

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

1. CATEGORY: OVERALL BATHO PELE PERFORMER (2013/14)

This is a special individual award that recognises an outstanding public servant. The winners are chosen from among the winners of the other individual categories. The incumbent has to be employed at any of the spheres of government (national, provincial and municipal institutions, including clinics, hospitals, police stations, schools, local departmental offices, etc.), and should have been an employee for at least two years.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none"> 1. The individual must be someone who: 2. Is well-organised, approachable and knowledgeable about the area of work s/he is in; 3. Consistently exceeds determined standards in her/his performance; 4. Upholds and lives the Batho Pele values and principles on a daily basis, and has an excellent understanding of BP principles and their practical implementation; 5. Consistent in ethical conduct and in enhancing institutional performance through his/her actions; 6. Complies with the BP ethos (wearing name tag, treating citizens with respect and dignity, provides basic information to citizens to help with access to departments and relevant services, etc.); 7. Goes beyond the call of duty (evidence to corroborate the claim); 8. Delivers services in an effective, efficient and economic manner to the satisfaction of the citizenry. 9. Year under review is 2013/14. 	<ul style="list-style-type: none"> • Testimonials and compliments from the citizens, relevant stakeholders and partners • Testimonials and compliments from colleagues at same levels and/or senior managers • Proven record of going an extra mile helping communities e.g. a public servant teaching students mathematics, annual school results, several (two or more meritorious awards at work awarded in at least the two preceding years etc. • Performance appraisal results

2. CATEGORY: BEST FUNCTIONING NATIONAL DEPARTMENT (2013/14)

This award will be conferred to an outstanding performing national department. The assessment will be conducted holistically including in areas such as strategic and operational management, e.g. Human Resource practices, Supply Chain and Financial Management, etc.

Evaluation Criteria	Accompanying documents must the following:
<p>An institution that has demonstrated excellence in implementing Batho Pele principles:</p> <ol style="list-style-type: none"> 1. A record of consultation with both external and internal stakeholders (a programme of Izimbizo, road shows, etc); 2. Clear systematic follow up plans and visible impact on society or the affected community; 3. Accessibility of the building showing consideration of people with disability, clear internal and external signage, staff members wearing name tags at all times; 4. A functional Complaints Management System (Redress Mechanisms) and the systematic processing of complaints and the impact thereof; 5. The Department has developed and displays service charters, service standards, operational times, and existing procedures in service provision linked to service delivery model (SDM); 6. The Department has achieved the highest score in the MPAT assessment; 7. The Department has achieved a clean audit and has good recommendations from the Auditor-General (A-G) - on both the financial and operational performance; 8. Departmental strategy, operational performance plans and review mechanisms are in place; 9. Institution has demonstrated visible impact in service delivery; 10. The workplace promotes a sense of belonging and encourages innovation, creativity and learning; 11. Year under review 2013/2014 	<ul style="list-style-type: none"> • Reports from the consultation with external stakeholders • Progress report on stakeholder engagements • Minutes of various management committees • Testimonials from various key stakeholders or clients • Existence of suggestion of suggestion box or any complains management system. • Approved Service Delivery Improvement Plans • Photos demonstrating access, courtesy, information etc • Annual Performance Plan • Departmental Annual reports • Service Delivery Model (Service Charter and Standards, Standard Operating Procedures) • Auditor General's; • Management Practices Assessment Tool (MPAT) • Employment Equity Report

3. CATEGORY: BEST FUNCTIONING PROVINCIAL DEPARTMENT (2013/14)

This award will be conferred to an outstanding performing provincial department. The assessment will be conducted holistically including in areas such as strategic and operational, Human Resource practices, Supply Chain and Financial Management.

Evaluation Criteria	Accompanying documents must the following:
<p>An institution that has demonstrated excellence in implementing Batho Pele principles:</p> <ol style="list-style-type: none"> 1. A record of consultation with both external and internal stakeholders (a programme of Izimbizo, road shows, etc); 2. Clear systematic follow up plans and visible impact on society or the affected community; 3. Accessibility of the building showing consideration of people with disability, clear internal and external signage, staff members wearing name tags at all times; 4. A functional Complaints Management System (Redress Mechanisms) and the systematic processing of complaints and the impact thereof; 5. The Department has developed and displays service charters, service standards, operational times, and existing procedures in service provision linked to service delivery model (SDM); 6. The Department has achieved the highest score in the MPAT assessment; 7. The Department has achieved a clean audit and has good recommendations from the Auditor-General (A-G) - on both the financial and operational performance; 8. Departmental strategy, operational performance plans and review mechanisms are in place; 9. Institution has demonstrated visible impact in service delivery; 10. The workplace promotes a sense of belonging and encourages innovation, creativity and learning; 11. Year under review 2013/2014 	<ul style="list-style-type: none"> • Reports from the consultation with external stakeholders • Progress report on stakeholder engagements • Minutes of various management committees • Testimonials from various key stakeholders or clients • Existence of suggestion of suggestion box or any complains management system. • Approved Service Delivery Improvement Plans • Photos demonstrating access, courtesy, information etc • Annual Performance Plan • Departmental Annual reports • Service Delivery Model (Service Charter and Standards, Standard Operating Procedures) • Auditor General's; • Management Practices Assessment Tool (MPAT) • Employment Equity Report

