

LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
ECONOMIC DEVELOPMENT, ENVIRONMENT & TOURISM

SERVICE EXCELLENCE AWARDS POLICY
2021

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1. ACRONYMS

HOD : Head of Department

LEDET : Limpopo Department of Economic Development, Environment and
Tourism

MEC : Member of the Executive Council

PMDS : Performance Management Development System

DPSA : Department of Public Service and Administration

2. DEFINITIONS

2.1 '**Assessment**' means sorting through and evaluation of the awards nominees to determine the best performers among the nominees based on the criteria outlined in paragraph 10.6 ;

2.2 '**Batho Pele Principles**' mean the eight principles of public service delivery as stated in the Batho Pele White Paper;

2.3 '**Department**' means The Department of Economic Development, Environment and Tourism in the Limpopo Province;

2.4 '**Employee**' means all male and female persons who are appointed in terms of the Public Service Act no.103 of 1994 as amended within the Department of Economic Development, Environment and Tourism;

2.5 '**Departmental units, teams or institutions**' mean a recognised lineup of male and female employees in a mission to achieve a common pre-determined goal;

2.6 '**excellent performance**' means performance beyond expectation;

2.7 '**nominees**' mean selected male and female participants in the awards;

2.8 '**panel member**' means a member of the assessment team as appointed

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by the HOD;

2.9 **'service standards'** mean generic, transversal, domain specific standards as set by DPISA, Limpopo Office of the Premier and LEDET; and

2.10 **'special award recognition scheme'** means a planned and conscious action to recognise teams that deserve special recognition as determined by the Head of Department and the MEC, based on the departmental performance assessment instrument.

3. BACKGROUND

The Departmental Service Excellence Awards scheme is implemented to enhance transformation of the Public Service by promoting and encouraging best practice in the public sector innovation, support and service delivery in the quest for a more effective, efficient and accountable government in line with the relevant legislative mandates and prescripts. It is against this background that LEDET finds it necessary to recognise team excellent performance by presenting awards to its employees for service excellence in order to promote and encourage quality performance within the Department.

4. INTRODUCTION

It is a constitutional mandate for the Public Service to be responsive to people's needs and demands. Public Service performance is measured against agreed Service Standards, Strategic Objectives, Batho Pele Principles and application of best practices to promote quality service delivery.

5. PURPOSE AND OBJECTIVES OF THE POLICY

The purpose of Departmental Service Excellence Awards Policy is to provide guidelines to the acknowledgement, recognition and award for service excellence accomplished by teams within the Department.

6. AUTHORITY OF THE POLICY

This policy is issued under the authority of the Head of Department as the Accounting Officer for LEDET.

7. LEGAL FRAMEWORK

The Service Excellence Awards Policy is guided by the following Legal Mandates:

- 7.1 The Constitution of the Republic of South Africa, 1996.
- 7.2 Public Service Regulations, 2016.
- 7.3 Public Service Act, 1994 as amended.
- 7.4 Skills Development Act, 1998.
- 7.5 Treasury Regulations, 2005.
- 7.6 White Paper on Transformation of Public Service Delivery, Batho Pele, 1997.
- 7.7 Policy on Performance Management and Development Systems, 2018.
- 7.8 Premier's Service Excellence Awards Policy, 2017.
- 7.9 Public Finance Management Act, 1999.

8. PRINCIPLES OF THE POLICY

This policy is underpinned by the following principles:

- 8.1 Batho Pele principles
- 8.2 Customer Intelligence
- 8.3 Operational effectiveness
- 8.4 Engaging people
- 8.5 Leadership and values and organisational agility

9. SCOPE OF APPLICATION

This policy is applicable to all employees of the Department of Economic Development, Environment and Tourism, Limpopo Province.

10. POLICY PRONOUNCEMENTS

10.1 BENEFITS OF THE SCHEME

The awards recognise successful and effective service delivery projects and initiatives that have been achieved through application of innovative approaches, methodologies and tools. The awards also provide opportunities for information sharing and learning as well as possibilities for partnerships and replication of successful initiatives throughout the Department.

The scheme has the following benefits:

- 10.1.1 Public Service Excellence will be realised through shared experiences and knowledge.
- 10.1.2 Motivation of employees and
- 10.1.3 Accelerated productivity.

10.2 INSTITUTIONAL ARRANGEMENT

Transformation Directorate within the Department shall have the responsibility of coordinating the implementation and serve as the secretariat of the Service Excellence Award project.

10.3 APPOINTMENT OF PANEL MEMBERS

The Head of Department shall appoint members of the panel as recommended by the Chief Director: Corporate Services.

10.4 GUIDELINES TO AWARDING OF SERVICE EXCELLENCE

A team must demonstrate the following attributes in order to be awarded for service excellence:

10.4.1 Exceptional creativity and innovation

- a. Creatively develop new programs and models of service delivery.
- b. Develop solutions to difficult situations independently.
- c. Successfully re-organise and work innovatively to achieve the unit's objectives.

10.4.2 Responsiveness in delivering services to the clients

The team must demonstrate the following when delivering services to the clients:

- a. Implementation of Batho Pele principles.
- b. Initiative, willingness and skill to assist clients beyond the scope of objectives for the team or institution.
- c. Shared experiences, knowledge and resources with other teams or institutions within and outside the Department to successfully effect change.

