



Know Your Service Rights and Responsibilities Guide

Know Your Service Rights and Responsibilities

DPSA

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Acronyms

APSD	Africa Public Service Day
BPP	Batho Pele Principles
BPCMEP	Batho Pele Change Management Engagement Programme
BPF	Batho Pele Forum
BPRS	Batho Pele Revitalization Strategy
CDW	Community Development Worker
CoGTA	Cooperative Governance and Traditional Affairs
CBO	Community-based Organisation
DDG	Deputy Director General
DPSA	Department of Public Service and Administration
FBO	Faith based Organization
GCIS	Government Communication and Information System
HRD	Human Resource Development
HRM	Human Resource Management
ICT	Information and Communication Technology
IDASA	Institute for Democracy in South Africa
KYSRR	Know Your Service Rights and Responsibilities
KYCDW	Know Your Community Development Worker
MPSA	Ministry of Public Service and Administration
MDGs	Millennium Development Goals
MTSF	Medium Term Strategic Framework
NCOP	National Council of Provinces
NGO	Non Governmental Organisation
NTT	National Task Team
OPSC	Office of the Public Service Commission
PAIA	Promotion of Access to Information Act
PAJA	Promotion of Administrative Justice Act
PALAMA	Public Administration Leadership and Management Academy
PSW	Public Service Week
SDOT	Service Delivery and Organisational Transformation
SDIF	Service Delivery Improvement Forum
SDIP	Service Delivery Improvement Plan
SALGA	South African Local Government Association
SABC	South African Broadcasting Corporation
SANGOCO	South African NGO Coalition
SASSA	South African Social Security Agency
WPTPS	White Paper on Transforming Public Service
WPTSD	White Paper on Transforming Service Delivery

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1. HISTORICAL BACKGROUND

A few years ago the DPSA embarked on a programme to revitalize the Batho Pele Principles in the public service. A study was commissioned to determine the extent to which progress was being made by various public service institutions in various spheres of Government with regard to the implementation and promotion of Batho Pele principles.

The overall finding of the study clearly indicated that there is generally a poor understanding of not only the Batho Pele principles among the members of the public but also that citizens do not understand their service delivery rights and responsibilities. As a result the study made a number of recommendations that were also approved by Cabinet. The recommendations include four strategic focus areas, which are:

- Taking Public Services to the People;
- Know Your Service Rights and Responsibilities Campaign;
- Service-user relations management; and
- Mainstreaming, institutionalising, sustaining and fostering accountability for the implementation of the Batho Pele principles.

In keeping with the above-mentioned recommendations, the KYSRR campaign was launched in October 2007 in an attempt to empower the people of this country by educating them on their service rights and responsibilities. The objectives of the campaign were stated as to:

- Educate citizens about their rights when accessing government services;
- Ensure that when accessing these services, citizens do so responsibly;
- Discourage complacency among public servants when discharging their obligations to deliver services in an acceptable manner; and
- Build and strengthen partnerships between citizens and the public service to ensure that expectations of both partners are met amicably.

Since its inception, the Know Your Service Rights and Responsibilities (KYSRR) campaign has been driven and championed by the Department of Public Service and Administration (DPSA). The DPSA did this by, among others:

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- Developing and distributing KYSRR booklets and other campaign materials to government departments, Thusong Service Centres and some public service sites such as municipal offices, public libraries, clinics etc;
- Conducting workshops in provinces for public servants and Community Development Workers (CDWs) with the view to soliciting their participation in the campaign;
- Distributing the KYSRR materials directly to the public at exhibitions, Ministers' public participation programmes and other events.

2. Problem statement

At present the KYSRR campaign is centralised within the DPSA with no clear holistic approach that involves all government departments (national and provincial) to pool resources in a concerted and integrated endeavour to jointly embark upon education and advocacy campaigns.

Secondly, there are no institutional and structural arrangements in place to ensure a sustainable KYSRR campaign.

Thirdly, there are currently no monitoring and evaluation mechanisms as well as reporting arrangements that can be used to assess the impact of the KYSRR campaign.

In the light of the above-mentioned concerns, among others, the DPSA is of the view that there is a need to develop a guide for the public service on an integrated approach to the Know Your Service Rights and Responsibilities campaign that will rally all departments around the campaign in a focused and unified way.

2. Purpose of this guide

The purpose of this implementation guide is to serve as a startingpoint to guide and mobilise government departments to play a key role in the Know Your Service Rights and Responsibilities Campaign. The guide is intended as a resource for national and provincial government departments to sensitise them on the critical need to empower the people of this country by taking positive steps to educate them on services that they are entitled to from government and what the people's responsibilities are in respect of those services offered by government.

