

MPUMALANGA PROVINCIAL GOVERNMENT



DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

REVIEWAL OF SERVICE STANDARDS



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

INTRODUCTION

According to the White paper on Transforming Public Service Delivery (Batho Pele), 1997, national and provincial departments must publish standards for the level and quality of services they will provide, including the introduction of new services to those who have previously been denied access to them. In the case of certain services, such as health, education, national departments, in consultation with provincial departments, may set standards which will serve as national baseline standards. Individual provinces may then set their own standards, provided these meet or exceed the national baseline. Provincial departments may also set additional standards for aspect of services not covered by national norms. Similarly, departments may set intra-departmental service standards which will serve as minimum norms for their institutions and components.

In terms of the Public Service Regulations, 2001, Part III.C.I states that: “an executing authority shall establish and sustain a service delivery improvement programme for his or her department in including amongst others standards for the main services to be provided”.

Departments are expected to publish their service standards in an annual statement so that citizens will know what they can expect.



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

Main objectives of service delivery standards

- To improve service delivery by promoting high quality, high value public services that is vital to the well being citizens.
- To provide value for money to taxpayers by ensuring that services are cost efficient.
- To articulate the commitment of public servants to the transformation process by delivering a high standard of service.
- To meet the growing expectations of the public for more information and active consultative processes.
- To ensure integrated service delivery by aligning departmental specific standards with national norms and standards.
- To ensure a progressive and evolutionary, incremental approach to the quality of public service delivery.



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

Definition of service standards

The Canadian Service Standards Guide, define service standards as more than service delivery targets such as waiting time and hours and hours of operation. Canadians are entitled to know what they should expect from government, how the services will be delivered and what they cost, and what clients can do when services they receive are not acceptable.

In the South African context, service delivery standards are the rules of engagement for providing services to service beneficiaries. Service standards include service delivery targets such as waiting times and hours of operation. Service beneficiaries are entitled to know what they should expect from the government department, how services will be delivered and what cost, and what service beneficiaries can do when services they receive are not acceptable.

Service Standards provide the behavioral attributes that leads to consistent service delivery. Therefore, service standards refer to response times for delivering a service (turn-around-time). According to the Batho Pele Hand Book service standard allows others to judge the public service performance in delivering a service (definitive level excellence).



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

Legislative Mandates

The setting of service delivery standards emanates from the White Paper on Transforming Public Service Delivery (Batho Pele), 1997, whereby departments are mandated to develop precise and measurable service delivery standards, which must be approved by relevant Minister/MEC/executing authority before they are adopted and approved. Once service delivery service standards are approved, they must be published and displayed at the point of delivery and communicated as widely as possible to all potential beneficiaries so that they know what level of service delivery they are entitled to expect, and can complain if they do not receive it.

According to the Public Service Regulations, 2001, Part III.C.I, all executing authorities are required to establish and sustain a service delivery improvement programme for his or her department, including amongst others service delivery standards for the main services to be provided.



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

SERVICE STANDARDS

The ideal standard of service, which COGTA commits itself to, can be described in the following manner:

- All CoGTA Employees will be identified with Name Tags All the Times
- All officials should always be presentable and formally dressed
- Employees of the department shall be expected to be polite, helpful, respectful and courteous to their colleagues and service beneficiaries always.
- Attend to complaints within 5 working days
- Information and/or complaint raised by the complainant is confidential and shall be treated as such by employees of the department



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

SERVICE STANDARDS Cont...

- We will update bi-weekly and inform you of progress until service has been delivered.
- Your call will be answered 3 rings
- The department will publish informative literature through annual reports, newsletters and website
- Departmental information will be made accessible to our service beneficiaries in compliance with relevant legislation.



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

QUALITIES OF COGTA EMPLOYEES

The departmental managers shall always possess and maintain the following characters:

- Good Communication Skills
- Creative and Innovative
- Diversity Management Skills
- Conflict Management Skills
- Exceptional Knowledge of the Department and Government Structures
- Practices Participative Management
- Appreciates diverse cultural values of life and practice the Principles of Batho Pele



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

DEPARTMENTAL VALUES

- Goal orientated
- Professionalism
- Learning and development
- Responsive
- Integrity
- Honesty
- Excellence in Service Delivery



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT

End



cogta

Department:
Co-operative Governance and Traditional Affairs
MPUMALANGA PROVINCIAL GOVERNMENT