



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

SERVICE EXCELLENCE AWARDS POLICY

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ACRONYMS

The following acronyms are used in this policy:

DSEA	-	Departmental Service Excellence Award
HoD	-	Head of the Department
LPT	-	Limpopo Provincial Treasury
MEC	-	Member of Executive Council
MPL	-	Member of the Provincial Legislature
SOPC	-	Strategic Operations & Policy Co-ordination

1 PREAMBLE

(a) Promotion and recognition of excellent work, creativity and innovation has become a very critical issue in the Public Service. 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 and collective excellence by presenting awards for service excellence in order to promote and encourage commitment of enhancing the quality of service delivery and the improvement thereof.

2 PURPOSE AND OBJECTIVES OF THE POLICY

(a) The purpose and objectives of this policy are as follows:-

- (i) To promote good governance, excellence and accountability in the Department.
- (ii) To inculcate the spirits of sharing best practices and deliver excellence service within the department.
- (iii) To encourage pro-activeness/ innovativeness of ideas amongst employees and teams/chief directorates.
- (iv) To encourage improvement of productivity and quality service.
- (v) To recognize efforts by individuals and teams as dictated by the White Paper on Transformation Service Delivery.
- (vi) To promote the spirit of optimal utilization of resources (Value for money).
- (vii) To prepare candidates for the Premier Service Excellence Awards.

3 AUTHORITY OF THE POLICY

(a) This policy is issued under the authority of the MEC as the Executive Authority and the Head of Department as the Accounting Officer for Limpopo Provincial Treasury.

4 SCOPE OF APPLICATION

(a) This policy is, except where otherwise indicated, applicable to all employees of Limpopo Provincial Treasury.

5 LEGISLATIVE FRAMEWORK

(a) This policy is guided by the following legal prescripts:

NO.	LEGISLATION
1.	The Constitution of the RSA (Act 108 of 1996, as amended)
2.	White Paper on Transformation of Public Service.(15 th November 1995)
3.	Transforming Public Service Delivery White Paper (Batho Pele White Paper) (1 st October 1997).
4.	Batho Pele Revitalization Strategy.
5.	Performance Management Strategy.
6.	Public Service Act 1994, as amended and the Public Service Regulations (2016)
7.	Departmental Service Level Agreements.

6 DEFINITIONS

- (a) **Employee** - means any person other than an independent contractor who works for the state and receives or is entitled to receive any remuneration,
- (b) **Innovation** - means using creativity to add value
- (c) **Creativity** - involves the generation of new ideas or concepts, or new associations between existing ideas or concepts
- (d) **Award**- Reward given to employees in kind or cash
- (e) **Entries**- Registering as a competitor or participant
- (f) **Adjudication**- Making a decision in a competition
- (g) **Criteria**- Principles or standards by which something may be decided upon
- (h) **Forfeit**- losing or being deprived of a prize or awards as a penalty for wrong doing

7 POLICY PRINCIPLES

- (a) This policy shall be guided by the following principles:
 - (i) Consultation
 - (ii) Information
 - (iii) Openness and transparency
 - (iv) Professionalism

8 ROLES, RESPONSIBILITIES & POWERS

(a) The roles, responsibilities and powers for this policy within the Department are as follows:

Authority / Office	Policy agenda	Formulation & Drafting policies	Policy approval	Policy implementation	Monitoring & Evaluation
MEC	Approval of new policy		Approves DSEA policy		
HOD	Contribute to policy agenda Can approve development of DSEA Approval of the budget	Recommends approval of policy to the MEC on advise of Executive Management	Can approve DSEA in line with the powers conferred by law or delegation	Oversees implementation of DSEA policy	Can approve amendments to DSEA policy in line with powers conferred by law or delegation
Executive Management	Input into DSEA policy agenda	Recommend the draft policy submission to HoD	None	Implement DSEA policy within area of responsibility	Monitor and evaluate the implementation of the DSEA within their Branches
Senior Management	Input into DSEA policy agenda and	Provide inputs and participate in the review of the policy.	None	Implement DSEA policy within area of responsibility	Monitor and evaluate implementation of DSEA within their