10.4.3 Clear dedication to high standards of attaining the set objectives

The team should demonstrate clear dedication to high standards in achieving the set objectives by:

- a. performing duties beyond that which is assigned.
- b. self-upgrading of skills and taking initiatives to seek additional assignments.
- c. consistent excellent performance of duties and responsibilities.

10.4.4 Contribute to a positive work environment

Continuous contribution to a positive work environment should be displayed through the following initiatives:

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- a. Maintaining a professional bearing and motivating other teams or institutions.
- b. Contributing to a supportive team-oriented workplace.
- c. Demonstrating commitment to the people of South Africa and the Public Service.
- d. Working under particular difficult circumstances with perseverance.
- e. Adhering to the Public Service Code of Conduct.

10.5 NOMINATION PROCESS

10.5.1. Nominations shall be invited from divisions and teams through circulars, printed and electronic mail.

10.5.2 The call for nominations shall indicate the opening and closing date for submission of nominations.

10.5.3 Late submissions of nominations shall be penalised and results in disqualification of the nominee.

10.5.4 Directors should oversee the nomination process within their respective divisions.

10.5.5 The Department shall award nominees in order of performance and in line with the guidelines stipulated in 8.4.

10.5.6 The necessary documentation of nominees should be signed by the team leader and head of the division.

10.6 CATEGORIES OF AWARDS

10.6.1 Departmental Awards

10.6.1.1 The award shall recognise teams, units and service delivery institutions.

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10.6.1.2 The following prices shall be awarded per category:

10.6.1.2.1 Platinum shall be awarded for outstanding performance.

10.6.1.2.2 Gold shall be awarded for commendable performance.

10.6.1.2.3 Silver shall be awarded for satisfactory performance.

10.6.1.3 The awards shall be bestowed according to the following categories and prices:

a. Best Service Delivery Division and team of the Year.

- This is the institution or team or project that directly renders services to the citizens. The prizes in this category shall be awarded as follows:

PRICE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	1
TOTAL	3

b. Best Support Team or Unit of the Year

- This category includes all divisions and teams that have shown extraordinary support in providing excellent service delivery.
- This includes the team or unit that enables the service delivery institution or team to render effective and efficient services, it provides a supportive back office role.
- The prizes shall include the following:

PRICE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	1

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TOTAL	3
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c. Best innovative team

- This category includes all teams that have shown some extraordinary innovation in bringing about excellent service delivery.
- This includes a team or institution that has developed new and creative approach or ideas in rendering service delivery in the Department.
- The prizes shall include the following:

PRICE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	1
TOTAL	3

d. Best Implemented Programme or Project of the Year

- This category recognises the project that is impacting positively on service delivery, cost saving and improving the lives of the citizens.
- This category recognizes programmes that are transformational and developmental in nature.
- The prizes shall include the following:

PRICE	NO. OF RECIPIENTS
Platinum	1
Gold	1
Silver	1
TOTAL	3

e. Best Frontline Team or Individual of the Year

- This award shall be conferred to any team or individual who has performed exceptionally well in customer service delivery in the workplace.
- The nominee must be able to proactively identify and solve potential service delivery problems.
- The nominee should be able to take initiatives in going an extra mile in service delivery on a continuous basis.
- The nominee should be in constant interface with clients and have a strong customer care approach.
- The nominee should have contributed to the implementation of Batho Pele and contributed to the improvement of the image of the Department and uphold professional ethos.
- This category does not require any nomination, the assessors discretion shall be applied based on research and consensus.

f. MEC Special Award

- This includes any achiever in any area of Economic Development, Environment and Tourism. The personalities must have contributed in the lives of the people in any or all of the above mentioned three areas. This is a special award which includes any person in the province and is not limited to officials in the Department.

10.7 ASSESSMENT

10.7.1 The assessors must consider the annual reports, strategic and Management plan, performance management system and the annual results of the performance assessment of the male and female nominees.

10.7.2 Assessors shall conduct interviews and site visits for all nominees and their supervisors.

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10.7.3 Scoring must be done based on documentation, presentation and site visits.

10.7.4 In cases where evidence is not sufficient or more details or information is required, the departmental division or team may be requested to provide additional information as determined by the assessors.

10.7.5 Service recipients shall be contacted where necessary or customer satisfaction survey or monitoring and evaluation reports might be considered.

10.7.6 Assessors must submit the consolidated report about the results of the assessment to the MEC through the Head of Department.

10.7.7 The winners shall be announced during the awards ceremony to be held on the date as approved by the MEC.

10.8 AWARDS CEREMONY

10.8.1 The MEC shall award the winners every year before the Premier Service Excellence Awards Ceremony takes place.

10.8.2 The Departmental Service Excellence Award Winners shall be forwarded to the Office of the Premier to participate in the Premier Service Excellence Awards.

10.9 FORFEITURE OF AN AWARD

The MEC has the right to withdraw the awards in cases where the male and female nominees submitted fraudulent documents or misrepresented documents and/or facts, and disciplinary measures shall be instituted against such nominees.

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11. DEFAULT

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

12. INCEPTION DATE

The inception date of this policy is 30 (thirty) days after approval by the HOD.

13. REVIEW

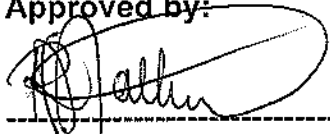
This policy shall be reviewed every 60 (sixty) months.

14. ENQUIRIES

Enquiries regarding this policy shall be directed to the Director: Transformation.

15. APPROVAL

Approved by:



HEAD OF DEPARTMENT: LEDET

01/18/2021

DATE