7TH ANNUAL BATHO PELE EXCELLENCE AWARDS 2020/21
NOMINATION FORM
# PERSONAL DETAILS OF NOMINEE

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<tr>
<th>Surname</th>
<th>Full names</th>
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<td>Province / Service point</td>
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<td>Category being entered (see list below)</td>
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Signature of nominee: ................................................................. Date:

# CATEGORIES

1. Best Doctor of the Year
2. Best Researcher of the Year
3. Best Covid-19 Health Worker of the Year
4. Best Responsive Government Institution of the Year
5. Best Frontline Service Delivery Employee of the Year
6. Best General Worker of the Year (Levels 1-5)

# MOTIVATION

The nominator must please provide a written motivation that supports her/ his nomination (maximum 10 pages, including supporting material e.g. photos, letters, etc.). Video footage is welcome.

# DETAILS OF NOMINATOR

<table>
<thead>
<tr>
<th>Surname</th>
<th>Full Names</th>
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<td>Persal No. (if the nominator is a public servant)</td>
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<td>Name of Department/ Municipality/ Community (Not compulsory)</td>
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<td>Province</td>
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<td>Unit/ Branch/ Service Point (fill in relevant information only)</td>
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<td>Job Title (e.g. Director/ Nurse/ unemployed)</td>
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Signature of nominator: ................................................................. Date:
1. **Background**

   The Ministry for the Public Service and Administration (MPSA) launched the National Batho Pele Excellence Awards (NBPEA) in November 2013 as an effort to encourage continuous performance improvement and promote a professional and productive public service that delivers quality services. The awards programme promotes sharing of best practices, lessons, learning and rewarding good performance as well as gauges citizen satisfaction towards government performance.

2. **Purpose**

   The purpose of the NBPEA is to entrench professionalism in the public service, while acknowledging, recognizing and rewarding public servants who perform beyond the call of duty. In this way the awards aim to encourage excellence in the public service.

3. **Theme**

   The theme for the 7th National Batho Pele Excellence Awards 2020/21 is *“Combating the Covid-19 pandemic through a Batho Pele focus: Putting People First”*. 

4. **General Criteria**

   (NB: for the comprehensive criteria go to [www.dpsa.gov.za](http://www.dpsa.gov.za))

   a. Individual public servants or Government institutions show concrete evidence of/demonstrate:
      i) Commitment to implementing the Batho Pele principles and standards holistically, thus providing quality services to the public;
      ii) Implementing principles of good governance and ethical leadership;
      iii) Ensuring tangible service delivery improvement to citizens leading to proven record of customer satisfaction with visible impact that restores public confidence.

   b. Service beneficiaries attest to experiencing definite improvement in individual and/or organizational performance.

   c. Evidence of effective service delivery implementation, with appropriate systems, processes and procedures in place enabling fully operational, sustainable, and replication of best practices, as well as visible impact to society.

   d. Individual public servants or Government institutions can prove (with evidence) a beneficial relationship between financial expenditure and service delivery impact.

5. **Rules and Guidelines**

   a. Submissions must be stapled and not bound for easy perusal. Use of arch-lever files is preferred.

   b. Submissions must preferably be in the English language, but are not limited to the one language.

   c. Hand written submissions are not encouraged.

   d. Submissions must be hand delivered to the address below not later than the 15
February 2022.
e. Submissions can also be entered online via the email: Bathopeleawards@dpsa.gov.za
f. Prizes are not transferrable.
g. Incomplete submissions will be disqualified.
h. Submissions must be signed by both the Nominator and Nominee (unsigned forms will be disqualified).

NB: All entries must be submitted in their complete form – all relevant documents to be submitted at the same time.

6. Adjudication process
   a. A multi-disciplinary and independent team of adjudicators will judge the process.
   b. The adjudicators’ decisions are final.
   c. Where necessary, nominees will be contacted for verification, either through email, telephone, face to face interviews or site visits.

NB: Schedule of interviews / site visits for verification of evidence will not be negotiated, candidates / departments will be required to adjust their commitments to accommodate the adjudication process.

7. Hand deliveries
   Hand-deliveries may be deposited at:
   Batho Pele House
   546 Edmond Street (corner Hamilton Street)
   Arcadia
   0083

8. DPSA Contacts
   Ms Matsetsu Botha       Ms Lebo Matshasa
   Cell No: 084 628 2550   Cell: 083 248 6601
   Tel: 012 336 1252       Tel: 012 336 1363

CLOSING DATE: 15 FEBRUARY 2022