

# NATIONAL BATHO PELE EXCELLENCE AWARDS

## (NBPEA) 2014

### Evaluation Criteria



**the dpsa**

Department:  
Public Service and Administration  
REPUBLIC OF SOUTH AFRICA

Batho Pele Call Centre 0860428392

# ENTRY FORM

## PERSONAL DETAILS OF NOMINEE

|                                               |  |
|-----------------------------------------------|--|
| Surname                                       |  |
| Full names                                    |  |
| Persal No.                                    |  |
| ID Number                                     |  |
| Telephone Number                              |  |
| Cell phone Number                             |  |
| Email                                         |  |
| Unit/ Branch                                  |  |
| Job Title                                     |  |
| Name of Department / Municipality / Community |  |
| Province                                      |  |
| Service point                                 |  |
| Category being entered (see list below)       |  |

## MOTIVATION

Please provide a written motivation that supports your nomination for the category you are entered for (maximum 10 pages including supporting material e.g. photos, letters etc)

## CATEGORIES

|                                                                       |
|-----------------------------------------------------------------------|
| 1) Best Head of Department (National) of the Year                     |
| 2) Best Head of Department (Provincial) of the Year                   |
| 3) Best Public Service Leader of the Year                             |
| 4) Best Batho Pele Team of the Year                                   |
| 5) Best Front-Line Service Delivery Employee of the Year              |
| 6) Best Functioning Provincial Department of the Year                 |
| 7) Best Functioning National Department of the Year                   |
| 8) Best Implemented Programme or Project of the Year                  |
| 9) Overall Batho Pele Performer                                       |
| 10) Life-Time Achiever (public service area) – Minister's prerogative |

## DETAILS OF NOMINATOR

|                                               |  |
|-----------------------------------------------|--|
| Surname                                       |  |
| Full Names                                    |  |
| Persal No.                                    |  |
| Telephone Number                              |  |
| Cell phone Number                             |  |
| Email                                         |  |
| ID Number                                     |  |
| Name of Department / Municipality / Community |  |
| Province                                      |  |
| Service point                                 |  |
| Unit / Branch                                 |  |
| Job Title                                     |  |

# GENERAL INFORMATION

## 1. Background

The MPSA launched the NBPEA in November 2013 as an improvement effort in the performance of public servants and an effort to ensure a professional and productive public service that delivers. The awards programme will promote sharing of best practices, learning, rewarding good performance and gauge citizen satisfaction towards government performance.

## 2. Purpose

The purpose of the National Batho Pele Excellence Awards is to entrench the professionalisation, recognize, reward, acknowledge and encourage excellence in the public service and make sure it matures to greater heights.

## 3. Theme

The theme for the 2014 National Batho Pele Excellence Awards is “Reinventing the way public servants work: Batho Pele, Putting People First”.

## 4. General Criteria

- Excellence in service delivery improvement in the particular area of operation.
- Individuals or Government institution is committed and implementing the ethos of Batho Pele principles.
- Must demonstrate principles of good governance and leadership.
- Demonstrate tangible service delivery improvement to citizens accompanied by customer satisfaction.
- Further demonstrate tangible impact of the service towards service beneficiaries as well as improving organisational performance.
- The project must be fully operational, sustainable, and lessons must be easily replicable.

## 5. Rules and Guidelines

- Submissions must be stapled and not bound for easy perusal.
- Submissions must preferably be in English language.
- Hand written submissions are not encouraged.
- Submissions must be hand delivered to the address below not later than the 30 September 2014.
- Submissions can also be entered online via the DPSA website ([www.dpsa.gov.za](http://www.dpsa.gov.za)).
- Prizes are not transferrable.
- Incomplete submissions will unfortunately not be considered.

## 6. Adjudication process

- A multi-disciplinary and independent team of adjudicators will judge the process.
- The adjudicators' decisions are final.
- Where necessary nominees will be contacted for verification either through email, telephone, face to face interview or site visit.

## 7. Contact Details

To enter the awards programme, please hand deliver the completed form with all supporting documents to:

116 Johannes Ramokhoase (Proes) Street  
Batho Pele House  
PRETORIA  
0001

For more information, please contact Department of Public Service and Administration:

Ms Thelma Monaedi  
Tel: 012 336 1168  
Cell No: 071 890 8193  
Email: [ThelmaM@dpsa.gov.za](mailto:ThelmaM@dpsa.gov.za)

Ms Matsetu Botha  
Tel: 012 336 1252  
Cell No: 084 628 2550  
Email: [Mbotha@dpsa.gov.za](mailto:Mbotha@dpsa.gov.za)

**CLOSING DATE: 30 SEPTEMBER 2014!!!**