

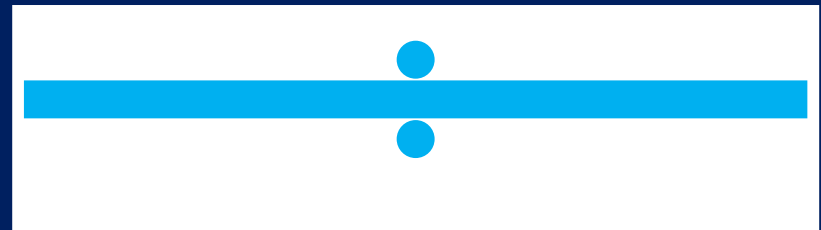


# MINISTRY OF SOCIAL DEVELOPMENT

## SERVICE DELIVERY CHARTER

PRINCIPAL SECRETARY - MINISTRY OF SOCIAL DEVELOPMENT

THE HONOURABLE MINISTER OF SOCIAL DEVELOPMENT



## The Mandate of the Ministry of Social Development

### Vision

A nation where everyone enjoys an acceptable basic standard of living and in which there are equal opportunities for people to realize their full potential through participatory approaches

### Mission

To lead and facilitate the provision of sustainable social development services that are universally accessible to all vulnerable groups in Lesotho in collaboration with other key stakeholders



### Thomo ea Lekala

ke hore sechaba se fumane litšebeletso tse amohelang le menyetla e lekanang ea boipheliso

### Pono ea Lekala

ke ho ba keta-pele pebofatsong le phanong ea litšebeletso tsa Ntsetso Pele ea Sechaba, ka mokhoa o pharalletseng ho batho ba tlokotsing

Service rendered	Requirements	Timeline
Psychosocial Support	No requirements	Immediately and 45-minute sessions at agreed intervals Services provided on short-term, medium-term and long-term bases, depending on the nature of the case and service needed
Referral to relevant service providers (Depending on the nature of the case or service)	National Identity Document (ID) Birth Certificate, and letter from the Chief or parent's Death Certificate	Within 1 week
Facilitating health assessment for placement of children, destitute, elderly, PWDs, etc., in places of safety	Health card, National Identity and letter from the Chief (Bukana ea Bophelo) If available	Within 48 hours
<b>Case management (follow-up, Inclusion and exclusion errors and other complaints) Grievance Redress Mechanism (GRM) and household updates in relation to provision of social development services</b>	<b>National Identity Document and letter from the Chief, Birth and Death Certificates</b>	<b>Within 3 months (Depending on the complexity of the case)</b>
Issuance of Exemption letters (for accessing free services for various providers) / Phano ea Lengolo la tumello ea ho fumana litšebeletso tse sa lefelloeng	National Identity Document (Birth Certificate), Health Card and MOSD Service Card/Booklet, Medical Report	Immediately
Service rendered	Requirements	Timeline
Cash transfers (Public Assistance, Child Grants, Disability grant, OVC Bursaries and OAP)	Public Assistance (PA) – National Identity and Medical Report Child Grants Programme (CGP) - National Identity Document and copies of certified Birth and Death Certificate(s) Disability grant - Medical Report, Childbirth Certificate, National Identity (ID) for parent/guardian, Old Age Pension (OAP) – National Identity Orphan and Vulnerable Children Bursary (OVCB) - National Identity Document for parent/guardian and Application letter,	CGP and PA (Quarterly); OVC Bursaries  Quarterly  Monthly  Mid-term

