



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

SUBJECT	MINUTES OF THE NATIONAL BATHO PELE FORUM MEETING	MEETING NO	1 of 2018/19
		VENUE	NORTH WEST PROVINCE: ORION SAFARI HOTEL
		DATE	23 – 24 MAY 2018
<u>ATTENDANCE:</u>	REGISTER ATTACHED		DATE APPROVED
APPROVAL	CHAired BY MR VINCENT MABUNDA	SECRETARIAT	Nomvuyo Komanisi and Lebo Matshasa
	Signature.....Date:.....		
PRESENT (NATIONAL)		PRESENT (PROVINCES)	APOLOGIES

Department of Home Affairs (DHA)		
Department of Agriculture and Fisheries (DAFF)		Ms. Princess Nevondo from NPA
Department of Transport (DoT)	Free State Province	Mr Mafezwe Khanyile from KwaZulu Natal Office of the Premier
Department of Environmental Affairs (DEA)	Western Cape Province	
Department of Human Settlements (DHS)	North West Province	Mr Raymond Rasenga from Human Settlement
National School of Government (NSG)	Mpumalanga Province	Ms Matsetu Botha from DPSSA
Department of Correctional Service (DCS)	Gauteng Province	Mr Emmanuel Kgomo from DPSSA
Justice and Constitutional Development (DOJ)	Northern Cape Province	Mr Mlungisi Myalezwa from Mpumalanga Office of the Premier will only attend for one day (23 May 2018)
Government Pensions Administration Agency (GPAA)	Eastern Cape Province	Anna Oliphant of Limpopo Treasury will join the meeting later
Trade and Industry (DTI)		
Rural Development and Land Reform (RDLR)		

ITEM	DISCUSSION & RESOLUTIONS	RESPONSIBLE PERSON	TARGET DATE
1. OPENING	1.1. The Chairperson, Mr Vincent Mabunda opened the meeting and welcomed all members present and outlined the purpose of the meeting.	Mr Vincent Mabunda	
2. WELCOME ADDRESS	2.1. The North West Office of the Premier's representative, Ms. Losareng Moraladi welcomed everyone to the province on behalf of Ms Neo Musi who unfortunately had commitments due to the challenges that the province was experiencing.		

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	2.2. Ms Musi had requested Ms Moraladi to welcome the National Batho Pele Forum members in the province and requested them to enjoy the meeting.		
3. ADOPTION OF THE AGENDA	3.1. Mr Mabunda outlined the agenda and requested for the adoption of the agenda. Mr David Moeketsi proposed the adoption of the agenda. Mr Sandy Nyathi moved for the adoption of the agenda, which was then adopted.	All	
4. ADOPTION OF THE MINUTES	<p>4.1. Mr Mabunda apologised for the late sending out of the minutes as previously discussed in meetings.</p> <p>4.2. The minutes were corrected as follows:</p> <p>(a) Page (Pg) 1: Consistency of the initials.</p> <p>(b) Pg 3. 3.2.1 Public Administration should be in small letters.</p> <p>(c) Pg 3. 3.1.8 The President should be capital P and be written the in the manner in which he is usually addressed. e.g the Honourable President Mr Cyril Ramaphosa.</p> <p>(d) Pg 5. 41.4. Spelling of policy & close invented comas.</p> <p>(e) Pg 6. 6.3 Mr Louis Van Der Walt to be corrected.</p> <p>(f) Pg 6.9 Full stop should be replaced with a coma instead.</p> <p>(g) Pg 7. Ngwandule to read Ngwandula</p> <p>(h) Pg 8. 6.11 National School of Government (NSG)</p>	ALL	

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	<ul style="list-style-type: none"> (i) Pg 11. 8.3 Should move to its own line (j) Pg 12 8.3 He's is supposed to be his (k) Pg 13 9.6.1 How did they deal with (l) Pg 13 9.4 Pass (m) Pg 14 Alignment (n) Pg 15 10.4.3 Correct grammar in "The 12 entities they don't subscribe the same way". (o) Pg 15 Discussions and not Questions (p) Pg 17 Current 10.2 There is a full stop after Andrew. It was supposed to have been replaced with a coma (q) Pg. 16 until the rest of the minutes (r) 10.1 On the goals: there is repetition (s) 10.2.4. How do you monitor the implementation of the deployment strategy? (t) 10.2.5 Presentations were instead of was (u) Pg 19 13.2 make next (next) (v) Pg 19 closure (w) Pg. Ms Veronica Motalane and not Ms Vero 	Vincent	