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3. Objectives of the Guide

The main objectives of the guide are to:

- 3.1 Mobilise all national and provincial government departments to participate adequately and meaningfully in the KYSRR campaign through collaboration and cooperation with campaigns initiated by the DPSA;
- 3.2 Encourage government departments to develop their own sector-specific KYSSR guides and campaigns and to report sector specific campaigns to the DPSA for national coordination;
- 3.3 Provide mechanisms that can be utilised for effective and efficient implementation of KYSRR campaign nationally;
- 3.4 Identify linkages between the KYSRR campaign and other existing initiatives and how these complement one another;
- 3.5 Put reporting systems in place to monitor and evaluate the implementation of KYSRR campaigns nationally; and
- 3.6 Propose measures to institutionalise and popularise the KYSSR campaign as one of the key requirements for social cohesion and the attainment of government’s strategic goals and outcomes.

4. Rights to services

The following table reflects on some of the rights that citizens must be made aware of as well as empowering them on how to exercise the rights responsibly.

Table1: Rights to services

RITHTS TO SERVICES	
<ul style="list-style-type: none"> ▪ The right to fair treatment by government ▪ the right not to be unfairly discriminated against ▪ the right to be treated with dignity ▪ the right to information ▪ the right to housing ▪ the right to health 	<ul style="list-style-type: none"> ▪ The right to social assistance ▪ The right to free emergency medical treatment ▪ The right to fair labour practice ▪ The right to education ▪ The right to protection ▪ The right to assistance

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<ul style="list-style-type: none">▪ the right to basic service	<ul style="list-style-type: none">▪ The right to compensation▪ The right to restitution
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5. Service that are to be rendered by government

In this section we consider the definition of the concept “public services” and thereafter we list examples of such services rendered by government to the public in the South African context.

5.1 Definition

The term, **public services**, is “a term usually used to refer to those services provided by government to its citizens, either directly (through the public sector) or by financing private provision of services. The term is associated with a social consensus (usually expressed through democratic elections) that certain services should be available to all, regardless of income”¹. They are those services considered as very essential to modern life and the provision of which should be guaranteed on moral grounds. That is why they are provided directly by the state through its institutions or procured from the private sector at state expense.

Furthermore, we must bear in mind that a discussion on service rights and responsibilities cannot be done in isolation from basic human rights. In Appendix 1 we attach the United Nations’ “Universal Declaration of Human Rights”. When examining many of the articles of the declaration, it is clear that there is a close relationship with the examples of services listed in the subsection below. Service rights are really a subset of broader human rights.

5.2 Examples of services rendered by government

The South African Government Services website (www.services.gov.za) provides a detailed account of all major services which are available to citizens and legal permanent residents of this country. The services are set out below according to three categories:

¹ Adapted from: http://en.wikipedia.org/wiki/Public_services

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5.2.1 Services for residents

- (a) Birth; including prenatal, postnatal care, registration of birth etc.
- (b) Disability grants
- (c) Social grants
- (d) Relationships including marriages and accessing protection orders in domestic violence cases
- (e) A place to live
- (f) Driving
- (g) Citizenship
- (h) Dealing with the law
- (i) End of life
- (j) Parenting
- (k) Health
- (l) Education and Training
- (m) World of work
- (n) TV and postal services
- (o) Travel outside South Africa
- (p) Information from government
- (q) Retirement and old age

5.2.2. Services for organisations

- (a) Register business or organisation
- (b) Deregister business
- (c) Intellectual property
- (d) Export
- (e) Communication
- (f) Labour
- (g) Change business or organisation registration
- (h) Tax
- (i) Import

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- (j) Permits, licences and rights
- (k) Transport

5.2.3. Services for foreign nationals

- (a) Temporary residence
- (b) Driving
- (c) Permanent residence

These services are set out in more detail on the website, www.services.gov.za. Government officials who are assigned to promote the KYSRR campaign in their departments should familiarise themselves with the services on the website to figure out which of them are the responsibility of their respective departments and which services pertaining to their departments are omitted from the website. In other words, the departments should audit themselves by responding to; *inter alia*, the following questions:

- Which of the services on the website are supposed to be delivered to the public through our department or agencies attached to our department?
- Which other services relating to our department or associated agencies should be added to the list?
- Do the public know about us and the services we render or should render to them?
- What are the rights and responsibilities of the citizens regarding the services channelled through our department?
- Are there proper communication channels between the department and the public on how to access the services and how to lodge complaints/commendations with the department?
- Is there a proper education and advocacy strategy or guidelines in place on how the department will impart information on service rights to the public on an ongoing basis?

The above-mentioned list of services is not necessarily complete. To that list we must also add services that are delivered largely through the local sphere of government. Some examples of those services are:

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- Water supply;
- Refuse removal;
- Sewage collection and disposal;
- Street lighting;
- Municipal parks and recreation including sports facilities;
- Maintenance of roads within municipalities and storm water drainage;
- Metro policing; and
- Electricity and gas supply (except in areas where it is supplied directly by ESKOM).