	copies of certified Birth and Death Certificate(s) and Medical Report for parent/guardian, Admission letters from legally registered schools, letter from the Chief and Child Grants Programme (CGP) Booklet	
Public Assistance in Kind (ranging from food packages to other emergency needs, commodities support and assistive devices)	National Identity Document or Birth Certificate and letter from the Chief and Death Certificate, Medical Report	Within 3 months of assessment - depending on the availability and complexity of the case under assessment
Facilitation of Alternative (Foster Care; Facilitation of Adoptions; Legal guardianship; temporary placement in Institutional placement)	Facilitation of Foster Care - Any form of Identification, Birth Certificate for children and Letter from the Chief or Headman (Depending on the case)	Within 3 months from process commencement
	Facilitation of Adoptions: National Identity, application letter from main applicants, Family consent letter, Marriage Certificate (In case of a married couple), Medical fitness Report for applicants, Proof of Income, Proof of residence, Police clearance and Recommendation from Child Welfare Agency	Within 3 months from process commencement
	Long Term Care Service (older persons)- National Identity, Health card (if available), Letter from the chief, Medical Report, Any service card.  Temporary Placements: Birth Certificates for children and letter from Chief or headman, depending on the availability, Police report, Hospital Report and Social Worker Report	Within 48 hours
<b>Service rendered</b>	<b>Requirements</b>	<b>Timeline</b>
Family re-unification	Report from Ministry of Social Development (MoSD) Social Worker and Court Order	Within 4 weeks depending on the complexity of the case
Provision of Subventions to Care Facilities and Institutions	Memorandum of Understanding (MOU), formal request, Financial Plan and Financial Report and Bank Account Confirmation and Financial Statement	Within the first 3 quarters of each financial year, depending on the submission of reports
Facilitate establishment and sustenance of livelihood group projects	Formal request (proposal) for assistance, National Identities, Formal letter of request for assistance stamped by the area Chief	Within 3 months
Information Dissemination to the public	None	Everyday

Provision of Rehabilitation Services	National Identity Document or Birth Certificate and letter from the Chief and Death Certificate, Medical Report	Within 3 months of assessment - depending on the availability and complexity of the case under assessment
Provision of Vocational Training	Medical Assessment form, District Social Worker's assessment form, Health booklet and Aptitude report	After every 2 years
Sharing of data from the National Information System for Social Assistance	Formal letter of request for data addressed to Principal Secretary Ministry of Social Development	Within 3 days

**In Collaboration with other public sector and development partners, we provide the following relevant services to the chronically poor, economically vulnerable and the socially excluded**

### You have the right to...

- Know the name of a person serving you
- Apply or request for the services we provide aimed at promoting and protecting your rights and well-being
- Be treated with dignity, fairness, respect by responsible and competent officials
- See your personal file and insist on respect for privacy of your information
- Ask for a full and fair investigation on every complaint you lodge
- Speak up about circumstances you find unusual
- Insist that wrong or unfair practices be corrected
- Call a review of the decision if you disagree with it
- Receive protection for whistleblowing on any form of abuse, fraud, malpractices, corruption, etc. and demand feedback on outcome of investigations

### Help us serve you better by...

- Knowing your rights
- Providing us with accurate, correct and relevant information
- Pointing our mistakes in an open and constructive manner
- Giving us feedback on our performance, good or bad

- Taking time to understand the procedures involved in accessing our services
- Reporting fraud, misuse of resources, abuse of office and corrupt practises
- Respecting and cooperating with service providers
- Lodging a complaint either verbally or in writing to the Auxiliary Social Worker at Community Councils, District Managers, or Director Operations & Community Development or the Principal Secretary

## We further commit ourselves to...

- Educate you about type of services we offer, who qualifies and how, where to apply
- Provide you with both verbal and written feedback on status of your application
- Provide you with current, accurate and reliable information
- Listen to you carefully and jointly define your needs
- Where necessary provide you with written reference
- Declare conflict of interest

## SERVICES OFFERED BY MINISTRY OF SOCIAL DEVELOPMENT

## Destitute, abandoned, abused etc.

- Family re-unification
- Protective services
- Referrals to relevant services
- Public Assistance (Cash and In-Kind)
- Social rehabilitation
- Psycho-social support
- Empowerment (survival and livelihood skills)

## Household

- Empowerment (survival, livelihood and asset building)
- Capacity building (Knowledge, skills and care practices)
- Public assistance (Cash and In-Kind)
- Child Grants
- Referral
- Referral to relevant services
- Resilience building

