



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

**DEPARTMENT OF
ROADS AND TRANSPORT**

**SERVICE EXCELLENCE AWARD
POLICY**

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1. INTRODUCTION

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.

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 and individual's excellence by presenting awards for service excellence in order to promote and encourage quality performance.

2. PURPOSE

2.1. The purpose of this document is to provide guidelines on the implementation of the Service Excellence Awards for the Department of Roads and Transport.

2.2. The Service Delivery Excellence Awards are highly coveted awards that should be bestowed only in instances where Teams, Units, Service delivery Institutions shall have distinguished themselves through their accomplishments and excellent service delivery.

3. LEGISLATION FRAMEWORK

3.1 The Service Excellence Awards scheme 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, 1996
- 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

4. SCOPE OF APPLICATION

4.1. This Award Scheme is, except where otherwise indicated, applicable to all Teams, Units, Service delivery Institutions within the Department of Roads and Transport.

4.2. The Award Scheme will not be applicable to teams, units/directorates, institutions which are less than twelve months.

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

4.3.1. Departmental/ District / Directorate Management Plan

4.3.2. Strategic Business Unit Plans

4.3.3. Batho Pele Principles

4.3.4. Service Delivery Improvement Programmes

5. OBJECTIVES OF THE AWARDS

5.1. To recognize the efforts of all Teams, Units, Service delivery Institutions in improving service delivery.

5.2. To promote good governance and accountability within the Department.

5.3. To inculcate the spirit of sharing best practices and excellence service delivery.

5.4. To encourage the spirit of proactiveness, innovation, team work, and creativity.

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

5.6. To prepare nominees for the Premier's Service Excellence Awards.

6. INSTITUTIONAL ARRANGEMENT

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

7. CATEGORIES OF THE AWARDS

7.1. The award will recognize all Teams, Units, Service delivery Institutions in line with the above objectives of the Departmental Awards Policy.

7.2. The following prizes will be awarded per category:-

- Platinum
- Gold
- Silver

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

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

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

7.5.1. Best Service Delivery Team/Institutions of the Year. This will include the following:-

- Directorates
- District Offices
- Traffic Stations
- Road Maintenance Camps Teams
- Government Garages

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

7.5.2. Best Support Team/Unit of the Year. This will include the following:

- Supply Chain Management
- Financial Management
- Human Resource Management
- Government Information Technology Offices
- Communication Services
- Risk Management
- Labour Relations
- Legal Services
- Maintenance and Infrastructure
- Employee Wellness Programmes
- Policy Coordination and Strategic Management
- Work Study and Job Evaluation
- Human Resource Development
- Transformation and Service Delivery Improvement

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

8. SCORING CRITERIA

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

PRIZE	PERCENTAGE
Platinum	60%-75%
Gold	55%-60%
Silver	45%-55%

9. APPOINTMENT OF ASSESSORS

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

- 9.1. Performance Management System Directorate - representative
- 9.2. Labour Directorate - representative
- 9.3. Labour Organisations - representative
- 9.4. Departmental key stakeholders - representative
- 9.5. Office of the Premier - representative

10. NOMINATION PROCEDURE

10.1. NOMINATION CRITERIA

10.1.1. Directorates, Teams, Service Delivery 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.

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/ institution'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.

10.1.2.2.3. 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. 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, institutions, divisions/units.

11. ASSESSMENT

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

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/service delivery institution may be requested to provide more evidence that is giving more information as determined by the assessors.

11.4. Customers or service recipients will be contacted where necessary or customer satisfaction survey or monitoring and evaluation report might be considered.

11.5. Assessors will submit the consolidated report about the result of the assessment to the MEC through Head of the Department.

11.6. The Head of Department and the Executing Authority will ratify the recommended winners.

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

12. AWARDS CEREMONY

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.

13. FORFEITURE OF AN AWARD

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.

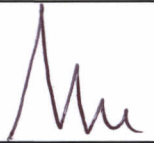
14. DISPUTE RESOLUTION

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

15. POLICY REVIEW

The policy will be reviewed annually and where need arises.

ENDORSED



HEAD OF DEPARTMENT

15/02/09
DATE

Note: This policy document is a blue print of the original policy that was approved by MEC Justice Piitso on 12.03.07.