

HOW WE COMMIT TO THE BATHO PELE PRINCIPLES

In delivering services to our clients, the Department will be guided by Batho Pele principles and commits itself to the following:

CONSULTATION:

Citizens will be consulted about the level and quality of the public services they receive and, wherever possible, given a choice about the services that are offered.

We commit to the following consultative arrangements:-

- Establish effective consultation forums relevant to the service delivered and targeted customer base;
- Develop and implement assessment tools that will be used in conducting customer satisfaction surveys; and
- Provide quarterly, half-yearly and annual reports for public scrutiny and provide Departmental journals and reports on road shows.

SERVICE STANDARDS:

Citizens will be told about what level and quality of public service they will receive so that they are aware of what to expect. These standards will be set at a level that is demanding yet realistic.

We commit to the following new arrangements for service standards:-

- Publish the Human Settlements Service Delivery Improvement Plan and the Service Commitment Charter annually;
- 100% compliance with the management regulatory framework;
- 100% compliance with Department specific legislation and policies;
- Deliver all promised services according to approved business plans and within the budget allocated for each financial year; and
- Review performance against the standards set annually and as standards are met, these will be raised.

ACCESS:

All citizens will have equal access to the services which they are entitled to.

We commit to the following new arrangements to improve access:-

- Develop strategies that will facilitate service delivery which will be included in each year's Strategic Plan;
- Frequent updating of the Departmental website that will allow on-line access to services and apprising citizens of the existence and details of the Department;
- Make the Departments services accessible to customers with disabilities and
- Improve the treatment of citizens at Department access points, as well as at points of frontline delivery.

COURTESY:

Citizens will be treated with courtesy and consideration.

We commit to the following new arrangements to show courtesy to front customers:

- Provide customer service training that includes the Batho Pele Principles and associated action plans to all employees;
- Disseminate information, creation of awareness and conducting of workshops on the Public Service Code of Conduct to all Department employees;
- Provide protocol training to all relevant stakeholders and key employees;
- Provide cultural diversity training to all Departmental employees
- Train receptionists before placement in reception areas;
- Acknowledge correspondence within three working days and subsequent speedy reply; and
- Improve public relations, code of conduct, dress code and telephone etiquette.

INFORMATION:

Citizens will be given full and accurate information about the public services they are entitled to receive.

We commit to the following new arrangements to improve the flow of information:

- Publish the Annual Report on the performance of the Department;
- Publish customer satisfaction surveys 3 months after being conducted;
- Address the citizens in a language that the individual citizen will understand during frontline interactions;
- Make all information available in the basic language groups (IsiZulu and English);
- Make use of visual aids in the dissemination of information (photographs, pictures, images and symbols) in order to cross language and literacy barriers, and
- Publicize the "Know your rights" campaign as part of the Citizens Charter development and rollout campaign.

OPENNESS AND TRANSPARENCY:

Citizens will be given information on how the three spheres of government and the various departments function, as well as the cost of the services provided.

We commit to the following new arrangements for openness and transparency:-

- Submit quarterly reports to all relevant stakeholders;
- Include in the Service Delivery Improvement Programme, progress against business plans, the budget used as well as the extent to which Batho Pele principles are being covered;
- 100% compliance with the Promotion of Access to Information Act;
- Make available contact details of relevant Department officials;

- Submit and publish the Department's Annual Reports; and
- Submit and publish "Annual Report To The Citizen".

REDRESS:

Dealing with complaints – If the promised standard of service is not delivered, citizens will be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made, citizens will receive a sympathetic and positive response.

We commit to the following new arrangements for dealing with complaints:-

- Develop and implement a complaints policy and procedures framework ;
- Train and empowering employees in dealing with complaints;
- Resolve problems and complaints within stipulated timeframes;
- Avail on the website complaints procedure; and
- Front line teams to demonstrate that they have analyzed and used complaints made to improve service delivery – ongoing.

SERVICE DELIVERY IMPACT:

The Department will measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho Pele based service delivery on the lives of the citizens of KwaZulu-Natal, in the first three years and, thereafter every five years.

We commit to the following new arrangements to measure service delivery impact:-

- Establish mechanisms to measure service delivery impact in the review of the financial year service to be accessed and to be reported on in Annual Reports; and
- Establish mechanisms to evaluate organizational effectiveness based on the sum total of service delivery activities as aligned to the organizational goals to be reported on the financial year Annual Report.

VALUE FOR MONEY:

Public service will be provided economically and efficiently in order to give citizens the best possible value for money.

We commit to these arrangements for ensuring value for money:-

- Deliver services according to approved business plan and within the allocated budget to be reported in the Annual Reports;
- Identify best practices/ innovation related to cost saving mechanisms.

ENCOURAGING INNOVATION AND REWARDING EXCELLENCE:

The Department will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services.

We commit to the following new arrangement for encouraging innovation and rewarding excellence – Leaders to put in place mechanisms that:-

- Encourage innovation and creativity;
- Facilitate the sharing of best practices regularly;
- Recognize and reward performance; and
- Identify new ways of rewarding excellence.

LEADERSHIP AND STRATEGIC DIRECTION:

All the leaders in the service delivery chain will provide direction, create alignment, engage employees, create effective partnerships and demonstrate ethical and sound values.

We commit to the following new arrangements for leadership development:-

- To put in place and publish customer focused, effective, user-friendly and aligned strategic plans by yearly.