## Children services

- Psycho-social Support
- Placement in places of safety
- Foster care and Adoptions
- Family re-unification
- Access to education (OVC Bursary and material support)
- Awareness to essential documents
- Awareness (children's rights)
- Protective services
- Referral to relevant services

## People with Disability

- Community-based rehabilitation
- Empowerment (survival and livelihood skills)
- Psycho-social Support
- Assistive devices
- Public Assistance (Cash and In-kind)
- Disability grant

- Awareness Creation on People with Disability's rights and non- discrimination

## Elderly Care Services

- Health promotion
- Psycho-social Support
- Home help
- Dementia care
- Protective services
- Formation of support groups
- Formation of recreational groups
- Public Assistance (Cash and In-Kind)
- Placement in places of safety
- Referral to relevant services
- Awareness on the rights of the elderly

## Community Groups

- Support group formation (Care Givers and livelihood groups)
- Capacity building (entrepreneurship)
- Linkages and partnerships
- Community mobilisation (community-based responses)
- Awareness creation (rights, care, support and legal framework)



## Tokelo ea hau...

- Ho tseba lebitso la motho ea u sebeletsang
- Ho etsa kopo ea litšebeletso tsa rona tse reretsoeng ho tšireletsa litokelo tsa hau le boiketlo ba hau
- Ho fumana tšebeletso e hlomphehang, e senang leeme ho tsoa ho basebeletsi ba nang le boikarabelo le boiphihlelo
- Ho fuoa tumello ea ho sheba le ho etsa tsala morao litaba tsa hau le hore litaba tsa hau li bolokoe e le lekunutu
- Ho kopa lipatlisiso tse senang leeme ka tletlebo e 'ngoe le e 'ngoe eo u nang le eona
- Ho bua ka maemo a sa u khotsofatseng
- Ho kopa hore mekhoha e senang ponaletso e lokiso
- Ho kopa hore qeto e hlahlojoe hape e bang u sa khotsofala
- Ho fumana tšireletso khahlanong le tlhekefetso ea mofuta o fe kapa o fe

## Re thuse ho u sebeletsa ka tsela e nepahetseng ka ho...

- Tseba litokelo tsa hau
- Fana ka lintlha tsa hau tse nepahetseng ka botlalo
- Bontša liphoso tsa rona ka tsela e ahang
- Re bolelle boleng ba litšebeletso tsa rona li le mpe kapa li le ntle
- Iphe nako ho utloisisa methati e lateloang hore u fumane litšebeletso tsa rona
- Tlaleha bobolu le tšebeliso e mpe ea thepa ea mosebetsi
- Fana ka litletsebo kapa tlhahiso leseling ka ho itlahlaha ofising tsa rona kapo, ngolla Mosebetsi oa Lekala liofising tsa Mathamo tsa Puso ea Libaka, Ofising tsa Setereke kapa ntlo- kholo ea Lekala, Mookameli Lefapheng la Bosebeletsi Literekeng kapa Mongoli e Moholo oa Lekala la Ntsetso Pele ea Sechaba

## Boitlamo ba rona...

- Ho u ruta ka litšebeletso tseo re fanang ka tsona, batho ba lokeloang ke litšebeletso le methati eo u lokelang ho e latela hore u fumane litšebeletso

- Ho fana ka tlaleho le boemo ba kopo ea hau
- Ho fana ka lintlha tse nepahetseng tse mabapi le kopo ea hau
- Ho u mamela ka hloko le ho thusa ho hlalosa tlhoko ea hau
- Ho fana ka bopaki bo ngotsoeng moo ho hlokehang

## BOSEBELETSI BOO LEKALA BO FANANG KA BONA HO UENA

### Bafutsana-futse, Ba lahluoeng, bahlekefelitsoeng...

- Thuso ea ho khutlisetsa bana le baholileng malapeng a bo bona kapa ho baamani
- Litšebeliso tsa tsireletso ho ba tlokotsing
- Lithuso ho batho ba tlokotsing (Public Assistance)
- Tlhabollo e fanang ka tšehetso le boikemelo
- Tataiso ea ho itšoarella ka matsoho le ho iphilisa
- Ho u fetisetsa litsing kapa mafapheng a fanang ka litšebeliso tse sa fanoeng ke Lekala

