KZN CITIZENS’ CHARTER

ACHIEVEMENTS AND CHALLENGES
Introduction

- Why the Citizens’ Charter
ACHIEVEMENTS

➢ Sensitized public servants to the need to transform and improve service delivery.

➢ Adherence to the principles of putting people first: “Batho Pele”.

➢ Entrenchment of the rights of the citizens to acceptable treatment at the public service station.

➢ Provision of leadership and strategic direction to the public service provider - Leading to a uniform understanding and interpretation of the goals of KZN government.
Achievements cont...

- Improved relations between government and the citizenry
- Development of Departmental Service Commitment Charters and subsequent annual Service Delivery Improvement Plans - a constant reminder of the need to adhere to specified basic delivery standards and inherent constant improvement
- Revival of the Batho Pele Forum as the custodian of improved service delivery
Achievements cont...

- Moves towards ensuring the concept of integrated service delivery. Efficient, time-saving and cost-reducing exercise. Minimize duplications and limits fraud and corruption at the level of social grants and other “vulnerable” benefits provided by government.

- Translating the Charter into isiZulu, Afrikaans and isiXhosa.
- Re-alignment of the Premier’s Service Excellence Awards scheme to be in line with the Citizens’ Charter
- Unannounced site visits
- Buy-in by departments regarding Public Service Week staggered throughout the year
Challenges

- Stakeholder buy-in. Internal and external stakeholders caused by “Humps” and unnecessarily long chains.

- Attitude and behaviour of the public service provider at frontline desk and management levels (unannounced visits).

- (soln): (Re) orientation and (re) training on customer care. Name badges; Unannounced visits by public servants more effective.
Marketing and publicity. (soln) Development of CDWs

Citizen-friendliness of systems that are in place to supplement the human resource power. 

**Soln**: Standardization of systems as well as Simplification of relevant systems.
Challenges cont...

- Changing mindsets. *(soln)* Training Academy
- Educating/sensitizing citizens to their service rights and encouraging them to actively participate in monitoring and evaluating service delivery *(soln)*: roll-out of Charter
- Translation of Charter into Braille
Overall solutions i.r.o. integrated accelerated service delivery

- Development of the citizen service centres at MPCCs, supermarkets and / or shopping malls
- Hands on versus coordination