BATHO PELE
REVITALISATION PROGRAMME

SERVICE DELIVERY WEEK ACTIVITIES PRESENTATION TO
THE BATHO PELE FORUM

the dpsa
Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

WE CARE  WE BELONG  WE SERVE
WE CARE  WE BELONG  WE SERVE
WE CARE  WE BELONG  WE SERVE
Background

Prescripts, Practices and Legislative Frameworks

- White paper on Transformation of the Public Service (Batho Pele)
- BP Implementation Survey 2003 by DPSA & OPSC
- Introduction of Batho Pele (BP) Revitalisation Strategy
Cabinet Recommendations

BP Initiatives Clustered into 4 Strategic Themes

- Taking Public Services to the people; (signage, flexible office hours & PSW)
- Know your service rights campaign; (APSD)
- Putting people first; (SDW & KHAEDU)
- Mainstreaming & institutionalizing Batho Pele (induction, training M& E, SMS PMDS & Change Management Engagement Programme)
Public Service Week History

- 2001: DPSA SMS deployed to service delivery points e.g. Hillbrow Police Station
- 2002: Home Affairs & Social Development (Putting Children first)
- 2003: Linked with Izimbizo
- 2004: Mpumalanga (Khaedu-SMS SD Challenge)
- 2005: All Provinces (Mpumalanga, KZN, Limpopo & Northern Cape)
- 2006: 8 out of 9 Provinces participated
OBJECTIVES OF PSW

- To facilitate access to public services by the general public;
- To enhance the quality and efficiency of public service delivery;
- To ensure multi-skilling of public service cadres in all layers;
- To highlight the importance of public service delivery and be visible to citizens as Public Servants.
PSW Linkages to other Service Delivery Improvement Initiatives

SMS SD CHALLENGE (KHAEDU)

SERVICE DELIVERY WATCH

AFRICA PUBLIC SERVICE DAY
Link between PSW, APSD and Khaedu

- Public Service Week PSW celebrations have been held in various provinces on a rotational basis. It is against this background that North West province is recommended to host the event as the main nerve centre on the 18 – 22 June 2007, leading to the main celebration of APSD 22 June 2007, but provinces should co-ordinate provincial activities in their respective provinces and forward reports to dpsa.
Link between PSW, APSD and Khaedu

- APSD be linked with Public Service Week (PSW) and Khaedu (Batho Pele revitalization projects).
- Deployment of SMS members, who were trained through Khaedu programme.
- The deployment entails activities across all provinces with SMS members undertaking tasks at the coalface of service delivery.
- The deployment to take place on 18 – 22 June 2007 with the North West Province as the national hub.
- The deployment launch to be in Mafikeng on 18 June 2007.
- A report-back session on 22 June 2007 to consolidate a report and mark the closure of the week’s activities.
Khaedu – North West

- Number of SMS attended Khaedu in NW province – 9 officials.
- Alternative dates for upcoming Khaedu training
- Request SMS who undergone Khaedu in other provinces.
- Involvement of MMS
The following are the dates for upcoming training sessions for Khaedu:

- April 16 -20 : Western Cape (Stellenbosch)
- May 7-11 : Western Cape (Stellenbosch)
- May 14-18: Mpumalanga (Hazeyview)
- May 21-25 : E. Cape (Mpekweni Lodge)
- May 28-June 01 : Gauteng (Garden Lodge)
- June 4-8 : Western Cape (Stellenbosch)
- June 11-15 : KZN / FS.
THEME 2007

Shona Phansi Msebenzi

“Promoting Good Governance with Emphasis on Anti-corruption and Ethics”.
Questionnaires and reporting

- Team leaders (Khaedu trained managers) will coordinate and consolidate service point reports.
- Team leaders will submit consolidated reports by Friday, 22 June 2007: Live broadcasting from Pretoria University.
- Provinces are encouraged to showcase their case studies.
- Questionnaires service point-specific (DoHA, SOCDEV, DoH, SAPS)
- Other two types of questionnaires (staff and service recipients)
Staff questionnaire focus on back-office (HR issues, Financial management, process and systems, communication and feedback)

- Interviews will have to be consistently conducted in order to fill in questionnaires
- Seek clarity if not sure of some information e.g. CDWs to assist especially with the citizens' questionnaires.
Conclusion

It is hoped that;

● All Khaedu trained senior managers participate fully during PSW
● Full participation of Local Government in the spirit of the Single Public Service.
● Useful reports will be written to improve SD using skills acquired through the Khaedu initiative;
● Provinces and Municipalities will have to prioritize addressing the findings and link them to the BP Implementation strategy.
● Road shows to provinces.
“............... I have come to realise that even with the right policy framework, the best conditions of service, a restructured, smart, innovative, skilled and resourced public service – there will still remain an element of personal commitment and dedication that only individual public servants can contribute”

Minister for Public Service & Administration

Ms. Geraldine Fraser-Moleketi
CONTACT DETAILS:

NOMVUYO SOKOYI
Tel: 012 336 1196
Fax: 086 517 3025
E-mail: Nomvuyos@dpsa.gov.za