DEPARTMENT

PUBLIC SERVICE AND ADMINISTRATION

REPUBLIC OF SOUTH AFRICA

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TO ALL MEDIA/NEWS EDITORS

MEDIA ADVISORY | Conference on Public Service Delivery Capability

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Minister Buthelezi to open the State Capacity and Capability for Optimal Service Delivery Conference in Durban

The Minister for the Public Service and Administration, Inkosi Mzamo Buthelezi, will open the State Capacity and Capability for Optimal Service Delivery Conference, convened by the Department of Public Service and Administration (DPSA) in collaboration with the Moses Kotane Research Institute (MKRI), the University of KwaZulu-Natal, and the South African Association of Public Administration and Management (SAAPAM).

The three-day conference brings together public sector practitioners and experts, local government practitioners, policymakers and decision makers, regulatory agencies, researchers, scholars, students and civil society institutions working on service delivery. Conference participants will determine the state of public service delivery over the past three decades, and identify areas of excellence that should be replicated, whilst, diagnosing constraints across

governance, human resources, operations and infrastructure maintenance, and define actionable priorities for government.

The conference forms part of the 7th Administration priority to build a capable, ethical and developmental State through the professionalisation of the public service. The outcomes of the conference will guide government in systematically building its capability to enhance its performance in service delivery.

Participants will also include the leaders of the oversight bodies such as the offices of the Public protector; and the Auditor General. The Statistician General is also expected at the conference.

Members of the media are invited to attend and cover the conference as follows:

Dates	Monday, 23 November to Wednesday, 25 November 2026
Official opening	Monday, 23 November 2026, 08:45
Venue	Moses Kotane Research Institute (MKRI), 190 KE Masinga Road, Durban
Livestream	TBC
Media opportunities	Opening address by the Minister; (interview opportunities / media briefing, time to be confirmed)

Media accreditation

Members of the media wishing to attend are requested to RSVP to Mr. Ohentse Modise at Ohentse.Modise@dpsa.gov.za or 060 752 4026, Friday, 20 November 2026. Accredited media must present a valid press card on arrival.

For further information, please contact:

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