

SUMMARY OF BPF DELIBERATIONS

3 August 2018



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

Batho Pele

Putting People First



We Belong



We Care



We Serve

Day One: Welcome by Mr Lawrence van Zuydam

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- Called on delegates to enjoy the fresh air of the EC, a province of great historical importance e.g. home of legends. Economy: car assemblies, tourism and Govt sector
- Parallel narrative: poverty vs extremely rich
- Note 4th Industrial Revolution
- Reflections on Public Service: reflect on what we are doing? We need to emphasize the ethos of servitude. Who comes first? The citizen. Importance of Leadership - makes a difference in service delivery. In the spirit of Thuma Mina, we are sent because we want to be there.



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- Public protests an everyday occurrence. People burning tyres. We must acknowledge that we have different perspectives on why this is so. Perceptions drive behaviour.
- Share successes, challenges, build excitement regarding prospects of achievement and promote working together.
- In summary: be service oriented, have strong leadership, implement Thuma Mina.



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Day One: Presentations on the day

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- Mr Kgomo - on broad comments on the implementation of the Batho Pele programmes. A document is drafted.
- Ms Mocwaledi-Senyane - CEO of the Witrand hospital, on best practices in the health sector.
- Mr Bongani Nkosi - on an economic development model in Gauteng
- Ms Seipati Mashile - on the Complaints Management system at the DHA
- Mr Andrew Ngwandula (DPSA) and Ms Marie Fourie (OPSC) - on preparations and programme of the PSM
- Mr Mosalanyane Mosala - on the DoJ Implementation of BP



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Day One: Noted the following

- Request that the SDIP colleagues to be a part of the Batho Pele Forum
- Have an integrated and holistic way of dealing with challenges at service sites
- Follow up on outstanding matters arising
- Ascertain the NBPEA date and then adjust the November date of the BPF accordingly
- Attendance: 17 national departments; 8 Provinces represented; two municipalities (Limpopo) and all EC Provincial Departments present



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- In implementing the BP programme, departments should align to the Thuma Mina campaign
- Communication is important among public servants, and therefore encourage interlinkages and integrated programme implementation
- Bring chapters 9 and 10 institutions on board. Consider inviting the SAHRC and Public Protector to the next forum meeting
- Revive the Learning Network
- In considering further cost cutting in training courses, the NSG to infused Batho Pele in all training programme to alert officials of the need to always be open to serving all people as equals.
- Note and extend invitations to some of the presenters to present at EXCOs, etc.



Institutionalisation of Batho Pele

- Each department to do a self assessment, which must be inclusive of physical environment
- Avoid duplication in structural configurations, functions and tasks that must be carried out
- Departments to have a dedicated team to be responsible for BP and SD
- Set up a Team to provide support to Departments. There are departments that have the best implementation, and others that are lagging behind. The Team will assist the latter
- Replicate good structural establishments
- Give the NSG a slot at the next meeting on eLearning courses; capacity NSG can give to officials



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Dankie / Thank you / Ngiyathokoza

Enkosi / Ngiyabonga / Ke a leboga

Ke a leboha / Ndi a livhuwa

Ndza khensa



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