



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
PUBLIC WORKS, ROADS & INFRASTRUCTURE**

Name of the Policy	Service Excellence Policy
The Version / revision number	03
Domain	Strategic Management

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1. ACRONYMS AND ABBREVIATIONS

AO	:	Accounting Officer
CFO	:	Chief Financial Officer
DPWRI	:	Department of Public Works, Roads and Infrastructure
DSEA	:	Departmental Service Excellence Awards
EA	:	Executive Authority
M&E	:	Monitoring and Evaluation
PSEA	:	Premier Service Excellence Awards
WPTSPS	:	White Paper on Transformation of Public Services

2. INTRODUCTION

The Constitution of the Republic of South Africa and White Paper on Transformation of Public Services 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.

3. PURPOSE AND OBJECTIVES OF THE POLICY

- a) To outline the process towards the hosting of the Annual Departmental Service Excellence Awards.
- b) Constitution of the Departmental Assessment and Adjudication Task Teams.
- c) Categories to be targeted.
- d) Criteria and schedule to be followed.

4. AUTHORITY OF THE POLICY

This policy is authorized and issued by the Executive Authority for Limpopo Department of Public Works, Roads and Infrastructure (LDPWRI) to employees and prospective employees.

5. LEGAL MANDATE

- a) The Constitution of the Republic of South Africa, 1996 Chapter 10 Section 195.
- b) White Paper on Transformation of Public Services.

6. SCOPE OF APPLICATION

This policy is applicable to all employees of the Limpopo Department of Public Works, Roads and Infrastructure.

7. DEFINITIONS

Departmental Service Excellence Awards are highly esteemed and coveted awards that should be bestowed only in instances where individuals or teams shall have distinguished themselves through their accomplishments and service delivery.

8. POLICY PRONOUNCEMENT

8.1. Objectives of the Awards

The objectives of the Awards are as follows:

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

a. Categories Of Awards

- i. The awards shall be in a form of accolades (certificates, medals and trophies).
- ii. The following shall participate in the Departmental Service Excellence Awards Programme for both Core and Support:
 - a) Best Service Delivery Team
 - b) Best Support Team (will be divide into two)
 - o Cleaners Category
 - o Office Based Category
 - c) Best Innovative Team
 - d) Most Improving District
 - e) Individual Merit Awards
 - o Cleaners Category
 - o Office Based Category

8.2.3 The following prizes will be awarded for each category:

(a) Teams Category

- i. Overall Winners Gold trophy
- ii. First runner-ups Silver trophy
- iii. Second runner-ups Bronze trophy

(b) Individual Category:

- i. Overall Winner Gold trophy
- ii. First runner-up Silver trophy
- iii. Second runner-up Bronze trophy

(c) District Category: (Most Improving District)

- i. Overall Winner Gold trophy
- ii. First runner-up Silver trophy
- iii. Second runner-up Bronze trophy

All winners shall receive a medal, trophy and certificate with the name of the team/individual/ district with the departmental logo.

8.2.4 Prize Money

The monetary prizes shall be awarded to all winning categories and shall be determined by the Department annually based on availability of funds. Should there be a tie the prize will be divided equally.

8.2.5 Districts Entries/Nominations

8.2.5.1 All Districts shall receive, critique all entry forms and shortlist at least three (3) teams per category and five (5) individuals who meet all the requirements as per Departmental Service Excellence Awards Policy. The head of the district will appoint a committee to assess entries received.

NB// Individuals and Teams who participated and received an award in a particular financial year will not be allowed to participate in the awards for the next two (2) financial year.

Entries shall be opened for a period of thirty (30) days. Entries submitted after the closing date shall be disqualified. After closing date district shall conduct their district assessment and submit their final nominations to Head Office.

8.3. Sponsorship

The Directorate: Strategic Management shall secure funds in consultation with the office of the Accounting Officer from the departmental budget.

The department shall also source donations from Private Companies through office of the Accounting Officer.

8.4. Awards Participation

All participants must be employees of the Limpopo Department of Public Works, Roads and Infrastructure. Teams and Individuals must have obtained a final score rating of 4 with proof of outstanding performance and excellence shall be eligible to participate.

8.5 Eligibility/Nomination Process

8.5.1 All employees and teams whose performance has been **commendable and excellent** for a particular year and have been nominated by their supervisors or by any other superior personnel.

8.5.2 Individuals and teams participating in the awards process are required to submit entries form and complete the Award Assessment.