6. Responsibilities of citizens and permanent residents

We must bear in mind that a democratic government exists to serve the people. At the same time citizens must also agree to abide by the rules and obligations by which they are governed. Citizens should know that they bear the burden of responsibility for their society if they are to benefit from government's protection and promotion of their rights.

The South African Constitution contains a detailed Bill of Rights but it does not include a Bill of Responsibilities for citizens as done in constitutions of some countries. This makes it difficult to say with precision what are the responsibilities which citizens ought to uphold in the course of appropriating services rendered by government. We have to glean these responsibilities from our understanding of the constitution and other legislation. For purposes of the guide we list a few points which government departments are urged to consider as possible citizen responsibilities in the context the KYSRR campaign.

- 6.1 A government of the people demands constant **vigilance** from and support by the people as well as **patience** especially in a young democracy such as South Africa which is characterised by huge disparities between races due to many years of oppression and neglect.
- 6.2 Citizens in a democracy should participate actively in policy formulation and projects of government whenever called upon to so.

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- 6.3 Citizens must respect the laws of the land as well as both private and public property. The wanton destruction of public and private property during protest marches is counterproductive and citizens should be educated on negative effects of this behaviour.
- 6.4 Cooperation with law enforcement agencies by citizens cannot be overemphasised; they should also provide information contributing to curbing crime and the apprehension of offenders.
- 6.5 Paying one's fair share of taxes.
- 6.6 Accepting the authority of the elected government at all spheres of government.
- 6.7 Respecting the rights of those with different points of view.
- 6.8 When unhappy with their leaders, citizens are free to engage their leaders and to peacefully make their demands for change - including voting leaders out of office instead of resorting to violence. Ward councillors are usually targets of violent protests during which their lives and properties are often at risk.
- 6.9 When members of the community visit state service points such as Home Affairs offices, schools, clinics etc, to be served by staff manning the service sites, the citizens ought to exercise restraint and deal with the staff with respect and patience at all times.

7. LEGAL BASIS FOR THE KYSRR CAMPAIGN

7.1 The Constitution of the Republic of South Africa, 1996

(a) *The Preamble:*

In the preamble to the constitution it is stated, among others, that the constitution is adopted as the supreme law of the Republic in order to:

- Lay the foundations for a democratic and open society based on democratic values, social justice and fundamental human rights;
- Improve the quality of life of all citizens and free the potential of each person.

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All government institutions should take care to give effect to such an open society by, *inter alia*, empowering citizens and permanent legal residents of the country by educating them on their service rights and responsibilities.

(b) The Bill of Rights:

Chapter 2 of the constitution focuses in detail on fundamental human rights which are bestowed on all South African citizens and others who happen to be legally inside the country at any given time. Most of these rights translate into services which the people must enjoy through positive service delivery actions of national and provincial government departments, parastatals and institutions at local government level. Some examples of such services are listed in paragraph 4 above.

The aim of this guide is to ensure that national and provincial government departments, in particular, take up the responsibility to analyse the Bill of Rights and to unpack service delivery responsibilities that apply to them as departments ensuing from these rights and other specific legislation. They should then develop measures to communicate to citizens the service rights that can be delivered through their respective departments and what citizens should do to effectively appropriate those services. Departments must embark on department-specific KYSRR campaigns and collaborate with the DPSA in doing so.

According to section 7(2) of the constitution, “The state must respect, protect, promote and fulfill the rights in the Bill of Rights.” And section 8(1) states that “The Bill of Rights applies to all law, and binds the legislature, the executive, the judiciary and all organs of state.” In South Africa, where there is still a great deal of ignorance among people, these objectives can be attained only through well developed and educative “Know Your Service Rights and Responsibilities” campaigns.

(c) Public Administration

In Chapter 10 of the constitution section 195 it is stated that “Public Administration must be governed by the democratic values and principles enshrined in the Constitution...”. Since most of these principles are indeed relevant for promoting the KYSRR we list all of them below:

- (i) A high standard of professional ethics must be promoted and maintained.

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- (ii) Public administration must be development-oriented.
- (iii) Services must be provided impartially, fairly, equitably and without bias.
- (iv) People's needs must be responded to, and the public must be encouraged to participate in policy-making.
- (v) Public administration must be accountable.
- (vi) Transparency must be fostered by providing the public with timely, accessible and accurate information.
- (vii) Good human-resource management and career-development practices, to maximise human potential, must be cultivated.
- (vii) Public administration must be broadly representative of the South African people, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalances of the past to achieve broad representation.

7.2 White Paper on the Transformation of the Public Service

The purpose of the White Paper is to establish a policy framework to guide the introduction and implementation of new policies and legislation aimed at transforming the South African Public Service to be people-centric and people-driven. The following are some of the key objectives of the White Paper:

- Rationalization and restructuring the public service.
- Institution building and management.
- Representativeness and affirmative action.
- Transforming service delivery.
- Democratizing the state.
- Human resource development and training.
- Employment conditions and labour relations.
- The promotion of a professional service ethos.

