



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT
OF
PUBLIC WORKS**

Policy Name	Service Excellence Awards Policy
The revision/ version of the Policy	02
Domain	Human Resource Development

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1. ACRONYMS

AO	: Accounting Officer
CFO	: Chief Financial Officer
DSEA	: Departmental Service Excellence Awards
EA	: Executive Authority
LDPW	: Limpopo Department Public Works
M&E	: Monitoring and Evaluation
PSEA	: Premier Service Excellence Awards
WPTSPS	: White on Transformation of Public Services

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2. INTRODUCTION

The Constitution of the Republic of South Africa and White Paper Transformation of Public Services on the transformation of the public service confers constitutional mandate to public service to respond to people's needs by being responsive to their needs and demands. Following the constitutional mandate in this regard it becomes imperative for the Department to apply best practices to promote the quality of service delivery for the people of Limpopo as a whole. On the basis of the above it is therefore necessary to recognize individual excellence by presenting awards for service excellence in order to promote and encourage commitments of enhancing the quality of service delivery and the improvement thereof.

3. PURPOSE AND OBJECTIVES OF THE POLICY

THE DEPARTMENTAL EXCELLENCE AWARDS POLICY FRAMEWORK HAS THE FOLLOWING OBJECTIVES

- a) To outline the process towards the hosting of the Annual Departmental Service Excellence Awards
- b) Constitution of the Departmental Assessment and Adjudication Task Teams.
- c) Categories to be targeted
- d) Criteria and schedule to be followed

4. AUTHORITY OF THE POLICY

This policy is authorized and issued by the Executive Authority.

5. LEGAL MANDATE

- a) The Constitution of the Republic of South Africa, 1996 chapter 10 Section 195
- b) White paper on transformation of public services.

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6. SCOPE OF APPLICATION

This policy is applicable to all employees of Department of Public Works

7. DEFINITIONS

- a) **Departmental Excellence Awards** are highly esteemed and coveted awards that should be bestowed only in instances where individuals or teams shall have distinguished themselves through its accomplishments and service delivery.

8. POLICY PRONOUNCEMENT

8.1. OBJECTIVES OF THE AWARDS

The objectives of the Awards are as follows:

- a) To promote good governance and
- b) Inculcate the spirit of sharing best practices and deliver excellence service.
- c) Promote individual excellence and commitments amongst departmental employees
- d) To encourage pro-activeness / innovativeness of ideas
- e) Encourage improvement of productivity and quality service.
- f) Recognize efforts by individuals and teams as dictated by the White Paper of Transforming Service Delivery.
- g) Create the spirit of optimal utilization of resources (value for money).
- h) To prepare candidates for the Premier Service Excellence Awards.

8.2 CATEGORIES OF AWARDS

8.2.1 The awards will be in a form of accolades (certificates, medals and trophies).

8.2.2 Departmentally, the following will be participants in Departmental Service Excellence Awards Programme for both Core and Support:

- a) Best Service Delivery Team



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- b) Best Support Team
- c) Best Innovative Team
- d) Best Performing District
- e) Individual Merit Awards

8.2.2.1. The following prizes will be awarded for each award category:

(a) TEAMS CATEGORY

- I. Overall Winners Gold trophy
- II. First runner-ups Silver trophy
- III. Second runner-ups Bronze trophy

(b) INDIVIDUAL CATEGORY:

- I. Overall Winner Gold trophy
- II. First runner-up Silver trophy
- III. Second runner-up Bronze trophy

(c) DISTRICT CATEGORY:

- I. Overall Winner Gold trophy

8.3. SPONSORSHIP

The Directorate Monitoring and Evaluation will arrange funds in consultation with the office of the Chief Financial Officer from the departmental budget.

8.4 AWARDS PARTICIPATION

8.4.1 PARTICIPATION

All employees of the Limpopo Department of Public Works.

8.5 ELIGIBILITY

All employees and teams whose performance has been **commendable and excellent** for a particular year and have been nominated by their supervisors to enter for the competition/awards. Individuals and teams participating in the Award process are required to submit nomination form and complete the Award Assessment.