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	<p>4.3. The minutes must be sent 7 days after the meeting. Mr Mabunda takes full responsibility that the minutes were not sent a week after the meeting.</p> <p>4.4. A motion to adopt the minutes was proposed by Mr David Moeketsi, and was seconded by Mr Sandy Nyathi. Minutes were then adopted as a true reflection of what transpired in the last meeting.</p> <p>4.5. Matters arising</p> <p>4.5.1. The resolution of Western Cape not implementing project Khaedu, was a Provincial Cabinet decision which they took after legal advice. This is because there are similar programmes of deployment outside the ambit of Khaedu but employing similar methodology and approach.</p>		
<p>5. PRESENTATION ON THE REVISED BPF REPORTING TEMPLATE</p>	<p>5.1. Mr Vincent Mabunda made a presentation on the Reporting Template. After his presentation discussions ensued as follows:</p> <p>5.1.1. The relationship between this Reporting Template and the Service Delivery Improvement Plan (SDIP) is that the Reporting Template (RT) focuses on progress made on the holistic application of the</p>	<p>Mr Vincent Mabunda</p>	

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	<p>mechanisms for the implementation of each Batho Pele principle without looking at the gaps and future steps required to improve the current status. This means that the SDIP is concerned with the future and to be while the RT is concerned with the present and now. From the now as presented by the RT gaps can be identified and means (plans) be designed to deal with the gaps.</p> <p>5.1.2. The DPSA will take the matter of voluntary implementation of KHAEDU further because all departments are required to implement all Batho Pele Revitalization Flagship projects as per Cabinet Memorandum 4 of August 2004.</p> <p>5.1.3. The DPSA should develop guidelines and explanatory notes on how to use the RT which will further clarify the use of access as both the principle of Batho Pele and a variable for measure.</p> <p>5.1.4. The State of the Nation Address by the President of South Africa should serve as a guide in terms of what each department has to implement and achieve.</p> <p>5.1.5. It was decided that members should adopt the template and test it when reporting for the first quarter, if it is accommodative and also consider Access: as both a variable for measure and as a principle for Batho Pele.</p>	<p>Vincent and Veronica</p> <p>ALL</p>	

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<p>6. REPORTS BY PROVINCES AND NATIONAL DEPARTMENTS</p>	<p>6.1. WESTERN CAPE PROVINCE</p> <p>6.1.1. Tersia Pretorius made a presentation for the Western Cape Province</p> <p>6.1.2. Following the presentation by Ms Tersia Pretorius a discussion ensued as follows:</p> <p>6.1.3. The Western Cape Province should share information with other provinces on how to improve service delivery.</p> <p>6.1.4. The forum should consider adding e-governance as an item for reporting in all the government programmes and services.</p> <p>6.2. GAUTENG PROVINCE</p> <p>6.2.1. Ms Miller Tlaba made a presentation for the Gauteng Province.</p> <p>6.2.2. In her presentation, she indicated that the Gauteng Office of the Premier will be sending an e-mail requesting input on the Batho Pele Strategy that the province is working on.</p> <p>6.2.3. Other factors / elements must be considered when the status quo on the report is done e.g. there might be challenges of finances.</p>	<p>Western Cape and DP SA</p> <p>Ms Miller Tlaba</p>	

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	<p>6.2.4. The challenges of patients moving from different clinics in the same area should also be investigated and reported in details. .</p> <p>6.2.5. Gauteng to consider providing more information on the ICT issue towards e- governance.</p> <p>6.2.6. There are numerous lessons to be learned from the winners of the CPSI awards of last year whose case studies may be considered in this forum.</p> <p>6.2.7. Provincial Departments should not submit reports and documents directly to the DPSA but via the Office of the Premier.</p> <p>6.2.8. Gauteng must involve other stakeholders when developing the Batho Pele Strategy to avoid duplication of already approved frameworks etc.</p> <p>6.3. MPUMALANGA PROVINCE</p> <p>6.3.1. Mr Mlungisi Myalezwa presented progress report for the Mpumalanga Province.</p> <p>6.3.2. Due to financial constraints the province has decided to only hold 2 Provincial Batho Pele Forums per annum. They only hold one for</p>	<p>Gauteng</p> <p>DPSA and CPSI</p> <p>Gauteng</p>	

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	<p>the Batho Pele and the other meeting is the Service Delivery Forum.</p> <p>6.3.3. The presenter Mr Mlungisi Myalezwa indicated that the ideal situation is to have the DPME merged with the DPSA.</p> <p>6.3.4. After lengthy discussions the following resolutions were noted for implementation:</p> <ul style="list-style-type: none"> i. The reporting format must be standardised. ii. Reports must be sent to the DPSA for prior analysis. iii. Reports must not just be used as a tick box but rather information of best practice must be shared. <p>6.4. EASTERN CAPE PROVINCE</p> <p>6.4.1. Ms Antoinette Moss presented a report for the Eastern Cape Province. The report demonstrated a serious decline in the implementation of Batho Pele in the Eastern Cape Province.</p> <p>6.4.2. She indicated that the situation is worse to the extent that one department is represented by an intern as the Coordinator for the</p>	ALL	

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	<p>Batho Pele programme. This in itself signifies serious challenges facing the implementation of Batho Pele in the Province.</p> <p>6.4.3. After a lengthy rigorous discussions the following resolutions were made:</p> <ul style="list-style-type: none"> i. The DPSA must draft a directive regarding the level of Batho Pele Coordinators. This challenge has been raised a number of times by the BP coordinators but such directive has still not been drafted. ii. DPSA should assist the Eastern Cape Province in addressing the challenges they are facing; with the point of entry as the Deputy Director General who made closing remarks at the launch of the CPSI Awards earlier this month in the Eastern Cape Province. 	<p>DPSA</p> <p>DPSA</p>	
DAY 2			
<p>7. Recap of Day 1 Presentations</p>	<p>7.1. Mr Mabunda started by welcoming Ms Mosima Gwanqwa and Mr. Ohentse Modise from DPSA who will be making a presentation on Monitoring and Evaluation.</p> <p>7.2. He further reminded members about the presentation that were done on the previous day.</p>		

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	7.3. He touched on the new Template that was developed and ready for testing. And the need to help Eastern Cape to revitalise the implementation of Batho Pele		
8. REPORT PRESENTATIONS BY PROVINCES AND NATIONAL DEPARTEMENTS	8.1. North West 8.1.1. Ms Losareng Moraladi presented a report for the North West Province. 8.1.2. She mentioned that they have a BPF, but the challenge they have is that not all the departments and Municipalities are taking part in the Forum. 8.1.3. Some of the departments in the province have Service Delivery Charters but they are shelved and not fully implemented. Workshops for all the departments that do not have Service Delivery Charter in place were done. 8.1.4. The province has partnered with DPISA to help the provincial departments to develop their SDIPs. 8.1.5. The three departments left out were not available due to the strike in the province.		

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	<p>8.1.6. Complaints Management mechanisms are in place i.e. Provincial Hotline, Suggestion Boxes etc. 95.6% of the complaints were resolved.</p> <p>8.1.7. After her presentation discussions ensued as follows:</p> <p>i) With regards to assisting the North West Provincial Department of Health, the province has spoken to DPSA (Ms Folusho Mvubu) and they will help Health to develop the SDIP per branch</p> <p>ii) With regards to using the Hotline as an early warning for strikes, the Hotline is escalated to the Level of DDG. Most of the complaints never came through the hotline. The province is having discussions on how to deal better with citizens' complaints. The management is currently sitting to see how to resolve the complaints before they escalate to a BURNING level.</p> <p>iii) The province has requested DPSA to intervene but that has not happened yet.</p>	NW and DPSA	
<p>9. NATIONAL DEPARTMENTS</p>	<p>9.1. DEPARTMENT OF TOURISM</p>		

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	<p>9.1.1. Ms L Job supported by Enes Mkhavele made a presentation for the Department of Tourism.</p> <p>9.1.2. Key highlights of the report is that the department has a comprehensive Disability Programme.</p> <p>9.1.3. As part of the 2017 Disability Rights Awareness Month (DRAM) activation programme, the department hosted a Capacity Building Workshop (Persons with Disabilities and the Workplace) on 5 December 2017. The workshop was conducted by representatives from the Department of Social Development and the Department of Public Service and Administration.</p> <p>9.1.4. The department is committed to raising awareness among all employees on the Disability Rights Awareness Month and the White Paper on the Rights of Persons with Disabilities (WPRPD). On 3 November 2017, the department circulated a poem named "Who we are meant to be" to all employees.</p> <p>9.1.5. After the presentation discussion ensued as follows:</p> <p>i. The transport is picking the People with Disability free of charge to and fro the work at different convenient places.</p>		

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	<ul style="list-style-type: none"> ii. The department conducted staff satisfaction survey after noticing that the staff morale is low, some of the officials start work late, lots of sick notes were submitted and the perception of the employees about the department was not good. iii. Issues of the culture of the organization are integral to any discussion of BP. iv. Tourism to be given more time to present disability programme in the next meeting. (This to be included in the next Agenda) 	DPSA and Tourism	
	TEA BREAK		
10. PRESENTAION ON MONITORING AND EVALUATION	<p>10.1. Ms Mosima Gwangwa MT supported by Mr OA Modise made the presentation on Monitoring and Evaluation.</p> <p>10.2. The purpose of the presentation was amongst others:</p> <ul style="list-style-type: none"> 10.2.1. To ddiscuss and share ideas on the initiative towards Monitoring and Evaluation (M&E) of the Public Service (PS) Regulations. 10.2.2. To share and discuss with the forum the current initiatives on M&E Tools and Guidelines. 10.2.3. Partner with the forum going forward on PS Performance information including measurement compliance instruments, 		

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	<p>reporting and M&E (Batho Pele standards and Service Delivery Improvement Plans).</p> <p>10.3. After the presentation questions and discussion ensued as follows:</p> <p>10.3.1. DPSA should consolidate the templates to avoid the same people in the provinces and departments having to report on all different things at the end of the day they spend much of the time reporting and not getting enough time to do what is expected from them.</p> <p>10.3.2. A concern was raised that the DPSA has presented M&E however it could have been opportune to merge it with the reporting template.</p> <p>10.3.3. It was also highlighted that the forum is struggling to contextualise the presentation to the scope of operation of Batho Pele Forum.</p> <p>10.3.4. The expectation was to determine how far the new template needed to be interrogated so as to achieve increased elements of accountability.</p>		

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	<p>10.3.5. Service Delivery to forward the Reporting Template to M&E to make consolidated input on the reporting template.</p> <p>10.3.6. Ms Gwangwa indicated that the DPSA M& E is working with DPSA Information Communication Technology (ICT).</p>	DPSA	
LUNCH			
11. PRESENTATION ON THE NATIONAL BATHO PELE EXCELLENCE AWARDS POLICY	<p>11.1. The policy for NBPEA was presented by Mr David Moeketsi.</p> <p>11.2. The purpose of the presentation was to further introduce the policy on National Awards and continue with the consultation process on the NBPEA so as to invite input from the BPF members.</p> <p>11.3. The policy seeks to provide uniform guidelines on how departments should conduct their recognition and reward systems.</p> <p>11.4. After the presentation, questions and discussions ensued as follows:</p> <p>11.4.1. The Best Functioning Municipality (Category 1, 2 & 3) should be added on the policy.</p>		

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	<p>11.4.2. The policy should clarify as to how the coordination of the entries is going to be handled by the general public on the categories that are for the nomination by the public.</p> <p>11.4.3. It was agreed that once the entries are received from the general public, DPSA should call the Coordinator of that department or province and inform them about the entry for them to note and support.</p> <p>11.4.4. All entries should go through the departmental or provincial BP Coordinators, DG/ HOD before they are sent to the DPSA.</p> <p>11.4.5. After the draft policy has been finalized, all protocol will be observed, this is the foundation.</p> <p>11.4.6. The DPSA is currently using and relying on the concept document as guide for the NBPEA.</p> <p>11.4.7. The Best Batho Pele Team refers to a group of officials working together to achieve a defined goal at a particular time in a specific organizations/ department. When adjudicating this category, criteria should be around people management, managing relationships, personal behavioural issues. This is in contrast to the Project Management category, whose criteria</p>		