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7.3 White Paper on Improving Public Service Delivery (Batho Pele)

In 1997, the Government adopted the White Paper on Transforming Service Delivery (Batho Pele) as a policy framework for the provision of services. The White Paper provided a policy framework and practical implementation strategy for the more efficient, effective and equitable provision of public services.

The White Paper on Batho Pele is informed by eight principles for the transformation of Public Service delivery, namely:

(a) Consultation

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

(b) 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.

(c) Access

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

(d) Courtesy

Citizens should be treated with courtesy and consideration

(e) Information

Citizens should be given full, accurate information about the public services they are entitled to receive.

(f) Openness and transparency

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Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

(g) Redress

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.

(h) Value for money

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

7.4 Promotion of Access to Information Act (PAIA)

The purpose of this Act is to give effect to the constitutional right of access to any information held by the State and any information that is held by another person and that is required for the exercise or protection of any rights; and to provide for matters connected therewith.

In Chapter 2 of the “Objects of the Act are list in full. Two of the objects which are very important in the context of the KYSRR campaign, namely Section 9 (d) and (e) are stated as:.

- (d) to establish voluntary and mandatory mechanisms or procedures to give effect to that right in a manner which enables persons to obtain access to records of public and private bodies as swiftly, inexpensively and effortlessly as reasonably possible; and*
- (e) generally, to promote transparency, accountability and effective governance of all public and private bodies by, including, but not limited to, empowering and educating everyone—*
 - (i) to understand their rights in terms of this Act in order to exercise their fights in relation to public and private bodies;*
 - (ii) to understand the functions and operation of public bodies; and*
 - (iii) to effectively scrutinize, and participate in, decision-making by public bodies that affects their rights.*

7.5 Promotion of Administrative Justice Act (PAJA)

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The Constitution, through the Bill of Rights, gives every citizen the right to take action against the State, if they believe their constitutional rights have been infringed and the right to have access to information held by the State, in order to take action against the State. These rights are echoed in the eight Batho Pele principles, especially redress and the right to information.

Section 5 of the Act spells out citizen's rights to redress. It states that any person whose rights have been materially and adversely affected by administrative action and who has not been given reasons for the action, he/she be provided with written reasons for the action. The Act goes on to state that any person may institute proceedings in a court or a tribunal for the judicial review of an administrative action and stipulates the procedures for such review and the remedies that may be implemented.

The Act compels government departments and other state organs to treat citizens fairly when discharging their responsibilities to which citizens are entitled in terms of the law and government policy. Very often disadvantaged people in this country are shortchanged by unscrupulous public servants and these public servants get away with this unfair treatment because people do not know how and under what circumstances they can seek redress.

8. MEANING, OBJECTIVES AND BENEFITS OF THE KYSRR CAMPAIGN

8.1 Meaning of the KYSRR campaign

In simple terms, the KYSRR campaign is an **education and advocacy campaign** which aims to educate the public on all services they are entitled to from government departments and what their rights are to access those services while at the same time abiding by the law and acting responsibly when demanding such services. Some of the services may be free of charge while citizens may have to pay money to access others. What is of essence is that services must be made available and citizens must be empowered with knowledge through the KYSRR campaign what their service rights are at all times.

8.2 Objectives of the KYSRR campaign

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- (a) Develop and distribute KYSRR campaign materials (booklets, pamphlets etc) which will be aligned to seven clusters according to which government departments are grouped. This means that seven sets of education and advocacy materials will be developed and utilised to educate the public on their rights and responsibilities.
- (b) Educate citizens on the different types of services that government provides as well as their responsibilities as citizens.
- (d) Utilise electronic and print media as additional mechanisms to convey the message of service rights and responsibilities to all citizens and residents of the country.
- (e) Explain to citizens these rights in a user-friendly manner and in their own languages to ensure greater understanding.
- (f) Discourage complacency among public servants, as citizens would be more aware and knowledgeable about their rights, expected service standards as well as possible remedies when their rights are violated.
- (g) Strengthen and emphasize partnerships between the public, government and other stakeholders in ensuring citizen's participation in the service delivery value chain.

8.3 Envisaged benefits of the KYSRR campaign

It is appropriate at this stage to take cognisance of the wise words of former Secretary General of the United Nations Mr Kofi Annan who was advising leaders and advocates for human rights that it is very important to educate citizens to fully understand their basic human rights. He uttered the following statement:

*"The more people know and understand their own rights, and the more they respect those of others, the better the chance that they will live together in peace. Only when people are educated about human rights can we hope to prevent human rights violations, and thus prevent conflict as well."*²

² Kofi Annan (2000): www.theadvocatesforhumanrights.org/Human_Rights_Education_Program.html

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Service rights are intrinsically linked to basic human rights as set out in the Universal Declaration of Human Rights of 1948 and the Constitution of the Republic of South Africa and should be understood in that context. In essence, understanding our rights shapes our thinking and citizen's actions because these rights are about real-life issues. A well developed and well implemented education campaign to teach communities on their service rights and responsibilities has the potential of resulting in peaceful coexistence among citizens and between citizens and government. It has the potential - according to Mr Kofi Annan - of preventing conflicts. In South Africa, communities are all too familiar with the violent service delivery conflicts that have been sweeping across the country recently; some of them culminating in clashes between law-enforcement officers resulting in serious injuries and loss of lives.

