



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

LIMPOPO PROVINCIAL TREASURY

POLICY ON

DEPARTMENTAL SERVICE

EXCELLENCE AWARDS SCHEME

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1. PREAMBLE

The Constitution of the Republic of South Africa Act, 1996 and the policies on the transformation of the public service confers constitutional mandate to public service to respond to people's needs and demands. Following the constitutional mandate in this regard it becomes imperative for Limpopo Provincial Treasury ("Department"), to apply best practices, to promote the quality of service delivery for the people of Limpopo Province 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 commitment of enhancing the quality of service delivery and the improvement thereof. The 1994 democratic elections ushered new challenges such as, building the public service which is capable of meeting the challenges of improving and accelerating the pace of delivering quality services to the citizens of this province.

2. APPLICABLE LEGAL FRAMEWORK

- 2.1. The Constitution of the Republic of South Africa (Act No. 108 of 1996)
- 2.2. White Paper on Transformation of Public Service.(15th November 1995)
- 2.3. Transforming Public Service Delivery White Paper (Batho Pele White Paper^{1st} October 1997).,
- 2.4. Batho Pele Revitalization Strategy.
- 2.5. Public Service Act, 1994 (Act No. 103 of 1994) as amended
- 2.6. Performance Management Systems.
- 2.7. Departmental Service Level Agreements.
- 2.8. Provincial Growth and Development Strategy.

3. SCOPE OF APPLICATION

This Award scheme is, except where otherwise indicated, applicable to all Branches and employees of the department.

4. OBJECTIVES OF THE AWARDS

The objectives of the awards are as follows:-

- 4.1 to promote good governance, excellence and accountability in the department.
- 4.2 inculcate the spirit of sharing best practices and deliver excellence service within the department.
- 4.3 to encourage pro-activeness/ innovativeness of ideas amongst employees and teams/chief directorates.
- 4.4 encourage improvement of productivity and quality service.
- 4.5 recognize efforts by individuals and teams as dictated by the White Paper on Transformation Service Delivery.
- 4.5 promote the spirit of optimal utilization of resources (Value for money).
- 4.6 to prepare candidates for the Premier Service Excellence Awards.

5. CATEGORIES OF AWARDS AND PRIZES

- 5.1. Best Departmental institution
- 5.2. Best supporting team/Directorate/Chief Directorate & Branch
- 5.3. Best innovative team/Directorate/Chief Directorate & Branch
- 5.4. Individual awards

Best Departmental institution

Prize	No. of recipients	Value of the Prize
Platinum	1	R10 000,00
Gold	1	R7 500,00
Silver	1	R5 000,00
Bronze	1	R2 500,00
Total		R25 000,00

Best supporting team/Directorate/Chief Directorate & Branch

Prize	No. of recipients	Value of the Prize
Platinum	1	R10 000,00
Gold	1	R7 500,00
Silver	1	R5 000,00
Bronze	1	R2 500,00
Total		R25 000,00

Prizes won by Departmental Institutions and Individuals will be used at their own discretion in areas of training and team building efforts.

Best innovative team/Directorate/Chief Directorate & Branch

Prize	No. of recipients	Value of the Prize
Platinum	1	R10 000,00
Gold	1	R7 500,00
Silver	1	R5 000,00
Bronze	1	R2 500,00
Total		R25 000,00

5.4. Individual awards

Prize	No. of recipients	Value of the Prize
Platinum	1	R10 000,00
Gold	1	R7 500,00
Silver	2	R5 000,00
Bronze	2	R2 500,00
Total		R25 000,00

The total amount for prizes in various categories will be **R100 000, 00**.

6. FUNDING FOR THE AWARDS

Funding of the award will be subject to approval by the Head of the Department.

7. APPOINTMENT OF ASSESSORS

7.1 The Head of the Department shall approve the appointment of assessors from the following organizations:-

- Office of the Premier.
- Limpopo Provincial Administration.
- Department of Public Service and Administration.
- Public Service Commission.
- Business Sector.
- Institutions dealing with quality improvement and service excellence.
- NGOs/CBOs.
- Church organizations.
- Labour organizations.

