting will be used to analyse service delivery impact, based on statistics released by National and Provincial impact studies and research.

LEADERSHIP AND STRATEGIC DIRECTION

- The Department commits to developing and publishing customer focused Strategic Plans in accordance with its mandate and identified key deliverables.
- The Department will create an enabling environment and develop mechanisms where feedback is obtained from employees and clients at all levels on its leadership style, communication effectiveness, conflict handling and decision-making.
- All senior managers will avail themselves to participate in Operation Sukuma Sakhe (OSS) as a service delivery model of the Province.

- All managers (SMS cadre) will have duly signed performance agreements, with workplans that are aligned to the Annual Performance Plan of the Department at the beginning of each financial year.
- The Department will identify development programmes for its Managers and leaders based on their Personal Development Plans.
- All managers will ensure that the Performance Management and Development System are fully implemented and that bi-annual performance assessments are conducted timeously.



YOUR COMMENTS ON OUR SERVICES, YOUR NEEDS AND YOUR SUGGESTIONS ON HOW WE CAN IMPROVE OUR SERVICES ARE WELCOME.

You may contact the Department, in writing, e-mailing or by phoning us.

Our contact details are as follows:

If you wish to contact the Head: Health

The Head of Health
Department of Health: KwaZulu-Natal
Private Bag X9051
PIETERMARITZBURG
3200

Telephone No.: (033) 395 3176
Facsimile No.: (033) 345 0792
e-mail: sandile.tshabalala@kznhealth.gov.za
samantha.foulkes@kznhealth.gov.za

If you wish to contact the various Cluster Heads at Provincial Office

Deputy Director-General:

District Health Services

Telephone Number: (033) 395 3322

Facsimile Number: (033) 342 5572

e-mail: marc.maipath@kznhealth.gov.za

Deputy Director-General:

Specialised Services and Clinical Support

Telephone Number: (033) 940 2505

e-mail: jolene.pandaram@kznhealth.gov.za

Chief Financial Officer

Telephone Number: (033) 395 3238

Facsimile Number: (033) 342 4694

e-mail: snenhlanhla.mshengu@kznhealth.gov.za

Deputy Director-General:

National Health Insurance

Telephone Number: (033) 395 2229

Facsimile Number: (033) 342 5572

e-mail: sifiso.shabalala@kznhealth.gov.za

Deputy Director-General:

Corporate Management Services

Telephone Number: (033) 395 2391

Facsimile Number: (033) 342 6701

e-mail: thokozani.gumede@kznhealth.gov.za

If you wish to contact the various Chief Directors

Chief Director:

Human Resource Management Services: HR Practices, Development and Planning

Telephone Number: (033) 395 2804

Facsimile Number: (033) 395 2240

e-mail: Ntandoyenikosi.sithole@kznhealth.gov.za

Chief Director:

Strategic Planning, Monitoring & Evaluation

Telephone Number: (033) 395 3288

Facsimile Number: (033) 394 3782

e-mail: Thandeka.ndlovu@kznhealth.gov.za

Chief Director:

Infrastructure Development

Telephone Number: (033) 940 2400

e-mail: Zamabovu.ngubane@kznhealth.gov.za

Chief Director:

Risk Assurance Management Services

Telephone Number: (033) 328 4002

Facsimile Number: (033) 328 4099

e-mail: Mbali.miya@kznhealth.gov.za

Chief Director: Legal Services

Telephone Number: (033) 395 3005

Facsimile Number: (033) 342 5471

e-mail: barbara.ntombela@kznhealth.gov.za

Chief Director: Supply Chain Management

Telephone Number: (033) 815 8304

e-mail: michelle.govender@kznhealth.gov.za

Chief Director: Public Health and Non-Communicable Diseases

Telephone Number: (033) 395 2332

e-mail: ntombenhle.zondi@kznhealth.gov.za

Emergency Medical Services

Telephone Number: (033) 940 2427

e-mail: sharon.pillay@kznhealth.gov.za

Forensic Pathology Services

Telephone Number: (033) 940 2404

e-mail: padmini.naidoo@kznhealth.gov.za

If you wish to contact the various Chief Directors

Chief Director: Chief Information Officer
Telephone Number: (033) 940 2666
e-mail: hayley.clark@kznhealth.gov.za

Chief Director: District Health Services
Telephone Number: (033) 395 3019
Facsimile Number: (033) 395 2515
e-mail: kasturi.moodley@kznhealth.gov.za

Chief Director: Strategic Health Programmes
Telephone Number: (033) 395 2197
Facsimile Number: (033) 342 3574
e-mail: nozipho.nxele@kznhealth.gov.za

Chief Director: Executive Support Services
Telephone Number: (033) 395 2281
Facsimile Number: (033) 345 0114
e-mail: nduduzo.ngcobo@kznhealth.gov.za

Chief Director: Clinical Support Services
Telephone Number: (033) 940 2500
e-mail: Nomalanga.NdlovuButhelezi@kznhealth.gov.za

Chief Director: Hospital Management Services
Telephone Number: (033) 940 2499
e-mail: Slindile.matee@kznhealth.gov.za

Please note that the postal address remains the same for all of the above.