8.6 Awards Criteria

8.6.1. Teams

The Award Assessment is based upon ten (10) criteria developed by the Department as follows:

- a) Eight (8) Batho Pele Principles.
- b) 9th (Innovation and growth), and
- c) 10th (Customer Impact).
- d) Compliance with PMDS reviews and rating

Each applicant is expected to provide information on the nomination 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.

Participants are expected to submit entry forms with motivation, Annual Performance Plan/Operational Plan, Supervisor's Workplan, Annual Report and Final Evaluation to qualify for participation.

Allocation of points for teams' category.

Submission of documents	
APP/OP	3%
Manager's PI / SF	2%
APP/OP Report	3%
Final PMS E. rating	2%
Criteria	
- <i>submission</i>	10%
- <i>presentation</i>	20%
- <i>site visit</i>	70%
<i>total</i>	100

8.6.2. Individuals

The following criteria shall be used to assess such nominees:

Exceptional Creativity and Innovation

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

Superior Responsiveness in Delivering Services to the Clients

- a) Implement the Batho Pele Principles.
- b) Demonstrates initiatives and skills to assist clients beyond the scope of the job.
- c) Shares experiences, knowledge and resources with other employees within and outside the department that successfully effect change.
- d) Highly superior performance and devotion to duty displayed over a considerable period.

Clear Dedication to High Standards in Her/his Own

Work and That of Others

- a) Performance of assigned duties in an outstanding manner and identifiable benefits as to be clearly exceptional and deserving of the highest form of recognition.
- b) Works consistently to upgrade skills and takes the initiative to seek additional assignments.
- c) Displays leadership by bringing out the best out of others.
- d) Consistently excels in performing the duties and responsibilities.

Continually Contribute to a Positive Work Environment

- a) Maintains a professional demeanor during a crisis and motivates others to do the same.
- b) Interacts with everyone in a friendly, enthusiastic manner and maintains a sense of humor.
- c) Exemplifies a team player and contributes to a supportive, team-oriented workplace.
- d) Demonstrates commitment to clients.
- e) Work under particular difficult circumstances, but have persevered.

- f) Adhere to Code of Conduct.
- g) A person one can relies on in all circumstances to do the work with integrity, pride and work well with others.

Allocation of points for Individuals category

Submission of documents	
Manager's PI / SF	5%
Final PMS E. rating	5%
Criteria	
- <i>submission</i>	10%
- <i>presentation</i>	20%
- <i>site visit</i>	70%
<i>total</i>	100

8.7 ASSESSMENT COMMITTEE

There shall be one (1) panel to assess all categories. The Assessment Committee Members shall be appointed by the Accounting Officer comprising Members of Senior Management Services (SMS) at level 13 or their representative.

8.7.1 Role of Assessment Committee

The Assessment Committee shall manage the process of assessing all the applications in the department and prepare a comprehensive assessment report to the Departmental Adjudication Committee containing short listed candidates.

8.8 ADJUDICATION COMMITTEE

There shall be one (1) panel to adjudicate all categories. The Adjudication Committee shall be appointed by the Accounting Officer and shall comprise of Members of Senior Management Services (SMS) at level 14 or their representative.

8.8.1. Role of Adjudication Committee

The Departmental Adjudication Committee shall evaluate and assess recommendations submitted by the Departmental Assessment Committee to ensure that the process was fair and select three finalists and rank them according to 3rd, 2nd and 1st place in each category. The chairperson shall sign off adjudication report that shall be presented to the Accounting Officer.

9. AWARDS CEREMONY

The Executive Authority will award the winners annually before the Premier Service Excellence Awards Ceremony takes place. All gold winners shall be forwarded to Office of the Premier to participate in the Premier Service Excellence Awards.

10. FORFEITURE OF AN AWARD

The Accounting Officer has the right to withdraw the awards in cases where participants submitted fraudulent or misrepresented documents.

11. DISPUTE RESOLUTION

Any dispute that may arise out of the interpretation or application of this policy shall be resolved through grievance resolution procedure for the public service.

12. DEFAULT

Non-compliance to this policy shall lead to disqualification.

13.1 INCEPTION DATE

The inception date of this policy shall be the day after sign off by the Executive Authority.

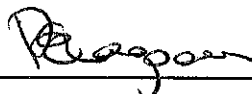
14. POLICY REVIEW

The policy shall be reviewed as and when there are new developments or after three (3) years.

15. ENQUIRIES

Enquiries with regard to any matter relating to this policy shall be directed to Strategic Management Directorate.

Approved



MME. NC RAKGOALE
MEMBER OF THE EXECUTIVE COUNCIL

31/03/2023
DATE