



LIMPOPO  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF AGRICULTURE

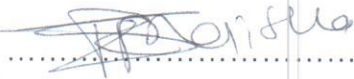
DEPARTMENTAL SERVICE EXCELLENCE AWARDS POLICY

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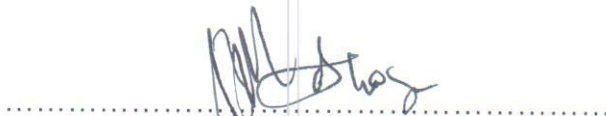


HOD for Agriculture  
(Maisela, RJ)

2015-01-12

Date

Approved by:



Honourable MEC for Agriculture  
(Matshoge, BAJ)

13-01-15

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## CONTENTS

## PAGE

1. Acronyms and abbreviations	1
2. Executive summary	2
3. Introduction	2
3.1 Eligibility	2
3.2 Categories	2
3.3 Impact	2
4. Purpose and objectives of the policy	3
5. Authority of policy	3
6. Legal framework	3
7. Scope of application	3
8. Definitions	3
9. Policy pronouncements	4
9.1 Entries	4
9.2 Adjudication	4
9.3 Criteria for selection	5
9.4 Awards ceremony	5
10. Default	5
11. Inception date	5
12. Termination and review conditions	5
13. Enquiries	5
Annexure A	6

## **1. ACRONYMS AND ABBREVIATIONS**

<b>DPSA</b>	DEPARTMENT OF PUBLIC SERVICE AND ADMINISTRATION
<b>DSEA</b>	DEPARTMENTAL SERVICE EXCELLENCE AWARDS
<b>EPWP</b>	EXPANDED PUBLIC WORKS PROGRAMME
<b>HOD</b>	HEAD OF DEPARTMENT
<b>Hon</b>	HONOURABLE
<b>LDA</b>	LIMPOPO DEPARTMENT OF AGRICULTURE
<b>MEC</b>	MEMBER OF EXECUTIVE COUNCIL
<b>PAIA</b>	PROMOTION OF ACCESS TO INFORMATION ACT
<b>PAJA</b>	PROMOTION OF ADMINISTRATIVE OF JUSTICE ACT
<b>PI PLAN</b>	PERFORMANCE INFORMATION
<b>PI</b>	PERFORMANCE INSTRUMENT
<b>PMDS</b>	PERFORMANCE MANAGEMENT DEVELOPMENT SYSTEM
<b>PME &amp; SDI</b>	PERFORMANCE MONITORING EVALUATION AND SERVICE DELIVERY IMPROVEMENT
<b>PSC</b>	PUBLIC SERVICE COMMISSION
<b>PSEA</b>	PREMIER's SERVICE EXCELLENCE AWARDS
<b>PSR</b>	PUBLIC SERVICE REGULATIONS

## **2. EXECUTIVE SUMMARY**

Since the Policy on Departmental Service Excellence Awards aims to promote and encourage best practices, it speaks to all employees. This policy addresses all matters regarding the impact and categories of these awards as well as the eligibility.

The complete process is covered and explained within this policy, namely the entries, adjudication, selection criteria as well as the eventual ceremony for the awards.

## **3. INTRODUCTION**

The DSEA is introduced with the sole purpose of promoting and encouraging best practices in the LDA and the public sector as a whole through innovation and service delivery improvement. The awards provide opportunities for information sharing, learning, partnership and replication of successful initiatives.

### **3.1. ELIGIBILITY**

- 3.1.1 The Awards are open to all teams or groups in the LDA
- 3.1.2 Originality in the project or adaptability to the province is encouraged
- 3.1.3 Team must have been in operation for at least a year

### **3.2. CATEGORIES**

The Awards will be presented in the following categories:

- 3.2.1 Best Service Delivery Team/Institution of the year- this includes main services within the department or service points
- 3.2.2 Best Innovative Team of the Year- this include new initiatives/projects that support service delivery improvement within the institution
- 3.2.3 Best support Team of the – this includes internal support services such as HR, Risk, Labour, EAP, etc.
- 3.2.4 The MEC may nominate any team that may have won any National Award

### **3.3 IMPACT**

- 3.3.1 The nominees should demonstrate tangible improvements in the quality and/or quantity of the delivered services
- 3.3.2 Indicate improvement in citizens' s satisfaction services



- 3.3.3 In support category, teams should demonstrate significant improvements in internal efficiencies within the organisation or sector

#### **4. PURPOSE AND OBJECTIVES OF THE POLICY**

The purpose of this policy is to recognise and reward excellent performance of LDA employees as well as the following:

- 4.1 To present awards for service excellence in order to promote and encourage commitment to quality service delivery
- 4.2 To promote innovation and encourage application of best practices in the LDA

#### **5. AUTHORITY OF POLICY**

This policy is issued under the authority and custodianship of both the Member of the Executive Council (MEC) for Agriculture as the Executive Authority of the LDA, and the Head of Department as the Accounting Officer of the LDA in Limpopo. It operates under the guide of Performance Monitoring and Evaluation and Service Delivery Improvement frameworks.

