

## **DEPARTMENTAL EXCELLENCE AWARDS POLICY**

### **1. INTRODUCTION**

The Constitution of the Republic of South Africa and the policies 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. The 1994 democratic elections ushered new challenges such as, building the public service which is capable of meeting the challenges of improving and accelerating the pace of delivering services to the citizens of this province.

### **2. BACKGROUND**

In 1998 the Limpopo Provincial Administration adopted Transformation and Batho Pele Strategy to actualize the transformation of the public service in Limpopo. The Premier and Minister of Public Service and Administration launched the provincial service standards on the 9<sup>th</sup> December 1999.

The provincial administration reported to the citizens of the province on 30 March 2001 with regard to the implementation of Batho Pele Programme / transformation of service delivery during the Batho Pele Day at Bochum. Batho Pele recognition certificates were presented with the recommendation of the various Departments.

The Premier and Members of the Executive Council made a commitment that the Premier Service Excellence Awards will be presented as from the next Batho Pele Day to be held in 2002. Departments and their service delivery institutions will be recognized and rewarded for service delivery improvement.

### **3. WHAT IS DEPARTMENTAL EXCELLENCE AWARDS?**

**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.

#### 4. OBJECTIVES OF THE AWARDS

The objectives of the Awards are as follows:

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

#### 5. CATEGORIES OF AWARDS

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

##### (a) TEAM CATEGORY

- **Gold** (1winner)
- **Silver** (three winners)
- **Bronze** (five winners)

The Gold winner will also receive a medal engraved with the name of the department/ institution and a framed certificate signed by the MEC, Silver and Bronze winners will also receive commendation certificates.

##### (b) INDIVIDUAL CATEGORY :

- Gold- 1 (winner)-**R20 000**
- Silver- Three (winners)-**R10 000**
- Bronze- Five (winners)-**R5 000**

#### 6. SPONSORSHIP

The Executive Programme Policy and HRM will arrange funds in consultation with the office of the Chief Financial Officer.

#### 7. AWARDS PARTICIPATION

##### 7.1.PARTICIPATION

All employees of the department.

## **7.2. 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 award application and complete the Award Assessment.

## **7.2. AWARDS CRITERIA**

### **7.2.1. Teams**

The Award Assessment is based upon ten (10) criteria developed by the Province with the assistance of PricewaterhouseCoopers as follows:

- Eight (8) Batho Pele Principles.
- 9<sup>th</sup> (Innovation and growth), and
- 10<sup>th</sup> (Customer Impact).

Each applicant is expected to provide information on the application 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.

The Premier Service Excellence Awards will incorporate the South African Excellence Model as part of the assessment.

### **7.2.2. Individuals**

The following criteria will be used to assess such nominees:

#### **2.1. EXCEPTIONAL CREATIVITY AND INNOVATION**

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

#### **2.2. SUPERIOR RESPONSIVENESS IN DELIVERING SERVICE TO THE CLIENTS**

- Implement the Batho Pele principles (perhaps without knowing them).
- Demonstrates initiatives and skills to assist clients beyond the scope of the job.

- Shares experiences, knowledge and resources with other employees within and outside the department that successfully effect change.
- Highly superior performance and devotion to duty displayed over a considerable period.

### **2.3. CLEAR DEDICATION TO HIGH STANDARDS IN HER/HIS OWN WORK AND THAT OF OTHERS**

- 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.
- Works consistently to upgrade skills and takes the initiative to seek out additional assignments.
- Displays leadership by bringing out the best out of others.
- Consistently excels in performing the duties and responsibilities.

### **2.4. CONTINUALLY CONTRIBUTE TO A POSITIVE WORK ENVIRONMENT**

- Maintains a professional demeanor during a crisis and motivates others do the same.
- Interacts with everyone in a friendly, enthusiastic manner, maintains a sense of humor.
- Exemplifies a team player and contributes to a supportive, team-oriented workplace.
- Demonstrates commitment to the people and to the Public Service.
- Work under particular difficult circumstances, but have persevered.
- Adhere to Code of Conduct.
- A person one relies on in all circumstances to do the work with integrity and pride and work well with others.

## **7.3. PANEL MEMBERS**

The departmental Performance Management Committee will serve as the assessment committee for the Departmental Excellence Awards.

The Head of Department will appoint the PM Committee to manage the assessment process.

## **7.4.FEEDBACK TO APPLICANTS**

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

## **8. AWARDS CEREMONY**

The MEC will award the winners every year before the Premier Excellence Awards Ceremony takes place.

## **9. FORFEITURE OF AN AWARD**

The Head of the Department will have the right to withdraw the awards in cases where the applicants submitted fraudulent or misrepresented documents.

## **10. DISPUTE RESOLUTION**

Disputes arising from these awards will be dealt with in accordance with the relevant PSCBC Resolution.

## **11. POLICY REVIEW**

The policy will be reviewed annually.

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**HEAD OF DEPARTMENT**

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**DATE**