



MINISTRY
PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA

Remarks by:

Hon. Ms. Noxolo Kiviet, MP
Minister for the Public Service and
Administration

At the
Middelburg, Eastern Cape Province Community Outreach
10 August 2023

PROTOCOL LIST AND SALUTATIONS

1. Provincial Leadership
2. District Leadership
3. Mayor and Councillors
4. Our development partners
5. Senior managers present
6. Ladies and Gentlemen

Molweni!

It is an honour to stand before you today here in the beautiful Inxuba Yethemba Municipality of the Eastern Cape province, as we gather for this community engagement event. This gathering is a testament to our commitment to engage actively with communities to address service delivery issues through the District Development Model (DDM) and the "Taking Government to the People" programme.

The District Development Model (DDM) programme has provided us with a valuable platform to directly engage with citizens and stakeholders like yourselves. It has allowed us to understand your needs, hear your concerns, and work together to find solutions to the challenges you face. We have visited government service sites, held consultations, and made both announced and unannounced visits to ensure that we have a comprehensive understanding of service delivery in your communities.

Today, I want to highlight the significance of our combined endeavours in strengthening the DDM program and public engagement initiatives.

This engagement serves as a precursor to the upcoming Presidential Imbizo, scheduled to take place in the Chris Hani District on August 11, 2023.

Led by President Cyril Ramaphosa, the Imbizo aims to enhance understanding of the District Development Model and facilitate the delivery of essential services to the people.

It is our collective duty to enhance coordination and collaboration among government departments, municipalities, and civil society organizations. Through collaborative efforts, we can ensure that all departments are adequately equipped to address the needs of our communities.

To address service delivery challenges effectively, we must enhance the government's capability to provide relevant services. This involves improving our systems, processes, and procedures, as well as adhering to the principles of Batho Pele. We need to streamline operations, evaluate productivity regularly, and maintain high standards of service delivery.

Inter-governmental relations are crucial in maintaining synergy across the three spheres of government. We must continue to foster strong relationships and ensure effective communication. The war-room approach can be an effective tool in achieving this synergy.

Furthermore, we must invest in the capacity and capability of our public servants. This includes providing them with appropriate tools, continuous training, and creating conducive workplace environments. By doing so, we can enable them to deliver services efficiently and effectively.

Innovation and creativity are key to overcoming challenges and finding sustainable solutions. We must encourage and support innovative approaches to service delivery.

Let us embrace new ideas and technologies that can enhance the quality and accessibility of public services.

It is also important to alleviate reporting fatigue at lower structures and provide adequate budgets for basic service delivery. We need to ensure that our resources are allocated effectively and efficiently to meet the needs of our communities.

Finally, I want to assure you that we are committed to maintaining regular communication with communities. Your voices matter, and we are here to listen. We will continue to focus on the areas that have been visited through the DDM programme and address the issues raised. Feedback will be provided, and progress will be shared with you.

Service delivery improvement is crucial to ensure a better life for all our people. The DDM programme plays a pivotal role in assessing the level of service rendition and engaging with communities to improve services.

However, we cannot do it alone. We need the commitment of departmental leadership, inter-departmental and inter-governmental collaboration, regular reporting, appropriate resourcing, and skilled public servants.

Let us work together as partners in progress, united in our goal to deliver quality services to every corner of the country. Your participation and support are vital in our journey towards a better future.

Ladies and gentlemen, distinguished guests, and fellow advocates of gender equality, our engagement today also takes place a day after Women's Day and when we are continuing to celebrate Women's Month.

Let us remember that gender equality is not a women's issue; it is a human rights issue that demands the active participation and collaboration of all individuals, irrespective of gender.

Let me also take this opportunity to extend my warmest congratulations to the remarkable Banyana Banyana team on their outstanding achievements in the recent tournament. Their dedication, skill, and unwavering spirit have brought immense pride to our nation.

Thank you, and may we continue to strengthen our bond as we embark on this important path of transformation and service delivery excellence.

I thank you!