The following is a list of additional benefits which can result from the envisaged KYSRR campaign:

- (a) The adoption of the KYSRR campaign affirms the commitment of government to respect, protect and promote the service rights of all people.
- (b) The campaign will promote democratic principles without bias and from diverse perspectives through a variety of educational and advocacy practices.
- (c) It will help to develop the communication skills and informed critical thinking essential to democracy.
- (d) It will restore citizen's trust that government is really caring and willing to accede to their needs.
- (e) The campaign will challenge citizens to ask what human rights mean to them personally and encourages them to translate behaviour into informed, non-violent action.
- (f) It affirms that as South African we are interdependent and have a common destiny and aspirations which must be respected and endorsed through caring service delivery to all.

9. IMPLEMENTING AND INSTITUTIONALISING THE KYSRR CAMPAIGN

9.1 Clarifying responsibilities of primary role players

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Table2. Responsibilities of government departments

ROLE PLAYER	RESPONSIBILITY IN RESPECT OF THE KYSRR CAMPAIGN
<p>Department of Public Service and Administration (DPSA)</p>	<ul style="list-style-type: none"> • Develop and periodically review guidelines for government departments to effectively and efficiently promote the KYSRR campaign nationally. • Develop cluster aligned KYSRR booklets, pamphlets, flyers outlining rights and responsibilities of citizens in collaboration with departments. • Run workshops for KYSRR campaign advocates/officials of national departments and provincial departments. • Monitor government departments' commitment and roll-out of the KYSRR campaign for their respective sectors. • In collaboration with relevant national and provincial departments, DPSA must train or provide training opportunities for CDWs and other community based officials on this guide and KYSRR materials that may be developed from time to time. • Compile consolidated annual reports on the state of Rights and Responsibilities education in government departments. • Assess the impact of the campaign after every two years and advise the Minister on progress and challenges.
<p>National Departments</p>	<ul style="list-style-type: none"> • Each department is to develop specific strategies to educate and raise public awareness on the services rendered by that specific department and citizens' rights and responsibilities in respect of those services. • Collaborate with the DPSA on KYSRR campaigns that impact on their departments or sectors. • Submit annual reports on campaigns they initiated or participated in

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ROLE PLAYER	RESPONSIBILITY IN RESPECT OF THE KYSRR CAMPAIGN
	<p>during the year in question.</p> <ul style="list-style-type: none"> Report on the role of community development practitioners attached to their departments regarding the practitioners' involvement in the KYSRR campaigns.
Provincial Departments	<ul style="list-style-type: none"> As above for provincial departments but adapted to suit the provincial perspective.
Service delivery points (health care centres, Home Affairs offices, SASSA offices, Labour centres, libraries, Thusong Service Centres and municipal centres.	<ul style="list-style-type: none"> Frontline staff trained on this guide and KYSRR material developed by the DPSA and other departments. Frontline staff available to distribute KYSRR booklets and other materials to citizens.
Public Service Commission	<p>The PSC will perform its oversight role in keeping with its mandate which is to:</p> <ul style="list-style-type: none"> Investigate, monitor, and evaluate the organisation and administration of the Public Service including KYSRR campaigns. Promote measures that would ensure effective and efficient performance within the Public Service and to promote values and principles of public administration as set out in the Constitution, throughout the Public Service.
PALAMA	<ul style="list-style-type: none"> Develop training materials and conduct training on aspects agreed to with the DPSA.
Batho Pele Forums	<ul style="list-style-type: none"> The Know Your Service Rights Campaign is part of the Batho Pele programme of government. Cabinet endorsed the Batho Pele Revitalisation strategy in August 2004, which resulted in over 22 specific programmes being developed and implemented as a part of revitalising the Batho Pele programme.

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ROLE PLAYER	RESPONSIBILITY IN RESPECT OF THE KYSRR CAMPAIGN
	<ul style="list-style-type: none"> • Some of the key Batho Pele programmes are the Change Management and Engagement programme, the Khaedu programme, the Service Delivery Watch (entailing random and unannounced visits to service sites), as well as events such as the Public Service Week, the Africa Public Service Day and the Batho Pele conferences (initially known as the learning networks). • The KYSR campaign, as an integral part of the Batho Pele programme, is promoted regularly through the other Batho Pele programmes/ projects. The CMEP, for example, entails regular capacity building in provincial and national Departments on the execution and management of attitudinal, behavioural and cultural change. Officials are exposed to the issues, challenges and ways in to respond to changes in the work environment. Officials have to know their rights, the rights of the public (citizens), how to address complaints, and be responsive to citizens' demands. In this way the Batho Pele programmes requires a close working together in ensuring the realisation of the revitalisation strategy's goals.