8.6 AWARDS CRITERIA



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8.6.1. Teams

The Award Assessment is based upon ten (10) criteria developed by the Department as follows:

- a) Eight (8) Batho Pele Principles.
- b) 9th (Innovation and growth), and
- c) 10th (Customer Impact).

Each applicant is expected to provide information on the nomination form that has been developed. The application should demonstrate the applicant's approach in the implementation of the above aspects. Date of submitting applications will be announced annually.

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8.6.2. Individuals

The following criteria will be used to assess such nominees:

8.7 EXCEPTIONAL CREATIVITY AND INNOVATION

- a) Creatively develops new programs and models of service delivery.
- b) Develops solutions to difficult situations independently.
- c) Successfully reorganizes work in new ways to achieve the unit's objectives.

8.7.1 SUPERIOR RESPONSIVENESS IN DELIVERING SERVICES TO THE CLIENTS

- a. Implement the Batho Pele principles (perhaps without knowing them).
- b) Demonstrates initiatives and skills to assist clients beyond the scope of the job.
- c) Shares experiences, knowledge and resources with other employees within and outside the department that successfully effect change.
- d) Highly superior performance and devotion to duty displayed over a considerable period.

8.7.2 CLEAR DEDICATION TO HIGH STANDARDS IN HER/HIS OWN WORK AND THAT OF OTHERS

- a. Performance of assigned duties in such an outstanding manner and such identifiable benefits as to be clearly exceptional and deserving of the highest form of recognition.
- b) Works consistently to upgrade skills and takes the initiative to seek out additional assignments.
- c) Displays leadership by bringing out the best out of others.
- d) Consistently excels in performing the duties and responsibilities.

8.7.3 CONTINUALLY CONTRIBUTE TO A POSITIVE WORK ENVIRONMENT

- a) Maintains a professional demeanor during a crisis and motivates others do the same.
- b) Interacts with everyone in a friendly, enthusiastic manner, maintains a sense of humor.



- c) Exemplifies a team player and contributes to a supportive, team-oriented workplace.
- d) Demonstrates commitment to the people and to the Public Service.
- e) Work under particular difficult circumstances, but have persevered.
- f) Adhere to Code of Conduct.
- g) A person one relies on in all circumstances to do the work with integrity and pride and work well with others.

8.8 ASSESSMENT COMMITTEE

There shall be one panel to assess all categories. The Assessment Committee members shall be appointed by Head of Department and will be derived from the Departmental Transformation Committee.

8.8.1 Role of Assessment Committee

The Assessment Committee shall manage the process of assessing all the applications in the department and prepare a comprehensive assessment report to the Departmental Adjudication Team containing short listed candidates.

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8.9. ADJUDICATION COMMITTEE

There shall be one panel to adjudicate over all categories. The adjudication committee shall be appointed by Head of Department and shall be derived from the Transformation Committee.

8.9.1 Role of Adjudication Committee

The Departmental Adjudication Committee shall evaluate and assess recommendations submitted by the Departmental Assessment Committee to ensure that the process was fair and select three finalists and rank them according to 3rd, 2nd and 1st place in each category. The chairperson shall sign off adjudication report that will be presented to the Head of Department. The decision of the provincial adjudication team shall be final.

9. FEEDBACK TO APPLICANTS

After the judging process is complete, all applicants whether they have won or not will receive a feedback report.

10. AWARDS CEREMONY

The Executive Authority will award the winners every year before the Premier Service Excellence Awards Ceremony takes place.

11. FORFEITURE OF AN AWARD

The Accounting Officer will have the right to withdraw the awards in cases where the applicants submitted fraudulent or misrepresented documents.

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12. DISPUTE RESOLUTION

Any dispute that may arise out of the interpretation or application of this policy will be resolved through grievance resolution procedure for the public service.

13. DEFAULT

Failure to comply with the provisions of this policy will be dealt with in terms of the Public Service Disciplinary Code and procedures as amended.

14. INCEPTION DATE

The inception date of this policy is a day after the approval.

15. POLICY REVIEW

The policy shall be reviewed as and when there are new developments or amended by the relevant legislation.

16. ENQUIRIES

Enquiries with regard to any matter relating to this policy will be directed to the Monitoring and Evaluation directorate.

APPROVED



EXECUTIVE AUTHORITY

25/07/13
DATE