

# SERVICE EXCELLENCE AWARDS

DEPARTMENT OF  
TRANSPORT AND COMMUNITY SAFETY

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LIMPOPO  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA



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## ACRONYMS AND ABBREVIATIONS

1. HoD – Head of Department
2. M & E – Monitoring and Evaluation Unit
3. MEC – Member of Executive Council
4. PMS – Performance Management System
5. TSDI – Transformation and Service Delivery Improvement

## DEFINITIONS

1. Gold – Position 2
2. Innovative – bringing or coming up with new ideas/ methods that improve service delivery
3. Nominees – a directorate/ institution/ unit/ district participating towards the awards project
4. Platinum – position 1
5. Service delivery team – employees working together to render main core functions of the department.
6. Silver – position 3

## 1. INTRODUCTION AND BACKGROUND

The Constitution of the Republic of South Africa and the Policies on the Transformation of the Public Service grants constitutional mandate to the Public Service to be responsive to people's needs and demands.

The White Paper on Transforming Public Service Delivery (Batho Pele White Paper) clearly states that for the success of Batho Pele, it is essential that the efforts of staff, both individuals and groups who perform well in providing customer service should be recognized and appropriately rewarded. It is important to measure performance against agreed Service Standards, Strategic Objectives and Batho Pele principles and to apply best practices in order to promote quality service delivery.

It is therefore necessary to recognize teams, units and institutions excellence by presenting awards for service excellence in order to promote and encourage quality performance.

The Limpopo Department of Transport and Community Safety annually awards shall be based on implementation of District/Directorate MTEF/APP, operational plans Batho Pele Principles, service delivery improvement programmes, audit and risks matters and both financial and none financial performance

## 2. PURPOSE AND OBJECTIVES

The purpose of this document is to provide policy guidelines on the implementation of the Service Excellence Awards for the Department of Transport and Community Safety

2.1. The Service Delivery Excellence Awards are highly coveted awards that should be

bestowed only in instances where Teams, Directorates, Districts, Units, Institutions shall have distinguished themselves through their accomplishments and excellent service delivery.

2.2 To recognize the efforts of all teams, units, directorates, institutions within the Department of Transport in improving service delivery.

2.3 To promote good governance and accountability within the Department

2.4 To inculcate the spirit of sharing best practices and excellent service delivery.

2.5 To encourage the spirit of pro-activeness, innovation, team work and creativity.

2.6 To encourage improved productivity levels and optimal utilization of resources.

2.7 To prepare nominees for the Premier's Service Excellence Awards as well as other National and International Awards projects.

2.8 To demonstrate the Public Service ethos of We Belong, We Care, We Serve.

### 3. LEGISLATIVE FRAMEWORK

3.1 Departmental Service Excellence Awards Policy is implemented to enhance the transformation of the public service in line with the following policies:-

3.1.1 Constitution of the Republic of South Africa, Act 108 of 1996 and amendments

3.1.2 White Paper on Transformation of Public Service

3.1.3 White Paper on Transforming Service Delivery/Batho Pele

3.1.4 Limpopo Growth and Development Strategy

3.1.5 Batho Pele Revitalization Strategy

3.1.6 Provincial Batho Pele Strategy

3.1.7 Public Service Regulations Act

3.1.8 Provincial Performance Management System and Policy

3.1.9 Departmental Service Excellence Awards Policy Version 1

### 4. POLICY PRONOUNCEMENT

Implementation of this policy will be guided by Batho Pele Principles.

## 5. SCOPE OF APPLICATION

5.1 This Award Policy is, except where otherwise indicated, applicable to all directorates, teams, units, institutions within the Department of Transport and Community Safety.

5.2 The Award Policy will not be applicable to teams, units, directorates, institutions which are less than twelve months in place.

5.3 The implementation of the awards will be based on implementation of the following:-

a. Departmental/ District / Directorate Annual Performance Plan

b. Strategic Business Unit Plans

c. Batho Pele Principles

d. Service Delivery Improvement Programmes

## 6. INSTITUTIONAL ARRANGEMENT

Transformation and Service Delivery Improvement Directorate within the Department will be responsible to coordinate the implementation and serve as a secretariat of the award project

## 7. CATEGORIES OF THE AWARD

7.1 The award will recognize all teams, units, directorates, institutions within the Department of Transport and Community Safety in line with the above objectives of the Departmental Awards Policy.

