



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PUBLIC WORKS

DEPARTMENTAL SERVICE EXCELLENCE AWARDS POLICY

2010 - 2012

DEPARTMENTAL EXCELLENCE AWARDS POLICY

1. INTRODUCTION

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

2. BACKGROUND

2.1 THE DEPARTMENTAL EXCELLENCE AWARDS POLICY FRAMEWORK HAS THE FOLLOWING OBJECTIVES

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

2.2 POLICY & LEGISLATIVE FRAMEWORK

The Constitution of the Republic of South Africa, 1996 chapter 10 Section 195 provides for basic values and principles governing public administration as follows:

1. A high standard of professional ethics must be promoted and maintained.
2. Efficient, economic and effective use of resources must be promoted.

3. Public administration must be development-oriented.
4. Services must be provided impartially, fairly, equitably and without bias.
5. People's needs must be responded to, and the public must be encouraged to participate in policy-making.
6. Public administration must be accountable.
7. Transparency must be fostered by providing the public with timely, accessible and accurate information.
8. Good human-resource management and career-development practices, to maximise human potential, must be cultivated.
9. Public administration must be broadly representative of the South African people, with employment and personnel management practices based on ability, objectivity, fairness, and the need to redress the imbalances of the past to achieve broad representation.

2.4 THE WHITE PAPER ON TRANSFORMATION OF PUBLIC SERVICES.

The White Paper on Transformation of Public Services (WPTPS) 1997 clearly states that “public services are not a privilege in a civilized and democratic society: they are a legitimate expectation”. Services should be responsive to citizens needs, and they should be offered equitably, impartially and economically to all the citizens of the republic irrespective of their geographical location

2.5 PREMIER EXCELLENCE AWARDS

The Premier Excellence Awards Policy promotes and encourages best practice in public sector innovation, categories of the support systems and service delivery and award teams/ institutions and department in the quest for a more effective, efficient and accountable government.

3. WHAT IS DEPARTMENTAL EXCELLENCE AWARDS?

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

4. OBJECTIVES OF THE AWARDS

The objectives of the Awards are as follows:

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

5. CATEGORIES OF AWARDS

5.1 The awards will be in accolades form (certificates and trophies).

(a) TEAM CATEGORY

- **Gold** 1 (winner) - trophy
- **Silver** 2 (winners) - trophy
- **Bronze** 5 (winners) - trophy

(b) INDIVIDUAL CATEGORY:

- Gold- 1 (winner) – trophy
- Silver- 2 (winners) – trophy
- Bronze- 5 (winners) – trophy

(c) DISTRICT CATEGORY:

- Gold- 1 (winner) – trophy

The Gold winner will also receive a medal engraved with the name of the department/ institution and a framed certificate signed by the MEC, Silver and Bronze winners will also receive commendation certificates.

6. SPONSORSHIP

The Directorate Service Delivery Improvement will arrange funds in consultation with the office of the Chief Financial Officer.

7. AWARDS PARTICIPATION

7.1. PARTICIPATION

All employees of the department.

7.2. ELIGIBILITY

All employees and teams whose performance has been **commendable and excellent** for a particular year and have been nominated by their supervisors to enter for the competition/awards. Individuals and teams participating in the Award process are required to submit award application and complete the Award Assessment.

7.2. AWARDS CRITERIA

7.2.1. Teams

The Award Assessment is based upon ten (10) criteria developed by the Province with the assistance of PricewaterhouseCoopers as follows:

- Eight (8) Batho Pele Principles.
- 9th (Innovation and growth), and
- 10th (Customer Impact).

Each applicant is expected to provide information on the application 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.

The Premier Service Excellence Awards will incorporate the South African Excellence Model as part of the assessment.

7.2.2. Individuals

The following criteria will be used to assess such nominees:

7.2.1. EXCEPTIONAL CREATIVITY AND INNOVATION

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

7.2.2. SUPERIOR RESPONSIVENESS IN DELIVERING SERVICE TO THE CLIENTS

- Implement the Batho Pele principles (perhaps without knowing them).
- Demonstrates initiatives and skills to assist clients beyond the scope of the job.

- Shares experiences, knowledge and resources with other employees within and outside the department that successfully effect change.
- Highly superior performance and devotion to duty displayed over a considerable period.

7.2.3. CLEAR DEDICATION TO HIGH STANDARDS IN HER/HIS OWN WORK AND THAT OF OTHERS

- 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.
- Works consistently to upgrade skills and takes the initiative to seek out additional assignments.
- Displays leadership by bringing out the best out of others.
- Consistently excels in performing the duties and responsibilities.

7.3. CONTINUALLY CONTRIBUTE TO A POSITIVE WORK ENVIRONMENT

- Maintains a professional demeanor during a crisis and motivates others do the same.
- Interacts with everyone in a friendly, enthusiastic manner, maintains a sense of humor.
- Exemplifies a team player and contributes to a supportive, team-oriented workplace.
- Demonstrates commitment to the people and to the Public Service.
- Work under particular difficult circumstances, but have persevered.
- Adhere to Code of Conduct.
- A person one relies on in all circumstances to do the work with integrity and pride and work well with others.

7.4. ASSESSMENT COMMITTEE

There shall be one panel to assess all categories. The Panel Committee members shall be nominated by HoD and will be derived from the Departmental Transformation Committee.

Role of Assessment Committee

To manage the process of assessing all the applications in the department and prepare a comprehensive assessment report to the Departmental Adjudication Team containing short listed candidates.

7.5. ASSESSMENT COMMITTEE

There shall be one panel to adjudicate over all categories. An adjudication committee shall be appointed by HoD and shall be derived from the Transformation Committee and external experts (upon need).

Role of Adjudication Committee

The Departmental Adjudication Task Team shall evaluate and assess recommendations submitted by the Departmental Assessment Team 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 will be presented to the HoD. The decision of the provincial adjudication team shall be final.

8. FEEDBACK TO APPLICANTS

After the judging process is complete, all applicants whether they have won or not will receive a feedback report.

9. AWARDS CEREMONY

The MEC will award the winners every year before the Premier Excellence Awards Ceremony takes place.

10. FORFEITURE OF AN AWARD

The Head of the Department will have the right to withdraw the awards in cases where the applicants submitted fraudulent or misrepresented documents.

11. DISPUTE RESOLUTION

Disputes arising from these awards will be dealt with in accordance with the relevant PSCBC Resolution.

12. POLICY REVIEW

The policy will be reviewed bi-annually.

13. IMPLEMENTATION OF THE POLICY


The policy will take effect from the date of approval by the HOD/ MEC.



HEAD OF DEPARTMENT

23. July 2010
DATE

APPROVED/NOT APPROVED



MEC

2010-08-11
DATE