

BATHOPELE PRINCIPLES

- ▶ 'Batho Pele' is a Sesotho adage which means 'People First', Putting people and their concerns first.
- ▶ Delivering basic municipal services to the right standard and of an acceptable quality in a sustainable and affordable way.
- ▶ BATHOPELE PRINCIPLES focuses on how public services are to be provided, with an emphasis on efficiency, effectiveness and sustainability.

The aim is to assist the municipality in putting the processes, mechanisms and structures

In place to facilitate the effective, efficient and sustainable provision of public services to

All citizens in a manner that is compliant with the BATHO PELE principles.

Batho Pele Policy identifies eleven principles on which the transformation of public service has to be built:

- ▶ Consultation
- ▶ Service Standards
- ▶ Access
- ▶ Courtesy
- ▶ Information
- ▶ Redress
- ▶ Openness and Transparency
- ▶ Value for Money
- ▶ Encouraging innovation and rewarding excellence
- ▶ Service delivery impact
- ▶ Leadership and strategic direction

1. Consultation

Citizens should be consulted about the level and quality of public services they receive and wherever possible, should be given a choice about the services that are offered. Interact with, listen to and learn from the people you serve.

The only way to find out what people want is by asking them, this can be done through suggestion boxes.

2. Service standard

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

The standards we set are tools to measure our performance, it's important to have set service standards that guides which service is delivered and to what quality or standard.

3. Access

All citizens should have equal access to the services to which they are entitled. The Constitution specifies that services should be provided impartially, fairly and equitably. Public servants have a special role to play in making access easy, to make sure those who need extra assistance get it.

4. Courtesy

Citizens should be treated with courtesy and consideration. Public servants should always be helpful it can be as simple as answering queries or guiding people, show politeness at all times.

5. Information

Citizens should be given full, accurate information about the public services they are entitled to receive. Information should be provided at service points and in local media and website.

6. Redress

If the promised standard of service is not delivered citizens should be offered an apology, a full explanation and a speedy and effective remedy. The public servant should apologize and then advise on a solution that will be offered regarding the problem.

7. Openness and transparency

Citizens should be told how national and provincial departments are run, how much they cost and who is in charge. Be open about day to day activities ,public service and administration should be run as an open book .The public has a right to know how decisions are made , how a department works.

8. Value for money

The services offered should always give value for money.

9. Encouraging innovation and rewarding excellence

The municipality will ensure that an environment conducive to the delivery of services is created to enhance the capacity of their personnel to deliver good services. The municipality can put in place mechanisms that:

1. Encourage innovation and creativity.
2. Recognize and reward performance.
3. Identify new ways of rewarding excellence.

10. Service delivery impact

The municipality must measure and report regularly, using the sum total of all Batho Pele initiatives, the impact of the Batho-Pele-service delivery on the lives of the citizens. As the municipality we must be able to see how much we have done that has impacted positively in the communities.

11. Leadership and strategic direction

All the leaders in the service delivery chain will provide direction, create alignment, engage staff, create effective partnerships and demonstrate ethical and sound values. The municipality can commit itself to Customer focused, effective, user friendly and aligned strategic plans to be in place; Develop mechanisms by which leaders obtain feedback from subordinates, peers, superiors, and customers on their leadership style, conflict-handling skills, communication, motivation, decision making and inter-personal skills.