7.2 The following prizes will be awarded per category:-

- a. Platinum
- b. Gold

c. Silver

7.3 The Departmental Service Excellence Award ceremony will be held annually.

7.4 The MEC may decide to bestow a special Awards

7.5 Recognition of winners and Assessors will be symbolized in the form of certificates, trophies, vouchers, an educational tour, holiday t learn best practices from other Provinces. The Team should indicate the area to be visited for the exchange programme and learning the best practices and source funds from one of the Directorates. The TSDI should be the overall coordinator of the Tours in partnership with the Teams. The Platinum Winners should be the one's qualifying for the educational or exchange programme. An after-care programme should be developed for all the winning Teams.

7.6 The awards will be bestowed according to the following categories and prizes:-

**7.6.1 Best Service Delivery Team of the Year**

This will include the following:-

- Directorates and Units within the main core functions of the Department (Transport Operations, Transport Regulations and Police Secretariat)

8.4. Recognition of winners will be symbolized in the form of a certificate, trophy and an educational tour, holiday or vouchers to learn best practices from other provinces and international.

8.5. The award will be bestowed according to the following categories and prizes:-

**8.5.1. Best Service Delivery Team of the Year**

This will include the following:-

- Directorates and Units within the main core functions of the Department at both head office and District level (Transport Operation, Transport Regulations and Policy Secretariat)



7.6.4 Best-Implemented Project/Programme of the Year

PRIZE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	2
TOTAL	4

- Any team indicated under item 7.6.1 and 7.6.2 above

7.6.3 Best Innovative Team of the Year  
This category will include

PRIZE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	2
TOTAL	4

- All support functions within the department at both Head office and District level

8.5.2. Best Support Team of the Year  
This will include the following:-

PRIZE	NO. OF RECIPIENTS
Platinum	3
Gold	3
Silver	6
TOTAL	12

<b>PRIZE</b>	<b>PERCENTAGE</b>
Platinum	81% - 100%
Gold	61% - 80%
Silver	45% - 60%

The winning team/service delivery institution will be scored as indicated below in relation to the prize

**8 SCORING CRITERIA**

<b>PRIZE</b>	<b>NO. OF RECIPIENTS</b>
Platinum	1
Gold	1
Silver	1
<b>TOTAL</b>	<b>3</b>

- Any team indicated under item
- The category will further recognize individuals

This category will include:-

**7.6.5 Best Frontline Team of the Year**

<b>PRIZE</b>	<b>NO. OF RECIPIENTS</b>
Platinum	1
Gold	1
Silver	1
<b>TOTAL</b>	<b>3</b>

- Any team indicated under item 7.6.1, 7.6.2, 7.6.3

This category will include-

**N.B. The overall winner will be the one with the highest points collected**

## **9. APPOINTMENT OF ASSESSORS**

The Head of Department shall appoint the assessors from the following:-

9.1 Performance Management System – representative

9.2 Labour Directorate – representative

9.3 Labour Organisations – representatives

9.4 Departmental key stakeholders - - representative

9.5 Office of the Premier – representative

The Assessors should rotate annually

## **10. NOMINATION PROCEDURE**

### **10.1. NOMINATION CRITERIA**

10.1.1. Directors, Teams, Units, Institutions that obtain final score between 3 to 5 rating

and with proof of outstanding performance and excellence will qualify to be

nominated for the awards. The Districts should conduct preliminary awards at a

District level and only certificates should be awarded.

**10.1.2. The following criteria will be used to assess nominees:**

**10.1.2.1. Exceptional creativity and innovation**

10.1.2.1.1 Creatively develop new programs and models of service delivery.

10.1.2.1.2 Develop solutions to difficult situations.

10.1.2.1.3 Successfully reorganize work in new ways to achieve the unit's objectives.

10.1.2.2. Responsiveness in delivering services to the clients

10.1.2.2.1 Implementation of Batho Pele principles.

10.1.2.2.2 Demonstrate initiatives willingness and skills to assist clients beyond the

scope of the team's objectives.

10.1.2.2.3 Share experiences, knowledge and resources with other teams / institutions within and outside the department that successfully effect change.

10.1.2.3. Clear dedication to high standards of attaining the set objectives  
10.1.2.3.1 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.

10.1.2.3.2 Work consistently to upgrade skills and take the initiative to seek out additional assignments.

10.1.2.3.3 Consistently excel in performing the duties and responsibilities

10.1.2.4. Continually contribute to a positive work environment

10.1.2.4.1 Maintain a professional demeanor during a crisis and motivates other teams / institutions to do the same.

10.1.2.4.2 Exemplifies a team player and contributes to a supportive team-oriented workplace.

10.1.2.4.3 Demonstrate commitment to the people and to the Public Service.

10.1.2.4.4 There should be a linkage between the Service Excellence and PMS

10.1.2.4.5 Adhere to Code of Conduct.

10.2 NOMINATION PROCESS

10.2.1 Nominations will be done based on the annual performance and evaluation of teams/individuals.

11. ASSESSMENT

11.1 The assessors will consider the annual reports, annual performance plan, operational plan and the annual results of the performance assessment of the nominees.

**12. AWARDS CEREMONY**

- 11.2 Assessors shall conduct interviews and site visit for all nominees.
- 11.3 In cases where evidence is not sufficient or more details/information is required, the team may be requested to provide more evidence that is giving more information as determined by the assessors.
- 11.4 The assessors should recognize the partnership of Teams with Stakeholders
- 11.5 The contractor' work should be recognized as an extra effort
- 11.6 The assessors should help the Teams on areas of improvement and feedback after the assessment process.
- 11.7 Customers or service recipients will be contacted where necessary or customer satisfaction survey or monitoring and evaluation report might be considered.
- 11.8 Assessors will submit the consolidated report about the result of the assessment to the MEC through Head of the Department.
- 11.9 The Head of Department and the Executing Authority will ratify the recommended winners.
- 11.10 The winners will be announced during the awards ceremony to be held on a date approved by the MEC.
- 11.11 All participating Teams should be awarded certificates
- 11.12 The individual names of the platinum winners shall be reflected on the certificates.
- 11.13 The Teams that share the points should be awarded the same prize
- 12.1 The MEC will award the winners every year.
- 12.2 The Departmental Service Excellence Award Winners will be forwarded to participate in the Premier Service Excellence Awards based on the Policy as well as other National and International Awards projects.
- 12.3 The Traffic Awards may be conducted separately at a date determined by the MEC

Any third party who has a contractual relation with the Department and contravenes the provision of the policy will be dealt with in terms of the penalty clause of the agreement entered into by and between him/her and the Department. Employees who violate this policy will be disciplined in terms of the measures contained in or published in one or more prescripts that are contained in the Legal Framework of this policy.

#### 19. DEFAULT

TSDI will monitor the implementation of this policy. M&E unit within the Department will also track progress and policy achievement in terms of the objectives.

#### 18. MONITORING AND EVALUATION

The policy will be reviewed every thirty six (36) months based on the comments and inputs from the stakeholders and it will be terminated upon the inception of the new policy.

#### 17. REVIEW AND TERMINATION OF THE POLICY

The date of implementation for the policy is upon approval by the MEC.

#### 16. DATE OF IMPLEMENTATION

Disputes arising from these awards will be dealt with in accordance with the relevant applicable dispute resolution mechanism.

#### 15. DISPUTE RESOLUTION

The objections should be resolved before the Awards Ceremony.

#### 14. OBJECTIONS

The MEC will have the right to withdraw the awards in cases where the nominees submitted fraudulent or misrepresented documents and disciplinary measures instituted against a perpetrator.

#### 13. FORFEITURE OF AN AWARD

MEMBER OF EXECUTIVE COUNCIL



DATE

30/03/2021

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~~Approved/Not Approved~~

ACCOUNTING OFFICER



DATE

19/3/21

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~~Recommended/Not Recommended~~

Enquiries regarding this policy should in the first instance be directed to the TSDI Unit

21. ENQUIRIES

Authority:

The inception date of this policy will be within 30 days after the approval by the

20. INCEPTION DATE