If you wish to contact our Corporate Communications unit & Spokesperson of the Department

Chief Director:
Corporate Communications
Telephone Number: (033) 395 2248
Facsimile Number: (033) 342 9477
e-mail: sophy.skhosana@kznhealth.gov.za

Director:
Internal Communication
Telephone Number: (033) 395 2731/3231
Facsimile Number: (033) 342 0429
e-mail: khanyi.ndlovu@kznhealth.gov.za

Director:
External Communication
Telephone Number: (033) 395 2683
Facsimile Number: (033) 342 0429
e-mail: ncumisa.mafunda@kznhealth.gov.za

If you wish to contact our District Directors

District Manager:

Amajuba District

Telephone Number: (034) 328 7000

Facsimile Number: (034) 315 1092

e-mail: Silindo.Mhlongo@kznhealth.gov.za

District Manager:

eThekwini District

Telephone Number: (031) 240 5308

Facsimile Number: (031) 240 5555

e-mail: Karen.moodley@kznhealth.gov.za

District Manager:

iLembe District

Telephone Number: (032) 437 3500

Facsimile Number: (032) 552 1893

e-mail: thenjiwe.thwala@kznhealth.gov.za

District Manager:

Harry Gwala District

Telephone Number: (039) 834 8200

Facsimile Number: (039) 834 1301

e-mail:

secretary.sisonkedistrict@kznhealth.gov.za

District Manager:

Ugu District

Telephone Number: (039) 688 3000

Facsimile Number: (039) 682 6296

e-mail: samkelisiwe.nqoko@kznhealth.gov.za

District Manager:

uMgungundlovu District

Telephone Number: (033) 897 1000

Facsimile Number: (033) 897 1075

e-mail: thule.kunene@kznhealth.gov.za

District Manager:

Umkhanyakude District

Telephone Number: (035) 572 1327

Facsimile Number: (035) 572 1364

e-mail:

secretary.umkhanyakudedistrictmanager@kznhealth.gov.za

District Manager:

Umzinyathi District

Telephone Number: (034) 299 9114/6

Facsimile Number: (034) 212 4800

e-mail: charlotte.vanross@kznhealth.gov.za

District Manager:

Uthukela District

Telephone Number: (036) 631 2202

Facsimile Number: (036) 631 0530

e-mail: secretary.uthukela@kznhealth.gov.za

District Manager:

King Cetshwayo District

Telephone Number: (035) 787 0633

Facsimile Number: (035) 787 0644

e-mail: salome.thompson@kznhealth.gov.za

District Manager:

Zululand District

Telephone Number: (035) 874 0600

Facsimile Number: (035) 874 0662

e-mail: Nokuphila.mtshali@kznhealth.gov.za

If you wish to contact our Ombudsperson

Mr M Bhekiswayo: Ombudsperson
Telephone Number: (033) 395 2107/3275
Facsimile Number: (033) 394 0584
e-mail: Nozipho.dube@kznhealth.gov.za

If you wish to contact our Provincial Health Operations Centre (PHOC)

Telephone Number: 0800 005 133 / (033) 395 3046
Facsimile Number: 086 425 7525
e-mail: sindi.zondo@kznhealth.gov.za

If you need an ambulance Call: 112

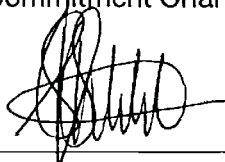
**If you wish to report fraud or corruption and wish to remain
anonymous, you may call the following Hotline:
0800 005133**

Visit our website: www.kznhealth.gov.za
for more details about our services, our institutions and
other health related information

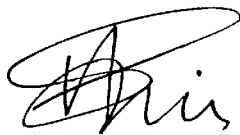
This Service Commitment Charter will be reviewed in the 2021/22 financial year

PLEDGE

We, the undersigned, pledge to maintain the service standards as stated in the Service Commitment Charter.



Dr SC Tshabalala
Head: Health
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