Authority / Office	Policy agenda	Formulation & Drafting policies	Policy approval	Policy implementation	Monitoring & Evaluation
					Directorates
Transformation Services Directorate	Consolidate inputs into DSEA policy agenda from other Branches	Draft the DSEA policy or revision thereto, as supported by SOPC	None	Ensure that LPT implements DSEA policy Establish proper structures and systems. Co-ordination of logistics in line with the policy	Monitor and evaluate implementation of DSEA within LPT
SOPC	Inputs into policy agenda	Supports Transformation Services in DSEA policy drafting and finalization thereof			Supports Branch: Corporate Governance in monitoring and evaluation of policies
Communications	Inputs into policy agenda			Marketing of the DSEA	
Human Resource Management	Inputs into policy agenda			Finalization of PMS in line with DSEA	

9 POLICY PROVISIONS

9.1 ENTRIES

- (a) A provincial template on Departmental Service Awards will be used as part of the implementation of the policy
- (b) Annual award categories shall be recommended by the Departmental Performance Management Committee, as appointed in 9.2(a), and be approved by the MEC or his/her delegate
- (c) Candidates shall complete and submit prescribed entry forms, questionnaires and supporting documents for assessment, within the timeframes determined
- (d) All applications of excellent performance shall be made available, on an annual basis, to the performance adjudication committee for assessment
- (e) Candidates must comply with the departmental Performance Management and Development tool to be eligible for assessment
- (f) Performance as per annual performance management development system reviews may be considered for awards

9.2 ADJUDICATION AND REWARDS

- (a) The MEC or his/her delegate shall appoint a Departmental Performance Management Committee, as per the institutional arrangements
- (b) The adjudication process shall be conducted by the appointed Departmental Performance Management Committee
- (c) The Departmental Performance Management Committee may conduct site visits to verify the performance information, if deemed necessary, and approved by the HOD
- (d) The adjudication of the entries must be completed within 21 working days after the closing date
- (e) Recommendations made by the Departmental Performance Management Committee shall be submitted to the MEC or his/her delegate for consideration and final approved.
- (f) Category winners will be acknowledged at an Annual Departmental Performance Awards event.

- (g) Prize money may be awarded to the various category winners. The value of the prize money awards, if any, must be motivated and recommended by the Departmental Performance Management Committee in consultation with the Department's Chief Financial Officer and be approved by the HOD in consultation with the MEC
- (h) Any proposed awards will be limited by any relevant prescripts in Public Finance Management Act and Regulations and /or Public Service Act and Regulations or any other prescripts prescribed by the Department of Public Service and Administration.
- (i) Employees will forfeit their awards and the MEC will have the right to withdraw any award where the nominees were submitted fraudulently or where the documents submitted were misrepresented or false
- (j) Category winners of the annual departmental performance awards will be eligible to be entered into the Premier Service Excellence Awards, subject to MEC approval.

10 DEVIATION/DEFAULT

- (a) Any policy, procedure, or guideline that does not follow the procedures and processes outlined in this policy will not be approved by the relevant authority.
- (b) Any employee who contravenes the provisions of this policy which may lead to violations of the Public Service Code of Conduct or any rules or policies, that employee shall be charged with misconduct and the necessary disciplinary measures will be taken against him or her.

11 COMMENCEMENT DATE

- (a) The commencement date of this policy will be on the date of its approval.

12 TERMINATION AND REVIEW CONDITIONS

- (a) This policy will be reviewed by the department after two years or when necessary. The amendments resulting from the review will be processed in line with the departmental policy development framework. However, where it is deemed not necessary to review the policy, evidence of the process leading to such decision should be provided.
- (b) This policy will remain in force until and unless it has been withdrawn or amended by Executive Authority.

13 ENQUIRIES

- (a) Enquiries regarding this policy should, in the first instance, be directed to Transformation Services directorate.

14 RECOMMENDATION AND APPROVAL

Recommended for approval by:



GC Pratt

HEAD OF DEPARTMENT

28/7/2017

DATE

Approved by:



RWN Tooley (MPL)

MEMBER OF THE EXECUTIVE COUNCIL

31/07/2017

DATE