### Tlhokomelo ea Baholileng...

- Thuto ka litaba tsa hohola le liqholotso, litokelo le tsireletso ho ba ho baholileng
- Tlhabollo e fanang ka tšehetso le boikemelo
- Thuto ho sechaba ka lefu la boleba bo boholo
- Theho ea lihlopha tsa boithapallo le boikoetliso (Social Clubs)
- Theho ea lihlopha tsa tšehetso tse hlokomelang batho baholileng
- Lithuso ho ba tlokotsing (Public Assistance)
- Tlhabollo ho basebeletsi ba se ba tlo ea phomolong
- Ho isa baholileng litsing tsa tlhokomelo le tsireletso ha ho hloka hala
- Ho u fetisetsa litsing kapa mafapheng a fanang ka litšebeliso tse sa fanoeng ke Lekala

## Litšebeletso tsa Bana...

- Tlhabollo e fanang ka tšehetso le boikemelo
- Ho fumantšoa libaka tsa polokeho
- Phumantšho ea malapa a nakoana le bahlokomeli kapa malapa a moshoelella
- Thuso ea ho khutlisetsa bana malapeng a bo bona kapa ho ba amani
- Thuso ea litefello tsa sekolo le lisebelisoa tsa thuto
- Ho thusa ho fumana litokomane tsa bohlokoa
- Tlhahiso leseling ka litokelo tsa bana
- Litšebeletso tsa tšireletso ho bana
- Phetisetso ho litsi kapa mafapha a fanang ka litšebeletso tse sa fanoeng ke Lekala

## Batho ba nang le Bokooa...

- Tlhabollo e fanang ka tšehetso le boikemelo
- Matlafatso, boikemelo, le boiphiliso ho batho ba nang le bokooa
- Tlhabollo e fanang ka tšehetso le boikemelo
- Lithusa- tšehetso bakeng sa batho banang le bokooa
- Lithuso ho batho ba tlokotsing (Public Assistance)

## Lihlopha tsa boikhohollo bofumeng Metseng...

- Ho thusa thehong ea lihlopha tsa tšheetso metseng
- Ho fana ka mahlale a ho iketsetsa
- Ho hokahanya lihlopha le mafapha kapa Mekhatlo e ikemetseng
- Temoso ka litokelo, ho hlokomelana le tlatsetso mesebetsing ea boiphiliso

## LITŠEBELETSO TSA LEKALA LA NTŠETSO PELE EA SECHABA HA LILEFELLOE

LITŠEBELETSO TSE FANOANG	LITOKOMANE TSE HLOKAHALANG	BOITLAMO BA NAKO
<ul style="list-style-type: none"> <li>Tlhabollo e fanang ka tšehetso le boikemelo</li> <li>Phitisetso ea batho makaleng le litsing tse ling moo ba ka fumanang thuso ho latela boemo ba tlakotsi ba motho ka mong le ho latela tšebeletso eo u e hlokang</li> <li>Thuso ho bana, batho baholileng le batho banang le bokooa ho fumana tlathhobo ea ngaka</li> <li>Tšalo morao ea litlitlebo (Case Management)</li> <li>Phano ea Lengolo la tumello ea ho fumana litšebeletso tse sa lefelloeng</li> </ul>	<ul style="list-style-type: none"> <li>Hare hloke letho</li> <li>Tokomane ea boitsebiso, lengolo la tlhaho ha ele ngoana, lengolo la lefu le lengolo la Morena</li> <li>Tokomane ea boitsebiso, lengolo la Morena le Bukana ea Bophelo ha ele teng</li> <li>Tokomane ea boitsebio, lengolo la tlaleho ea lefu le lengolo la Morena</li> <li>Tokomane ea boitsebiso, lengolo la tlhaho la ngoana, bukana ea ngaka</li> </ul>	<ul style="list-style-type: none"> <li>Hang-hang le ka linako tseo ho tla lumellanoa ka tsona</li> <li>Nako ea li hora tse mashome a mane a metso e robeli ka mora ho tlaleha (48hrs)</li> <li>Nako ea li hora tse mashome a mane a metso e robeli ka mora ho tlaleha (48hrs)</li> <li>Nako ea khoeli tse tharo ho latela boemo ba thuso e hlokaahalang kapo hang-hang</li> <li>Hang-hang</li> </ul>

- Thuso ea ho khutlisetsa bana, bahulileng le bahloki-hloki malapeng a bo bona kapa ho baamani
- Ho fana ka tšehetso ea Chelete ho litsi tse hlokomelang bana, baholileng le batho banang le bokooa
- Lihlopha tsa boikhollo bofumeng Metseng
- Ho fana ka temoso, thuto le melaetsa sechabeng
- Litsaiane tsa Baholileng (Lilemo tse 70 ho ea holimo)
- Lithuso ho batho ba tlokotsing, joalo ka lijo, maleiri le makase
- Ho thusa ho fumanela bana ba tlokotsing baholisi kapa malapa kantle le ka hare ho naha (Foster Care & Adoptions)
- Repoto ea Mohlabolli (Social Worker) ho tsoa Lekaleng la Ntsetso Pele ea Sechaba
- Tokomane ea Tsebelisana 'Moho le Lekala (MOUs), tlaleho ea lichelete, lengolo la kopo le lengolo la banka le netefatsa nomoro ea banka (Bank) ea Setsi
- Lengolo la kopo le otliloeng ka stempe sa morena, tokomane ea boitsebiso a litho tsa sehlopha le moralo oa tšebetso
- Hare hloke letho
- Tokomane ea Boitsebiso
- Tokomane ea boitsebiso, lengolo la tlhaho la ngoana le la morena
- Lengolo la lenyalo, bopaki ba mokhoa oa boiphiliso, bopaki ba bolulo, lengolo la pakang hore mokopi ha se setluli sa molao, lengolo la boitlamo ho tsoa ho uena u le mokopi, lengolo la mokopi le tokomane ea boitsebiso
- Ka nako ea beke tse 'ne ho latela bothataa kapa boemo ba tlokotsi
- Nakong ea khoeli tse ling le tse ling tse qalang selemo sa lichelete
- Nakong ea beke tse peli
- Nako eohle
- Ka khoeli
- Ka nako ea khoeli tse tharo ho latela boemo ba tlokotsi kapa thuso e hlokahalang
- Ka nako ea khoeli tse tharo ka mora ho etsa kopo

Lekala la Ntsetso Pele ea Sechaba lena le liofisi literekeng tse leshome tsa naha le ka har'a liofisi tsa Makhotla a Mathomo a Puso ea Libaka:

Berea.....	22501901
Butha- Buthe.....	22461620
Leribe.....	28400910
Mafeteng.....	22701011
Maseru.....	22323270
Mohale's Hoek.....	28780286
Mokhotlong.....	22920497
Qacha's Nek.....	22950208
Quthing.....	22750498
Thaba- Tseka.....	27009822

**Head Quarters: Pension Fund House Building**

**2<sup>nd</sup> & 3<sup>rd</sup> Floor**

**Corner Constitution Road. Maseru West**

**Private Bag A222 Maseru 100**

[www.socialdevelopment.gov.ls](http://www.socialdevelopment.gov.ls)

**Facebook: Ministry of Social Development Lesotho**

**116** - Ke Mohala oa Tlokotsi oa mahala o ka u letsetsang ho tlaheha thlekefetso ea bana

**80010000 /80020000** – ke Mohala o ka u letsetsang oa mahala ho fumana tlhakisetso ka litaba tsa lipenchele tsa bo-nkhono le bo-ntate moholo

**Head Quarters contacts: 22326371**

**Reviewed Date: 16.4.2021**

**PS Ministry of Social Development**

Haeba o sa khotsofala ka liqeto tse entsoeng, u ka ngolla ofisi ea Monamoli, Mokato oa Bobeli, Moposo House, Kingsway

P.O Box 12610, Maseru 100