



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF SAFETY, SECURITY AND LIAISON

DEPARTMENTAL SERVICE EXCELLENCE AWARDS POLICY

1. PURPOSE

- 1.1. The purpose of this document is to provide policy guidelines on the implementation of the Departmental Service Excellence Awards.
- 1.2. Departmental Service Excellence Awards are highly esteemed and coveted awards that are bestowed only in instances where a branch or directorate/sub-directorate shall have distinguished itself through its accomplishments and excellent service delivery.

2. MANDATES

- 2.1. Departmental Service Excellence Award Policy is implemented to enhance the transformation of the public service in line with the following policies :
- 2.2. White Paper on Transformation of Public Service
- 2.2. White Paper on Transforming Service Delivery/ Batho Pele
- 2.4. Limpopo Growth and Development Strategy
- 2.5. Batho Pele Revitalization Strategy
- 2.6. Provincial Batho Pele Strategy

3. SCOPE OF APPLICATION

- 3.1. This Award Policy is, except where otherwise indicated, applicable to all branches, directorates and sub-directorate within the Department.
- 3.2. The implementation of the Award Policy will be based on the performance management system of the Department.

4. OBJECTIVES OF THE AWARD POLICY

- To recognize service delivery in Branches or SBU's in an effort to improve service delivery.
- To ensure that the Department recognizes and promotes excellence and commitment amongst the employees.
- To promote good governance and accountability.
- To inculcate the spirit of sharing best practices and deliver excellent services.
- To encourage the spirit of pro-activeness, innovativeness, team work, and creativeness
- To encourage improved productivity levels and optimal utilization of resources (value for money).

5. CATEGORIES OF THE AWARDS

5.1. Departmental Awards

5.2. The Department is expected to recognize and reward teams or units in line with the objectives of the Premier's Service Excellence Awards.

5.3. The following prizes will be awarded for each awards category:

- Platinum
- Gold
- Silver

5.4. Best Team/Unit of the Year.

This will include the following Branches:

- Crime Prevention and Community Relations
- Corporate Services
- Transformation and Service Delivery
- Financial Management
- MEC Support and HOD Support

PRIZE	VALUE	NO. OF RECIPIENTS
Platinum	R10 000	1
Gold	R 5 000	1
Silver	R 2 500	1
TOTAL	R17 500	3

5.4.1. Innovative Team of the Year

- Prize : 1st Platinum, 2nd Gold and 3rd Silver

5.4.2. Awards for all the categories will be determined on an annual basis and members of the team that would have won an award will receive recognition certificates.

5.4.3. Funding of the awards will be defrayed from the HOD budget.

5.4.4. Awards winners will motivate the staff to improve service delivery and sustain service excellence within the Department.

6. APPOINTMENT OF ASSESSORS

6.1. The MEC shall approve the appointment of assessors from the following organisations:

- Premier's Office
- Organized Business
- Institutions dealing with quality improvement and service excellence and other relevant stakeholders.
- Provincial CPF Board
- Internal PMS Committee
- Internal Labour Unit
- Organized labour

7. INSTITUTIONAL ARRANGEMENTS

7.1. Internal Transformation will be responsible for coordinating the implementation of the awards policy.

8. NOMINATION PROCEDURE

8.1. Nomination Criteria

8.1.1. Departmental units and teams that obtain final score of 4 rating and above, with proof of outstanding performance and excellence will qualify to be nominated for the awards.

8.1.2. Nominations for innovative team should have best practice study that proof innovativeness and proof that innovation has contributed towards improved service delivery and excellence.

8.1.3. Compliance to service delivery, reporting and requirements.

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8.2. Nomination Process :

- 8.2.1. Nominations will be invited through a circular to all the branches and directorates.
- 8.2.2. Nominations will be invited equitably based on the number of employees, divisions/units per branch.
- 8.2.3. Nominations should be processed within divisions in the respective branches.
- 8.2.4. Departmental awards committee will select award nominees based on performance.
- 8.2.5. The Independent Assessors will have a final say on the winners with the approval by the Executing Authority.
- 8.2.6. Submission of nominees shall be signed by the relevant Head of the Branch.
- 8.2.7. Internal Transformation shall publish the names of the nominees, using communication channels within the Department, i.e. through emails, circulars, notice boards and inform those who cannot read.
- 8.2.8. Submission of nomination documents by the Branches after the due date will not be accepted

9. ASSESSMENT

- 9.1. The assessors will consider the annual reports and annual performance plan; and annual results of the performance assessment of the nominee.
- 9.2. Site visits and interviews will be conducted by assessors.
- 9.3. In cases where the evidence is not sufficient or more detail is required, the team/unit may be requested to provide more evidence.
- 9.4. Customers or service recipients will be contacted where necessary or customer satisfaction survey or monitoring and evaluation report might be considered.
- 9.5. Assessors will submit the consolidated report about the results of the assessment to HOD.
- 9.6. The winners will be announced during the awards ceremony to be held on date as approved by the Head of Department in consultation with the MEC



10. FORFEITURE OF AN AWARD

The MEC will have the right to withdraw or suspend the award in case where the nominees submitted fraudulent or misrepresented documents.

11. REVIEW OF THE POLICY

The policy will be reviewed bi-annually

12. IMPLEMENTATION OF THE POLICY

The policy will take effect from the date is approved by the MEC

**MAKIBELO M. (MS)
HEAD OF DEPARTMENT**

12/02/2010
DATE

**MEC: HON. D.P. MAGADZI (MS),
EXECUTING AUTHORITY**

DATE 2010/02/22