

# The Batho Pele Vision

A better life for  
all **South Africans**  
by putting people first



**Batho Pele**

Together beating the drum for service delivery



**the dpsa**

Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

# BATHO PELE PRINCIPLES

***Consultation***

***Service Standards***

***Access***

***Courtesy***

***Information***

***Openness and transparency***

***Redress***

***Value for Money***



# Consultation

- All stakeholders should be consulted on the nature, quantity and quality of services to be provided in order to determine the needs and expectations of the end users.
- Citizens can be consulted through the following:-
  - Customer surveys
  - Campaigns
  - Izimbizo
  - Workshops



# Service Standards

**Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect**

- Service charters
- Strategic plans
- Booklets with standards
- Service level agreements



## Ensuring Courtesy

**Citizens should be treated with courtesy and consideration e.g. tools, measurements & systems put in place to effect customer care - customer care units & staff**

**Right attitude!!**

Courtesy = politeness and considerate behaviour



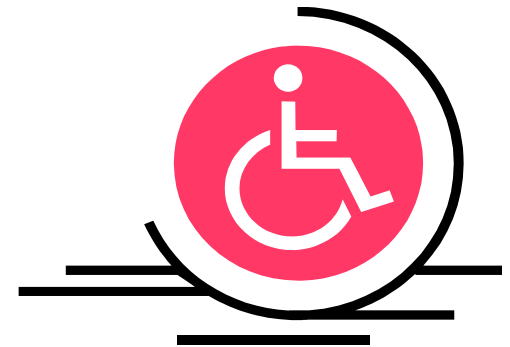
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# Access

All citizens should have equal access to the services to which they are entitled, e.g.

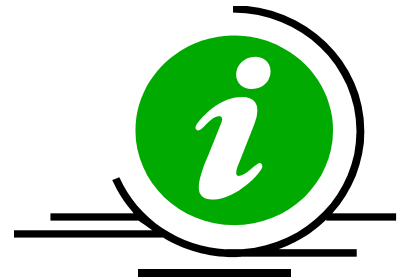
- Decentralized offices (MPCC, one stop shops etc)
- Extended business hours
- Use of Indigenous languages and sign language
- Service charters displayed
- Improved service delivery to physically, socially and culturally disadvantaged persons (including infrastructure)
- Signage must be clear and helpful
- All frontline staff should wear **name tags**



# Information

**Citizens should be given full, accurate information about the public services they are entitled to receive e.g.**

- **Braille and functional sign language, help desks, brochures, , posters, press**
- **Information to be available at service points, in various official languages.**
- **Weekly newsletters from the City Managers**
- **Frontline staff training**
- **Induction training is made compulsory to all new employees**



# Openness & Transparency

- **Citizens should be told how departments are run, how much they cost and who is in charge**
- **The Citizen should know who the Head of the Unit is**
- **The management must be transparent and open to all staff members, e.g. appointment circulars**
- **Regular staff meetings with Management must be encouraged**





# Redress

- **Establish a mechanism for recording any public dissatisfaction, e.g. toll-free number, suggestion boxes & customer satisfaction questionnaires**
- **Each Unit must have a complaints handling system in place**
- **Staff must be trained to handle complaints fast & efficiently**



# Value for Money

Public services should be provided economically and efficiently in order to give citizens the best possible value for money e.g.

- the use of expenditure controls,
- improved internal controls (e.g. private use of phones, budget reviews)
- Costs per unit of services delivered



**THANK YOU**

***Together* beating the  
drum for service  
delivery**

**because**

**WE BELONG, WE CARE,  
WE SERVE**

**to make**

**A BETTER LIFE FOR  
ALL.....**

