

**MINISTRY: PUBLIC SERVICE AND ADMINISTRATION  
REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR ORAL REPLY**

**QUESTION NO.: 113.**

**Ms Z A Dlamini-Dubazana (ANC) to ask the Minister of Public Service and Administration:**

- (1) Are there any concrete plans to resuscitate the Batho Pele Programme in all priority service points;
- (2) were any lessons learnt from the Maponya Mall Thusong Service Centre that may be used by other existing centres to improve the Batho Pele Programme?

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**REPLY**

- (1) Yes, there are concrete plans to resuscitate the Batho Pele Programme in all priority points. The DPSA is targeting all frontline staff in service delivery-oriented departments. The Departments that are being prioritised are Health, Education, Home Affairs, Human Settlement, Labour, Social Development, SA Police Services and Agriculture. The approach is to train trainers in these departments, guide them in cascading the programme to their colleagues in their respective departments and to monitor their implementation progress quarterly.

In the year 2014 the Minister for Public Service and Administration visited provinces and held discussions with frontline staff and their seniors managers. The current

plan involves revisiting these areas to monitor and report on progress made since then.

A national workshop has been planned to develop sectoral strategies for implementation of the Batho Pele programme. The actual date will be confirmed as soon as the diagnosis of sectoral departments' Batho Pele implementation is completed.

The National Batho Pele Excellence Awards are an incentive driven approach to encourage higher and improved performance by public servants. The awards provide rewards and recognition for excellent performance in the public service. To date, twenty two (22) national government departments and six provincial government department have implemented service excellence awards projects.

An effort is being undertaken to integrate all existing complaints and compliments management systems across the public service. The key departments in this endeavour are the Department of Public Service and Administration, the Department of Performance Monitoring and Evaluation, the Office of the Public Service Commission as well as the Department of Cooperative Governance. This integration will involve existing municipal systems as well. The idea is to enable the public service to have an integrated complaints and compliments management system which will empower government across all spheres to be responsive to citizens' needs.

- (2) Yes, several lessons were learnt from the Maponya Mall Thusong Service Centre (TSC), which include:
  - (a) providing an integrated service platform, in an accessible area such as a shopping mall, saves citizens money for travelling as they are able to access government services in one trip.
  - (b) need for cooperation amongst government departments and spheres of government, which will make it possible for appointment of one Centre manager, who should not have to be a responsible manager for any sectoral department at Centre

- (d) need for cooperation with Municipalities, as Municipalities can combine services provided at a Thusong Service Centre (TSC) with their own Customer Care and Relations services. This will enable the TSC to respond to a wide variety of needs