7.2 STIPEND FOR ASSESSORS

A stipend for incidental expenses will be paid to assessors. The amount payable shall be decided and be revised annually by the Head of the Department.

7.3 TRAVELLING EXPENSES FOR ASSESSORS

Travelling and subsistence allowances shall be paid to assessors.

8. INSTITUTIONAL ARRANGEMENTS

8.1 Transformation Services will be responsible for coordinating the implementation of the awards project.

9. NOMINATION PROCEDURE

9.1 NOMINATION CRITERIA

9.1.1 Departmental institutions, units and teams, which obtain final score of 5 rating and with proof of outstanding performance and excellence will qualify to be nominated for the award.

9.1.2. Nominations for innovative team should have best practice study that

proof that innovation has contributed towards improved service delivery and excellence.

9.1.3. An unqualified report for the relevant Branch must be submitted.

9.2. **NOMINATION PROCESS**

9.2.1. Nominations will be invited through circulars in the Departments.

9.2.2. Departmental awards should serve as the basis to participate in the PSEA (Premier's Service Excellence Award) except when entering for Departmental category.

9.2.3. Nominations will be invited equitably based on the number based on the number of employees, divisions/units and institutions per Branches.

9.2.4. Nominations should be processed within divisions in the respective Branches.

9.2.5. Nomination for the supportive team should have evidence from other Branches, which are in line with the Batho Pele Principles.

9.2.6. Departmental awards or performance management committee members will select award nominees in order of performance.

9.2.7. The Head of Department and Executing Authority will ratify the recommended nominees and submit to the Office of the Premier.

9.2.8. Submission of nominees should be signed by the relevant Head of Department.

9.2.9. The Department will be expected to publicize names of their nominees in their Departments through communication channels used in that Department.

9.2.10. Submission of nomination documents by the departments after the due date will not be accepted.

10. **ASSESSMENT**

10.1. The assessors will consider the following documents: annual reports and management plan; and annual results of the performance assessment of the nominees.

- 10.2. Site visits and interviews will be conducted by assessors who will conduct interviews with the nominees and their supervisors.
- 10.3. In cases where the evidence is not sufficient or more detail is required, the Department/Team/Service Delivery Institution may be requested to provide more information as determined by the assessors.
- 10.4. Customers or service recipients will be contracted or customer satisfaction survey or monitoring and evaluation report will be considered.
- 10.5. Assessors will submit the consolidated report about the results of the assessment to the Premier.
- 10.6. The winners will be announced during the awards ceremony to be held on the date as approved by the Head of the Department.

11. MARK ALLOCATION

- 11.1. Marks will be allocated as follows:-

ITEM	MARK
1. Presentation	20%
2. Site visit and Documentation	70%
3. Community/Customer	10%
Total	100%

- 11.2. Institutions or teams that score less than 50% of the total mark will not be awarded a prize.

12. FORFEITURE OF AN AWARD

- 12.1. The MEC will have the right to withdraw or suspend the award in case where the nominees were submitted fraudulently or by misrepresented documents.

13. POLICY CONTROL

13.1. POLICY AUDIT

Periodic audits will be conducted by the Directorate: Transformation Services, when deemed necessary to ensure compliance with the policy.

13.2. POLICY REVIEW

This policy is subject to annual review or when deemed necessary by the Department, to ensure that it is aligned to prevailing legislation and market related conditions.

14. POLICY AMENDMENTS

No amendment(s) may be made to any section of this policy without such amendment(s) first being:-

14.1.1 Negotiated upon with recognized Employee Organizations.

14.1.2 Duly approved and signed by the recognized parties to the Provincial Bargaining Council.

15. EFFECTIVE DATE

This policy will be effective from the 22 day of June 2007.

16. RATIFICATION

Signed at Pretoria on the 22 day of June 2007.

HEAD OF DEPARTMENT:

MEMBER OF EXECUTIVE COUNCIL: