



**PROVINCE OF KWAZULU-NATAL  
ISIFUNDAZWE SAKWAZULU-NATALI**

## **STATUS OF BATHO PELE PROGRAMMES IN THE PROVINCE OF KWAZULU NATAL**

# PURPOSE

**The purpose of this presentation is to present the status of Batho Pele implementation in the province of KwaZulu Natal.**



# BATHO PELE MANAGEMENT

There is a Provincial Batho Pele Forum that consists of all three spheres of government chaired by the OTP that meets quarterly to discuss pertinent service delivery matters. This is a joint meeting with complaints management units within the province.

Not all departments have the Batho Pele / Customers care units. The functionality of District Municipality Forums vary in the 11 Districts of the province.

In terms of our Executive Council resolution, KZN COGTA has the overall responsibility to ensure that Batho Pele is implemented in all 54 municipalities in the province with the support of the OTP.



# OPERATIONS MANAGEMENT FRAMEWORK

Operations Management Framework in the province is the responsibility of the Organizational Development unit within the OTP and the relevant policies and systems are in place and these include Standard Operating Procedures, Business Process Mapping, etc.

Operations management framework always get affected by change in organizational structure hence this is always work in progress.



# SERVICE DELIVERY IMPROVEMENT PLANS

13 out of 14 Provincial departments have submitted their approved SDIPs to the DPSA and we are currently assisting the outstanding department to comply.

The biggest mystery with SDIPs, however, is that the DPSA seems to be more concerned with the quality of the submitted document rather than its implementation. Shouldn't we be more concerned with its intended purpose?



# PROVINCIAL AWARDS

A number of departments and municipalities have their awards schemes and these vary based on availability of funds. These awards serve as a feeder to the Premier's Service Excellence Awards (PSEA).

The PSEA, an annual awards scheme initiated in 1999 has the following categories:

- Best Frontline Service Delivery Employee of the Year
- Best General Worker of the Year
- Best Public Operational Employee of the Year
- Best SMS of the Year
- Best Implemented Programme or Project of the Year
- Best Public Service Innovator of the Year
- Most Functional War- Room of the Year
- Best Provincial Department of the Year
- Best Head of Department of the Year
- Best Run Municipality of the Year
- Best Municipal Manager of the Year
- Best Batho Pele Team of the Year

The 2017/2018 PSEA Ceremony was held on 12 July 2018 in Durban.



# KZN PUBLIC SERVICE VOLUNTEER WEEK

This is a Operation Sukuma Sakhe (OSS) week where all Senior Managers are deployed to OSS sites to deal with service delivery challenges.

The 2018 deployments took place during the week 23 – 27 July 2018 to visit all war rooms (offices) and tour the ward being serviced by that war room to have first hand information on the challenges experienced by residents in those wards. These included visits to a few households within the ward.



# PUBLIC SERVICE MONTH (SEPTEMBER 2018)

- KHAEDU trained SMS / MMS members were deployed to all 11 districts (3 problematic SASSA offices per district) over the past three financial years and there is visible improvement although a lot more still needs to be done by the department.
- Partnering with the KZN OPSC in some of our programmes and this includes launch of the promotion of the Constitutional Values and Principles (CVP's)
- KHAEDU deployments to a different service delivery point to take place during the week 24 – 28 September 2018 in all 11 districts.





# FRONTLINE SERVICE DELIVERY MONITORING (FSDM)

The DPME seems to have changed the FSDM from unannounced site visits to stakeholder engagement meetings where different stakeholders are invited to a formal meetings and have to present their reports on the subject identified.

An example would be a housing project in a municipality where they would require a National & Provincial Department of Human Settlements, Transport for roads within that settlement but the challenge is that the DPME has not developed a concept on this and stakeholders get confused on what they should be presenting about due to lack of information and clarify.



# ATTEMPTS TO IMPROVE BATHO PELE IMPLEMENTATION IN KZN

In an effort to improve the implementation of Batho Pele in the province on 08 August 2018 we will be requesting the Provincial Executive Council to approve:

- The establishment of Departmental Batho Pele / Customer Care or Service Delivery units to ensure successful implementation of all Batho Pele Programmes in the Province of KwaZulu-Natal; and
- the implementation of a non-monetary Departmental Service Excellence Awards that will ensure that Batho Pele is successfully monitored, evaluated, at departmental level.

Getting this approval will go a long way in ensuring that we improve the implementation and monitoring of Batho Pele programmes in KZN.





# THANK YOU

