The Batho Pele Vision

A better life for all South Africans by putting people first

Batho Pele
Together beating the drum for service delivery
Consultation

- All stakeholders should be consulted on the nature, quantity and quality of services to be provided in order to determine the needs and expectations of the end users.

- Citizens can be consulted through the following:
  - Customer surveys
  - Campaigns
  - Izimbizo
  - Workshops
Service Standards

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect

• Service charters
• Strategic plans
• Booklets with standards
• Service level agreements
Ensuring Courtesy

Citizens should be treated with courtesy and consideration e.g. tools, measurements & systems put in place to effect customer care - customer care units & staff

Right attitude!!

Courtesy = politeness and considerate behaviour
Access

All citizens should have equal access to the services to which they are entitled, e.g.

- Decentralized offices (MPCC, one stop shops etc)
- Extended business hours
- Use of Indigenous languages and sign language
- Service charters displayed
- Improved service delivery to physically, socially and culturally disadvantaged persons (including infrastructure)
- Signage must be clear and helpful
- All frontline staff should wear name tags
Citizens should be given full, accurate information about the public services they are entitled to receive e.g.

- Braille and functional sign language, help desks, brochures, posters, press
- Information to be available at service points, in various official languages.
- Weekly newsletters from the City Managers
- Frontline staff training
- Induction training is made compulsory to all new employees
Openness & Transparency

- Citizens should be told how departments are run, how much they cost and who is in charge
- The Citizen should know who the Head of the Unit is
- The management must be transparent and open to all staff members, e.g. appointment circulars
- Regular staff meetings with Management must be encouraged
Redress

- Establish a mechanism for recording any public dissatisfaction, e.g. toll-free number, suggestion boxes & customer satisfaction questionnaires
- Each Unit must have a complaints handling system in place
- Staff must be trained to handle complaints fast & efficiently
Value for Money

Public services should be provided economically and efficiently in order to give citizens the best possible value for money e.g.

• the use of expenditure controls,
• improved internal controls (e.g. private use of phones, budget reviews)
• Costs per unit of services delivered
THANK YOU

*Together* beating the drum for service delivery because

WE BELONG, WE CARE, WE SERVE
to make

A BETTER LIFE FOR ALL…….