



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

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TO ALL HEADS OF NATIONAL AND PROVINCIAL DEPARTMENTS

IMPLEMENTATION OF THE BATHO PELE REVITALISATION STRATEGY (2022): CIRCULAR NO. 1 OF 2022/23

1. The operationalisation of the Batho Pele policy (and related programmes) remains a key priority of the government as it promotes citizen-centred service delivery and the realisation of a developmental State, as per the National Development Plan (NDP).
2. Chapter 2 of The Bill of Rights is the cornerstone of democracy in South Africa. It enshrines the democratic values and principles of our society and affirms the right of all people in relation to these constitutional values and principles that includes the right to human dignity, equality and freedom.
3. Additionally, Chapter 10 Section 195 of the Constitution stipulates that public administration must be governed by constitutional values and principles.
4. These principles relate to imperatives for accountability, high standards of professional ethics, transparency, public participation, unbiased and equitable service delivery, responding to people's needs, timely access to accurate information, efficiency, effectiveness and the economic use of public resources.
5. Furthermore, according to the Public Service Act, 3 (1) read together with the Public Administration Management Act, [Chapter 7 section 16 (1) (f)] the Minister for Public Service and administration has the legal mandate to set norms and standards relating to any matter to improve the effectiveness and efficiency of the public and its service delivery.
6. Since the government's adoption of the White Paper on Transforming Public Service Delivery (WTPSD) in 1997, public service delivery transformation programmes have been citizen-centred, as provided for by the Constitution.
7. The WTPSD, commonly known as the Batho Pele policy, requires public institutions to: (i) prioritise the needs of citizens; (ii) substantively put citizens as the centre of service delivery and policy-making; and (iii) ensure that all citizens have equal access to quality public services.

8. In its ongoing efforts to improve the operationalization of the Batho Pele policy, the DPSA has embarked on a process to re-design, strengthen, and revitalise the Batho Pele implementation approach.
9. This resulted in the development of the Batho Pele Revitalisation Strategy (2022) that has been approved by Cabinet in March 2022. This Strategy enables public institutions to, amongst other objectives, develop and implement context-specific Batho Pele standards in line with national minimum standards for Batho Pele.
10. In furtherance of this approach, national and provincial departments are required to align their new (or existing) processes, policies and procedures with the Batho Pele Revitalisation Strategy (2022).
11. The revised Batho Pele Revitalisation Strategy (2022) can be accessed on the DPSA website: www.dpsa.gov.za.
12. Departments are welcome to contact the DPSA directly should they require further information on the implementation of the Batho Pele Revitalisation Strategy (2022).
13. All enquiries should be directed to Ms Lebo Matshasa: email – Lebo@dpsa.gov.za telephone 012 336 1363 or Ms Sibongile Moremi: email – Sibongilen@dpsa.gov.za telephone 012 336 1167.



MS YOLISWA MAKHASI

DIRECTOR-GENERAL

DATE: 8/9/2022