#### **6. LEGAL FRAMEWORK**

- 6.1 The Constitution of the Republic of South Africa
- 6.2 Promotion of Administrative Justice Act (PAJA)
- 6.3 Promotion of Access to Information Act (PAIA)
- 6.4 The White Paper on the Transformation of the Public Service
- 6.5 The Public Service Regulations confer constitutional mandate to the Public Service to be responsive to people's needs and demands
- 6.6 White Paper on Transforming Service Delivery/Batho Pele

#### **7. SCOPE OF APPLICATION**

This policy except otherwise indicated, is applicable to all employees within the Limpopo Department of Agriculture.

#### **8. DEFINITIONS**

- 8.1 **Award** - reward given to an employee in kind or cash
- 8.2 **Entries** - registering as a competitor or participant
- 8.3 **Adjudication** - making a decision in a competition
- 8.4 **Criteria** - principles or standards by which something may be decided upon
- 8.5 **Sponsorship** - contribution to the payment of costs of an event or prize by an

outside person

8.6 **Forfeiture** - losing or being deprived of a prize or award as a penalty for wrong

Doing

## **9. POLICY PRONOUNCEMENTS/POLICY STATEMENT**

### **9.1 ENTRIES**

- 9.1.1 Candidates shall complete and submit prescribed entry forms and questionnaires for assessment and supporting documents.
- 9.1.2 On quarterly basis submission of excellent performers shall be made to the committee for assessment
- 9.1.3 Winners of the annual Departmental Service Awards (DSEA) shall automatically be entered into the Premier's Service Excellence awards (PSEA)
- 9.1.4 Candidates shall have complied with the Departmental Performance Management and Development System (PMDS)
- 9.1.5 Entry forms must be filled in correctly, in full and in sequence and with as much information as possible
- 9.1.6 Hand written entries are not encouraged
- 9.1.7 Only hand delivered submissions will be accepted
- 9.1.8 Evidence can be submitted to support the entry e.g videos, publications, brochures, CDs/DVD, Newspaper clippings (MoV's)
- 9.1.9 The information provided in the entry form and during the verification process is legally binding

### **9.2 ADJUDICATION**

- 9.2.1 The adjudication process shall be conducted by the approved committee
- 9.2.2 Appointment of the committee shall be done in terms of HR Departmental Delegations (appointed by the Head of the Department)
- 9.2.3 The committee may conduct site visits to verify information
- 9.2.4 Recommendations of the committee shall be approved by the MEC or her/his delegate.



9.2.5 The judging of the entries shall be completed within fourteen working days after the closing date

9.2.6 All entrants shall be given feedback of the adjudication process

9.2.7 The Department shall have the right to withdraw the awards in cases where the candidate submitted fraudulent or misrepresented documents.

### **9.3 CRITERIA FOR SELECTION**

9.3.1 The Premier's Service Excellence criteria shall be used to assess candidates *(Refer to Addendum A of this document.)*

9.3.2 Performance as per quarterly PMDS reviews shall be considered

### **9.4 AWARDS CEREMONY**

9.4.1 Prizes for winners shall be given at the Annual Departmental Awards Ceremony

9.4.2 The hosting of the award ceremony and the value of the prize shall be determined by the LDA, based on the availability of funds

9.4.3 All participants will be invited to the awards ceremony

## **10. DEFAULT**

No deviation from this policy will be accepted. The stipulations to this policy shall be followed at all times

## **11. INCEPTION DATE**

The inception date of this policy will be its date of approval.

## **12. TERMINATION AND REVIEW CONDITIONS**

This policy will be reviewed after two years or when a need arises.

## **13. ENQUIRIES**

Enquiries with regard to any matter relating to this policy shall be directed to the Senior Manager: PME & SDI Directorate, Limpopo Department of Agriculture.

## ANNEXURE A

### Premier's Service Excellence Criteria for nomination\*

#### Nomination Criteria:

- (i) Departments, service delivery institutions, units and teams that shall have established or created an enabling environment with proof of outstanding performance for improved service delivery
- (ii) Support teams/units that secure systematic and effective programme co-ordination in support of the organizational mandates in order to create and sustain an enabling environment which entrenches a culture of learning through innovative platforms and products
- (iii) Nominations for innovative team should have best practice case study that proof innovativeness and proof that innovation has contributed towards improved service delivery and excellence and the focus should be based on the following:
  - a) Research & develop sustainable innovative models to improve service delivery
  - b) Facilitate the creation, adaptation, piloting and mainstreaming of innovative solutions within the public sector (this could be in a form of a project)

*(This information form part of the Policy on Service Excellence Awards in the Office of the Premier of Limpopo Province.)*

#### Recommended by:



Head of Department

(Maisela, RJ)

2015-01-13

Date



Hon MEC for Agriculture

(Matshoge, BAJ)

13-01-15

Date