

NATIONAL BATHO PELE EXCELLENCE AWARDS (NBPEA) 2014

FOMO YO NGHENELA



the dpsa

Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

Batho Pele Call Centre 0860428392

FOMO YO NGHENELA

VUXOXOKO BYA MUHLAWURIWA/NDZAWULO

Xivongo	
Mavito	
Persal No.	
Nomboro ya Pasi/vutitivisi	
Nomboro ya riqingho	
Nomboro ya le nyongeni	
Imeyili	
Xiyenge xa lentirhweni	
Xiyimo entirhweni	
Vito ra Ndzawulo	
Xifundzha-Nkulu	
Vito ra Ndzawu ya Vukorhokeri	
Vito ra Pfhumba le ri nghenelaka	

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)

SWIYENGE SWA MPHIKIZANO

1) Ngwhazi ya ndzawulo ya mfumu ya tiko ya lembe.
2) Ngwhazi ya ndzawulo ya xifundzha-nkulu ya lembe.
3) Ngwhazi ya Murhangeri wa lembe eka vatirhela-mfumu
4) Mutirhela-mfumu wa le mahlweni wa lembe
5) Mulawuri-Nkulu wa ndzawulo ya tiko wa lembe
6) Mulawuri-Nkulu wa ndzawulo ya Xifundzha-nkulu wa lembe
7) Pfhumba leri fambisiweke kahle ra lembe
8) Xipano xa Batho Pele xa lembe
9) Nghwazi ya tingwhazi ya Batho Pele ya lembe
10) Mutirhela-mfumo wa vutomi wa lembe

VOXOKOXOKO BY BYA MUHLAWURI I

Xivongo	
Mavito	
Nomboro ya le ntirhweni (Mutirhela- Mfumu)	
Nomboro ya riqingho	
Nomboro ya le nyongeni	
Imeyili	
Nomboro ya pasi	
Vito ra Muganga/ Xifundzha	
Xifundzha-Nkulu/ Ndzawu ya vukorhokeri	
Xiyenge entirhweni	
Xiyimo entirhweni ntsena loko u ri mutirhela mfumu	

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).
- 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:

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Email: Mbotha@dpsa.gov.za

CLOSING DATE: 30 SEPTEMBER 2014!!!