8.2 Other Roleplayers and Stakeholders

In addition to the above-mentioned roleplayers, partnerships with some or all of the following bodies will also be formed and their expertise and/or participation in KYSRR campaigns solicited whenever necessary:

- (a) The South African Local Government Association (SALGA);
- (b) NGOs;
- (c) Churches;

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- (d) Office of the Public Protector;
- (e) Human Rights Commission;
- (f) Sector Education and Training Authorities

8.3 Linkages with Existing Initiatives and Formations

There already numerous initiatives and formations that interact a great deal with citizens on service delivery challenges facing this country. When conducting KYSRR education and advocacy campaigns the initiatives that are already in existence or in the pipeline should be adapted, strengthened and utilized as conduits through which to conduct KYSRR campaigns. These structures and initiatives are discussed briefly below:

8.3.1 *Linking the KYSRR campaign with the Know Your CDW campaign*

Within the challenging environment of increased community protests related to public service delivery concerns, CDWs are actively pursuing the objectives of assisting with improving service delivery and enhancing citizen's access to public services facilitating improved intergovernmental coordination between three spheres of government and key line public service institutions, and facilitating community development and stronger engagement and partnerships between government and communities.

There are about 3 395 Community Development Workers based in Local municipalities in 3 909 wards across South Africa, It is anticipated that each municipal ward should have full-time CDWs in future. Efforts have been made by provinces and municipalities to ensure that communities are familiar with a CDW located in particular municipal wards. This is important because CDWs are a public service echelon of multi-skilled workers who maintain direct contact with citizens where the masses live.

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The new approach of linking KYSRR and “Know Your CDW” (KYCDW) campaigns will enhance the development of DPSA Citizen Engagement Strategy. The CDWs will engage with communities through various approaches, such as:

- i. To visit to households through conducting door-to-door campaigns in order to obtain information on community needs, identify service delivery gaps and compile community profiling.
- ii. To facilitate and support participatory democracy by contributing to the effective functioning of ward committees.
- iii. To strengthen the partnership between state and civil society
- iv. To create awareness in communities of government programmes, projects and campaigns.
- v. To encourage and mobilise communities to participate in service delivery forums and community development initiatives towards nation-building.

This approach will ensure that as CDWs engage communities as part of their official duties, they will also inform citizens about their service rights and responsibilities, and where service standards are not met, CDWs can communicate this to the relevant line department and the DPSA.

8.3.2 Inclusion of KYSRR in PALAMA Public Service Induction Programme

PALAMA is providing Induction Programme in the Public Service and it is important that PALAMA is provided with an annexure on KYSRR so that it becomes part of the induction programme in the public service.

8.3.3 Using Skills Development Facilitators as Advocates of KYSRR

Skills Development Facilitators (SDFs) already exist in all national and provincial departments and part of their role is to develop and facilitate the implementation of Workplace Skills Plans (WSPs)

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for their respective departments. The SDFs should be used to include training on service rights and responsibilities in their WSPs and to conduct training programmes on KYSRR for frontline staff at service points such as hospitals, clinics, Home Affairs offices etc.

8.3.4 KYSRR as agenda item for BPF.

National Batho Pele Forum (BPF) is a national platform consisting of national departments and provincial representatives, and provincial Batho Pele Forum consists of provincial representatives at national level and representatives from provincial departments. The forums discuss service delivery related matters and progress regarding implementation of Batho Pele Revitalization programmes and KYSRR is one of the standing agenda item. These forums provide update information regarding KYSRR campaigns and activities in respective departments and communities. This process is closely linked to the rolling out of the Batho Pele Change Management Engagement (BPCME) workshops in national and provincial departments,

8.3.5 Linking KYSRR with other Outreach Campaigns in the Public Service

The integrated approach will also be sustained through the following various approaches:

- Communicating the programme on radio talk shows, outreach campaigns and community meetings on service delivery matters affecting the community.
- Facilitate the implementation of the programme through providing KYSRR booklets at train stations, taxi ranks and shopping complex.
- Partnering with Thusong Service Centres, libraries and institutions of higher learning by providing materials for students and learners;

KYSRR campaigns will not also be limited to the highlighted activities, but also through workshops with non-governmental organisations (NGOs), community- based organisations (CBOs) and faith-based organisations (FBS). These activities will be in a two-way approach, DPSA will be invited to present the programme and provide materials at community workshops and also CDWs will participate at community's activities at ward level.