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	<p>interrogates project management knowledge and practise, application of project management principles and processes.</p> <p>11.4.8. Officials are not allowed to nominate themselves. One can motivate where necessary but you can't nominate yourself.</p> <p>11.4.9. The DPSA to send the narrative document to all BPF members to make input and send to the team that is working with the policy. The team consists of Sandy Nyathi (DEA), David Moeketsi (DAF) and Emily Mlangeni (DOJ).</p> <p>11.4.10. The scope of application covers the entire public service.</p> <p>11.4.11. There is a need to look at aligning the awards to first the provinces then municipalities. Once we are done with the provinces then municipalities will be easy to deal with taking into consideration that the provincial awards includes the municipalities.</p> <p>11.4.12. Teachers are covered by the Best Frontline Service Delivery Employee Category as they educate children on a daily basis but there are other categories they can fall under if you look at the criteria. For example some have very good leadership qualities that make them best educators.</p>	Vincent Mabunda	

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	<p>11.4.13. There is a need to check MPAT when shortlisting the DGs and HODs because it is not inclusive of some important elements.</p> <p>11.4.14. There was a suggestion that it is better to have the guideline instead of Policy. Further discussion is needed on this matter.</p>		
END OF DAY 2			
12. CLOSURE AND WAY FORWARD	12.1. Mr Mabunda presented the way forward as per the attached decision grid (attached in the next page) and thanked all members for their participation. He then declared the meeting closed.		

DECISION GRID

ACTIVITY	RESPONSIBILITY	DATE	Report/comments on progress C
1. To review the date of 21 – 22 November as BPF meeting which clashes with the BPEA on the 23 November 2018.	DPESA	Next meeting	

ACTIVITY	RESPONSIBILITY	DATE	Report/comments on progress C
2. Clear this challenge of Western Cape not implementing Project Khaedu because of the inconsistency in application / implementation of Batho Pele programme may result in other departments/provinces joining the Western Cape.	DPSA	Next meeting	
3. Reconsider the date of the BP forum for 21 & 22 November 2018 to be shifted to another dates to avoid clashes with the Awards Ceremony date of the 23 November.	DPSA	Next meeting	
4. To reaffirm the previous standard operations procedure for the meeting e.g. a. To send minutes within a week after the meetings. b. Reporting standards – Word report and PowerPoint presentation. c. Reports to be sent to DPSA for analysis a week before the meeting.	DPSA ALL ALL	Next meeting	
5. Template to be tested and be reported upon at the next meeting	ALL	Next meeting	
6. Service Delivery to forward the Reporting Template to M&E to make consolidated input on the reporting template.	Vincent		

ACTIVITY	RESPONSIBILITY	DATE	Report/comments on progress C
7. DPSA to explore the feasibility of utilizing CPSI initiatives to assist in SDIPs	DPSA	Next meeting	
8. Explanatory notes for the reporting template be sent to the National Batho Pele Forum Members	Mr Vincent Mabunda		
9. This Forum to decide on how to assist the Eastern Cape – taken on from the winners of CPSI and DPSA to make follow up with the DDG who closed the CPSI Awards Launch. Including NW	ALL	Next meeting	
10. The Terms of Reference to be processed through the right channels	TT		
11. DPSA to issue directive on the location of BPF Coordinators	DPSA	Next meeting	
12. DPSA reporting templates to be consolidated to avoid duplication of reporting			
13. Invite Tourism to share best practices on Diversity	Tourism	Next meeting	
14. The NBPEA policy to be distributed to all with the criteria and some other import document that are there.	DPSA	Next meeting	
15. The learning network must be revived.	DPSA		

ACTIVITY	RESPONSIBILITY	DATE	Report/comments on progress C
16. A site visit to the Service Delivery Point to be organized by the Eastern Cape during the next BPF meeting.	Eastern Cape		
<p>17. DATES OF THE NEXT MEETINGS</p> <p>First quarter: 23 -24 May 2018 North West</p> <p>Second Quarter: 22-23 August 2018 Eastern Cape (subsequently changed to 2-3 August)</p> <p>Third Quarter: 21-22 November 2018 KwaZulu Natal (proposing 6-7 December)</p> <p>Fourth quarter: 20-21 February 2019 Northern Cape</p>		Next Meeting	<p>The August meeting date has subsequently been changed to 2-3 August.</p> <p>November dates to be discussed in the next meeting (proposing 6-7 December).</p>