4. CATEGORY: BEST PUBLIC SERVICE LEADER (2013/14)

This category focuses on rewarding an individual who has demonstrated exceptional leadership skills in their area of work. A leader who has impacted on teams in achieving strategic goals of the organisation, inspired colleagues and stakeholders alike. They may be at any level in the public service for as long as they are supervising others.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none"> 1. Lives, practices and embodies the principles of Batho Pele principles; 2. Demonstrates high level of ethical conduct, accountability and embrace high moral ethic; 3. Strict adherence to Performance Financial Management Act (mechanisms in place to ensure financial management); 4. Demonstrate courtesy, care and respect for the citizens they serve; 5. Leads from the front (providing strategic direction and leadership); 6. Creates an environment conducive for high performance; 7. Encourages creativity and innovation; 8. Implements the PMDS in an objective, transparent and fair manner. 	<ul style="list-style-type: none"> • Testimonials from various stakeholders including colleagues • Clippings were possible (newspapers articles, magazine catalogues etc) • PDMS results

5. CATEGORY: BEST FRONT-LINE SERVICE DELIVERY EMPLOYEE (2013/14)

This award will be conferred to any individual who has performed exceptional well in customer service delivery in the workplace. Note that no team entries will be accepted in this category. The individual must be able to pro-actively identify and solve potential service delivery problems. The nominee should be someone who takes initiatives in going an extra mile in service delivery on a continuous basis.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none">1. Embodies the principles of Batho Pele.2. Organised, knowledgeable, approachable, understanding, and takes initiative in helping citizens and colleagues.3. Performance exceeds determined standards.4. Serves with courtesy, care and respect.5. Excelling in office etiquette and time management.6. High level of customer relationships management.7. Efficient and effective public servant.	<ul style="list-style-type: none">• Testimonials and complements from the service recipients and colleagues• Pictures displaying any form of recognition• Meritorious awards• Performance Management & Development System results

6. CATEGORY: BEST DIRECTOR GENERAL (NATIONAL) (2013/14)

This category focuses on rewarding the Director-General who has demonstrated exceptional leadership skills/expertise with a proven track record of leadership, and has successfully achieved the overall strategic goals of the department.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none"> 1. A Champion of Batho Pele in the department (practices and leads Batho Pele); 2. Is organised, professional, knowledgeable, approachable and understanding of transformation imperatives; 3. Performance exceeds determined standards; 4. Promotes inter-government and inter-departmental interface; 5. Providing strategic direction and leadership; 6. Creates an environment conducive for high performance; 7. Encourages creativity and innovation; 8. Acceptable score in MPAT assessment; 9. Has achieved clean financial audits. 	<ul style="list-style-type: none"> • Minutes of Management Meetings • Any evidence showcasing inter-government and inter-departmental interface • Testimonials from both internal and external stakeholders • Approved Service Delivery Improvement Plan • Photos showcasing teamwork, interaction with external stakeholders, etc. • Departmental Annual Reports • MPAT Report • Annual Performance Plans • Service Delivery Model (Service Charter and Standards, Standard Operating Procedures) • Auditor-General Report

7. CATEGORY: BEST HEAD OF THE DEPARTMENT 2013/14 (PROVINCIAL)

This category focuses on rewarding the Head of Department who has demonstrated exceptional leadership skills/expertise with a proven track record of leadership, and has successfully achieved the overall strategic goals of the institution.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none"> 1. A Champion of Batho Pele in the department (practices and leads Batho Pele); 2. Is organised, professional, knowledgeable, approachable and understanding of transformation imperatives; 3. Performance exceeds determined standards; 4. Promotes inter-government and inter-departmental interface; 5. Providing strategic direction and leadership; 6. Creates an environment conducive for high performance; 7. Encourages creativity and innovation; 8. Acceptable score in MPAT assessment; 9. Has achieved clean financial audits. 	<ul style="list-style-type: none"> • Minutes of Management Meetings • Testimonials from both internal and external stakeholders • Approved Service Delivery Improvement Plan • Photos showcasing teamwork, interaction with external stakeholders, etc. • Departmental Annual Reports • MPAT Report • Annual Performance Plans • Service Delivery Model (Service Charter and Standards, Standard Operating Procedures) • Auditor-General Report

8. CATEGORY: BEST IMPLEMENTED PROGRAMME/ PROJECT (2013/14)

This category recognises the programme or project that has impacted positively on service delivery, cost savings and improving the lives of the citizens. This category recognises programmes or projects that are transformational and developmental in nature. This category is open to all government spheres and service delivery points such as schools, hospitals, clinics, courts, police station etc.

Evaluation Criteria	Accompanying documents must the following:
<ol style="list-style-type: none">1. Project/Programme is in line with the strategic objectives of the institution.2. Programme/project that is implementable with a purpose to change lives of the citizenry.3. Programme/project must be driven in a cost - effective manner.4. The programme/ project is sustainable.	<ul style="list-style-type: none">• Project plan and concept document• Minutes of engagements with relevant stakeholders• Testimonials from the beneficiaries• Photos of the project/programme

9. CATEGORY: BEST BATHO PELE TEAM (2013/14)

This category recognises a team of public servants working to provide effective services to citizens. The team must display characteristics of a committed team of practitioners, working together and cooperating or complementing one another in the operational belt. The team may be any regional or district office, within the department, school, hospital and police station or in an administrative or outreach/ fieldwork environment.

Evaluation Criteria	Accompanying documents must be the following:
<ol style="list-style-type: none"> 1. A well-organised, approachable, knowledgeable and professional team implementing services successfully; 2. Clear strategic goals and measurable indicators; 3. Achievements indicate high level of cooperation and teamwork; 4. Performance exceeds determined standards; 5. Consistently upholds the BP principles in daily duties, and has excellent understanding of BP principles; 6. Constantly conducts themselves in an ethical and professional manner; 7. Enhance institutional performance. 	<ul style="list-style-type: none"> • Relevant documentation (including visuals) • Testimonials • Stakeholder endorsement