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Projects such as Africa Public Service Day (APSD) and Public Service Week (PSW), will also be utilised to promote KYSRR campaigns where most of government departments are involved. PSW includes outreach programme and door-to-door campaigns and DPSA officials hand-over KYSRR materials and briefly explain to communities about the campaign.

8.4 Other critical measures for institutionalising the KYSRR campaign

- The DPSA will explore the feasibility of amending the Public Service Regulations with the view to making the KYSRR campaign a Key Result Area of Directors-General and Heads of Departments.
- Departments should create space in their structures to accommodate the KYSRR campaign. One possibility is to assign it to their HRD components and to have it included in WSPs.
- All departments should report their KYSRR programmes in their Annual Training Reports copies of which must be submitted to the DPSA.
- The DPSA must engage PALAMA and the PSETA to work mechanisms of integrating the KYSRR campaign in WSPs and measures for creating training programmes on some aspects of the campaign and its materials.
- Annual Stakeholder National workshop for evaluation, review, planning of activities and considering reports on how government is doing in this regard.
- Training – PALAMA induction programme to include KYSRR- and other courses to consider this.
- Use of public service week and Khaedu to popularise and educate the public.
- Use of media such as community radio stations.
- Outreach programme for promotion of KYSRR.
- Schools programme/ activity on KYSRR

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Appendices

Appendix 1: Universal Declaration of Human Rights³

PREAMBLE

Whereas recognition of the inherent dignity and of the equal and inalienable rights of all members of the human family is the foundation of freedom, justice and peace in the world,

Whereas disregard and contempt for human rights have resulted in barbarous acts which have outraged the conscience of mankind, and the advent of a world in which human beings shall enjoy freedom of speech and belief and freedom from fear and want has been proclaimed as the highest aspiration of the common people,

Whereas it is essential, if man is not to be compelled to have recourse, as a last resort, to rebellion against tyranny and oppression, that human rights should be protected by the rule of law,

Whereas it is essential to promote the development of friendly relations between nations,

Whereas the peoples of the United Nations have in the Charter reaffirmed their faith in fundamental human rights, in the dignity and worth of the human person and in the equal rights of men and women and have determined to promote social progress and better standards of life in larger freedom,

Whereas Member States have pledged themselves to achieve, in co-operation with the United Nations, the promotion of universal respect for and observance of human rights and fundamental freedoms,

Whereas a common understanding of these rights and freedoms is of the greatest importance for the full realization of this pledge,

Now, Therefore THE GENERAL ASSEMBLY proclaims THIS UNIVERSAL DECLARATION OF HUMAN RIGHTS as a common standard of achievement for all peoples and all nations, to the end that every individual and every organ of society, keeping this Declaration constantly in mind, shall strive by teaching and education to promote respect for these rights and freedoms and by progressive measures, national and international, to secure their universal and effective recognition and observance, both among the peoples of Member States themselves and among the peoples of territories under their jurisdiction.

Article 1

All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

³ Source: <http://www.un.org/en/documents/udhr/index.shtml#atop>

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Article 2

Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.

Article 3

Everyone has the right to life, liberty and security of person.

Article 4

No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms.

Article 5

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Article 6

Everyone has the right to recognition everywhere as a person before the law.

Article 7

All are equal before the law and are entitled without any discrimination to equal protection of the law. All are entitled to equal protection against any discrimination in violation of this Declaration and against any incitement to such discrimination.

Article 8

Everyone has the right to an effective remedy by the competent national tribunals for acts violating the fundamental rights granted him by the constitution or by law.

Article 9

No one shall be subjected to arbitrary arrest, detention or exile.

Article 10

Everyone is entitled in full equality to a fair and public hearing by an independent and impartial tribunal, in the determination of his rights and obligations and of any criminal charge against him.

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Article 11

- (1) Everyone charged with a penal offence has the right to be presumed innocent until proved guilty according to law in a public trial at which he has had all the guarantees necessary for his defence.
- (2) No one shall be held guilty of any penal offence on account of any act or omission which did not constitute a penal offence, under national or international law, at the time when it was committed. Nor shall a heavier penalty be imposed than the one that was applicable at the time the penal offence was committed.

Article 12

No one shall be subjected to arbitrary interference with his privacy, family, home or correspondence, nor to attacks upon his honour and reputation. Everyone has the right to the protection of the law against such interference or attacks.

Article 13

- (1) Everyone has the right to freedom of movement and residence within the borders of each state.
- (2) Everyone has the right to leave any country, including his own, and to return to his country.

Article 14

- (1) Everyone has the right to seek and to enjoy in other countries asylum from persecution.
- (2) This right may not be invoked in the case of prosecutions genuinely arising from non-political crimes or from acts contrary to the purposes and principles of the United Nations.

Article 15

- (1) Everyone has the right to a nationality.
- (2) No one shall be arbitrarily deprived of his nationality nor denied the right to change his nationality.

