



**the dpsa**

Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

# MINIMUM STANDARDS for Batho Pele

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We belong



We care



We serve



## Glossary of Key Concepts

<b>Batho Pele</b>	A Sotho word meaning ' <i>People First</i> '. In government Batho Pele is an inclusive concept that refers to all government policies, strategies and programmes aimed at transforming public service delivery. Batho Pele especially targets public servants to be service-oriented, to strive for excellence in service delivery, and commit to continuous service delivery improvement.
<b>Compliance</b>	The state in which something is in accordance with established norms (in legislation, guidelines or specifications) and standards (measures of achievement).
<b>Efficiency</b>	The measure of how an institution's resources have been used to comply with set norms and standards and in achieving citizen satisfaction through service delivery.
<b>Effectiveness</b>	The degree to which set objectives are achieved and the extent to which targeted problems are solved.
<b>Public Service</b>	Means all national departments; national government components listed in Part A of Schedule 3 to the Public Service Act; provincial departments which means the Office of a Premier listed in Schedule 1 to the Public Service Act; and provincial departments listed in Schedule 2 to the Public Service Act; and provincial government components listed in Part B of Schedule 3 to the Public Service Act, and their employees.
<b>Service delivery</b>	The provision of public functions to citizens; relating to the provision of both tangible and intangible functions by employees within the public administration system.
<b>Standard</b>	A standard refers to a specific minimum repeatable measure or level at which public administration institutions must execute their functions; and can have a time, cost, quality, equity or quantity dimension. A standard is therefore a statement of an expected level of performance that forms the basis for providing a public service. A standard may thus be expressed in terms of a particular criteria, timeframe or benchmark. Standards can be formulated in a way that promotes compliance with norms.

# MINIMUM STANDARDS FOR BATHO PELE

## 1. Introduction

- 1.1 Minimum standards for Batho Pele are essential for service delivery improvement as it gives public service departments guidance on what is expected of them when delivering public services. Professionalism, consultation, value for money and respect for service users are uppermost in public service delivery.
- 1.2 The Minimum Standards for Batho Pele listed in 2.3 are in keeping with the transformational agenda of the *White Paper on Transforming Public Service Delivery of 1997* (Batho Pele policy), and the basic values and principles for public administration as outlined in section 195 (1)(a-i) of the South African constitution (Act 108 of 1996).
- 1.3 The Minimum Standards for Batho Pele is an important milestone towards realising government's vision of '*putting people first*'.

## 2. Minimum Standards for Batho Pele

### 2.1 Purpose:

- To support departments with the delivery of public services in line with the basic values and principles for public administration as outlined in section 195 (1)(a-i) of the constitution (Act 108 of 1996), and the service delivery transformational agenda of the Batho Pele policy (1997).

### 2.2 Functions:

- Minimum standards for Batho Pele will ensure that public services are rendered in a specific, effective and efficient manner.
- Minimum standards for Batho Pele allows departments to identify context-specific developmental areas and make the appropriate modifications.
- Minimum standards for Batho Pele will ensure that service delivery are monitored effectively, and in a manner which promotes the basic values and principles for public administration as outlined in chapter 10 of the constitution.

- The minimum standards for Batho Pele in conjunction with the Operations Management Framework (OMF) will generate behavioural and systemic changes that are essential for continuous service delivery improvement.

### 2.3 Minimum standards for Batho Pele:

For each of the eight (8) Batho Pele principles identified in the Batho Pele policy (1997), a corresponding minimum standard has been developed. These minimum standards are as follows:

<b>BATHO PELE PRINCIPLE</b>	<b>MINIMUM STANDARD</b>	<b>MEANS OF VERIFICATION</b>
Consultation	At least 10 % of service recipients are consulted annually about the quality, cost and timing of department-specific services they are entitled to receive.	Attendance register of consultation on department-specific services in relation to quality, cost, and timing.
Service Standards	Service recipients are informed about the level, cost (if any), and quality of department-specific services they will receive through the publication of a service charter that is reviewed annually.	Approved service charter with standards.
Access	All service recipients should have equal access to department-specific services on an ongoing basis.	Departmental access norms and standards report.
Courtesy	Service recipients should be treated with respect 100% of the time.	Citizen complaints and compliment register.
Information	Service recipients should be given full, accurate, and user-friendly information about the services they are entitled to receive on a continuous basis.	Database or compendium of information provided to citizens regarding department-specific services.
Openness and Transparency	Service recipients should be informed how departments are managed, how much is spent on service delivery to the public, and who is in charge through an annual report to citizens.	Annual citizen report.
Redress	If the promised standard of service (or product) is not delivered, service beneficiaries should be offered an apology, a full explanation and a speedy and effective remedy within 30 working days of their complaint.	Citizen complaints and compliment register.
Value for Money	Services provided are in line with service user's needs and financial capability.	Evidence from citizen satisfaction surveys, needs assessments, and service unit cost analysis.

#### 2.4 **Scope:**

- The minimum standards for Batho Pele are applicable to all national and provincial departments, particularly those who provide services directly to the public.
- The minimum standards should be aligned to organisational operations and communicated to service users through appropriate modalities.
- Departments are required to submit annual Batho Pele compliance reports to the DPSA using the format as prescribed by the DPSA.