Article 16

- (1) Men and women of full age, without any limitation due to race, nationality or religion, have the right to marry and to found a family. They are entitled to equal rights as to marriage, during marriage and at its dissolution.
- (2) Marriage shall be entered into only with the free and full consent of the intending spouses.

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- (3) The family is the natural and fundamental group unit of society and is entitled to protection by society and the State.

Article 17

- (1) Everyone has the right to own property alone as well as in association with others.
- (2) No one shall be arbitrarily deprived of his property.

Article 18

Everyone has the right to freedom of thought, conscience and religion; this right includes freedom to change his religion or belief, and freedom, either alone or in community with others and in public or private, to manifest his religion or belief in teaching, practice, worship and observance.

Article 19

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Article 20

- (1) Everyone has the right to freedom of peaceful assembly and association.
- (2) No one may be compelled to belong to an association.

Article 21

- (1) Everyone has the right to take part in the government of his country, directly or through freely chosen representatives.
- (2) Everyone has the right of equal access to public service in his country.
- (3) The will of the people shall be the basis of the authority of government; this will shall be expressed in periodic and genuine elections which shall be by universal and equal suffrage and shall be held by secret vote or by equivalent free voting procedures.

Article 22

Everyone, as a member of society, has the right to social security and is entitled to realization, through national effort and international co-operation and in accordance with the organization and resources of each State, of the economic, social and cultural rights indispensable for his dignity and the free development of his personality.

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Article 23

- (1) Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment.
- (2) Everyone, without any discrimination, has the right to equal pay for equal work.
- (3) Everyone who works has the right to just and favourable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection.
- (4) Everyone has the right to form and to join trade unions for the protection of his interests.

Article 24

Everyone has the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay.

Article 25

- (1) Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control.
- (2) Motherhood and childhood are entitled to special care and assistance. All children, whether born in or out of wedlock, shall enjoy the same social protection.

Article 26

- (1) Everyone has the right to education. Education shall be free, at least in the elementary and fundamental stages. Elementary education shall be compulsory. Technical and professional education shall be made generally available and higher education shall be equally accessible to all on the basis of merit.
- (2) Education shall be directed to the full development of the human personality and to the strengthening of respect for human rights and fundamental freedoms. It shall promote understanding, tolerance and friendship among all nations, racial or religious groups, and shall further the activities of the United Nations for the maintenance of peace.
- (3) Parents have a prior right to choose the kind of education that shall be given to their children.

Article 27

- (1) Everyone has the right freely to participate in the cultural life of the community, to enjoy the arts and to share in scientific advancement and its benefits.

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- (2) Everyone has the right to the protection of the moral and material interests resulting from any scientific, literary or artistic production of which he is the author.

Article 28

Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized.

Article 29

- (1) Everyone has duties to the community in which alone the free and full development of his personality is possible.
- (2) In the exercise of his rights and freedoms, everyone shall be subject only to such limitations as are determined by law solely for the purpose of securing due recognition and respect for the rights and freedoms of others and of meeting the just requirements of morality, public order and the general welfare in a democratic society.
- (3) These rights and freedoms may in no case be exercised contrary to the purposes and principles of the United Nations.

Article 30

Nothing in this Declaration may be interpreted as implying for any State, group or person any right to engage in any activity or to perform any act aimed at the destruction of any of the rights and freedoms set forth herein.

Appendix 2: Government Clusters

Government Clusters established by Cabinet on 20 May 2009

1. Infrastructure Development:

(Transport, Public Enterprises, Communications, Energy, The Presidency: National Planning Commission, Water and Environmental Affairs, National Treasury, Human Settlements, Cooperative Governance and Traditional Affairs, Public Works and Economic Development)

2. Economic Sectors and Employment:

(Trade and Industry, Mineral Resources, Economic Development, Tourism, Rural Development and Land Reform, Agriculture, Forestry and Fisheries, Science and Technology, Finance, Communications, Public Enterprises, Higher Education and Training)

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3. Human Development:

(Basic Education, Higher Education and Training, Health, Labour, Arts and Culture, Sport and Recreation, Science and Technology)

4. Social Protection and Community Development:

(Human Settlements, Social Development, Women, Youth, Children and People with Disability, Public Works, Rural Development and Land Affairs, Water and Environmental Affairs, Transport, Cooperative Governance and Traditional Affairs)

5. International Cooperation, Trade and Security:

(International Relations and Cooperation, Defence and Military Veterans, State Security, Trade and Industry, Tourism, National Treasury, Water and Environmental Affairs)

6. Governance and Administration:

(Public Service and Administration, Co-operative Governance Traditional Affairs, The Presidency: Performance Monitoring and Evaluation and Administration in The Presidency including GCIS, Justice and Constitutional Development, Home Affairs and National Treasury)

7. Justice, Crime Prevention and Security:

(Police, Justice and Constitutional Development, Correctional Services, State Security, Home Affairs and Defence)