




## KWAZULU NATAL PROVINCIAL TREASURY

### Ministerial Service Excellence Awards Policy

<b>Signed:</b>	 <b>Mr LS Magagula</b>
<b>Designation:</b>	<b>Head of Department</b>
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## 1. INTRODUCTION

In line with the Premier's Service Excellence Awards, the KwaZulu-Natal Provincial Treasury also aims to motivate, encourage and recognise teams with enhanced service delivery within the Department through the Ministerial Awards Scheme.

The Department therefore encourages all Branches/Business Units/Components to work towards improved service delivery. The Department aims to honour and reward units that are committed in improving service delivery through implementation, upholding and using the ethos and beliefs set out in the Batho Pele Principles. The implementation of this policy is in line with the 2005 KwaZulu Natal Cabinet Resolution.

## 2. PURPOSE

The purpose of this policy is to provide a framework that regulates the Ministerial Awards in the Department.

## 3. OBJECTIVES

- 3.1 To encourage improved service delivery by recognizing and honouring those Chief Directorates or Business Units that performs better than all the rest.
- 3.2 To utilise the abovementioned sections as role models to assist other components to improve their service delivery.
- 3.3 To encourage and motivate employees to strive for consistent improvement in service delivery.
- 3.4 To ensure compliance by fostering commitment to Batho Pele Principles and inculcate a culture of innovation and excellence.
- 3.5 To measure the standards of services rendered and identify areas of improvement.

## 4. AUTHORITY

- ◆ Constitution of the Republic of South Africa, Act 108 of 1996
- ◆ **Public Service Regulations, 2016**
- ◆ White Paper on Service Delivery (Batho Pele)
- ◆ Cabinet Resolution 343, October 2005

## 5. APPLICABILITY

This policy is applicable to all **Directorates**/Business Units/Components of the KwaZulu Natal Provincial Treasury.

## 6. DECLARATION OF COMMITMENT

The Department commits itself in ensuring that the Branches/Business Units/Components that deliver optimal services to their clients /citizens are recognized accordingly. The Department is also committed in upholding the principles of uniformity and fairness.

## 7. CONDITIONS

In terms of the approved Delegations of Authority, only the Head of Department may approve the granting of the Ministerial Service Excellence Awards for the Branches/ Business Units/Components within the Department.

## 8. PARTICIPATION

- 8.1 The Team/ Business Units will be identified by the Head of Department.
- 8.2 The teams that would qualify to participate are those ones that have a specific mandate to fulfill and have control over their resources.
- 8.3 Teams that have made significant progress in implementing Batho Pele Principles would qualify. This should be in line with the Service Delivery Improvement Plan of each Branch/Business Unit/Component.
- 8.4 Teams that have delivered on their mandates as per their commitments made in the Service Commitment Charter and Strategic Plan of the department.

## 9. ASSESSMENT CRITERIA

The Ministerial Service Excellence Awards is about recognition of excellence through the implementation of Batho Pele. Thus the 11 principles of Batho Pele will be used as the criteria for assessing Business Units.

**To achieve a good score the team should:-**

- i) Ensure that all claims made in response to the questions in the application questionnaire are supported with appropriate evidence.
- ii) Ensure that the evidence fully supports the criteria being measured.
- iii) Demonstrate that the approaches to achieving a customer centric service are appropriate to the unit's strategy and goals.
- iv) Demonstrate that these good approaches are well deployed throughout the business unit and that it applies the most efficient and effective processes to do this.

- v) Show that the results achieved can be linked to strategic goals and service charter standards.
- vi) Show that there is always good evidence of customer/ stakeholder participation in setting priorities and standards and in evaluating services.
- vii) Demonstrate that the entire team contributes to the achievement of good results and is involved in preparing for entry.
- viii) Show that results are specific and measurable, comparable with the best and constantly improving.
- ix) Show clear and consistent involvement of customers in the unit's operation.

**Rating scale**

RATING SCALE		
Rate	Description	Interpretation
5	Excellent	Exceeds planned level and quality of service delivery/ is a leader in the field versus other public sector institutions.
4	Good	Able to present high quality services in accordance with mandate and customer needs.
3	Satisfactory	Able to offer quality service in respect of most mandates most of the time.
2	Average	Able to offer reasonable services some of the times, or meets few requirements.
1	Poor	There are often breaks in service or problems with the provision or meet the few requirements.

**10. REWARDS**

The Ministerial Service Excellence Awards will be constituted by the following:-

**10.1 Floating Trophies**

The rewards are non monetary in nature and the achievements by Branches/Business Units/ Components that have excelled in service delivery will be

awarded floating trophies or certificates of commendation.

### **Gold Trophy**

Winner.

### **Silver Trophy**

Second runner up.

### **Bronze Trophy**

First runner up.

### **Certificate of Commendation**

Fourth place.

## **10.2 Monetary Rewards**

Subject to the availability of funds, a monetary reward may be given to the overall winning team, upon approval by the Head of Department, should they receive gold, silver or bronze at the Premier's Service Excellence Awards.

## **11. ADVANTAGES OF PARTICIPATING IN MINISTERIAL AWARDS**

- 11.1 Participating in the Ministerial Service Excellence Awards allows the component to be recognised by other components /peers and customers as being an excellent service provider.
- 11.2 The Branch/Business Unit/Component will be able to measure itself against other components in terms of service excellence.
- 11.3 The team will be able to obtain an independent rating on the services they provide. This would encourage the team to strive for greater pride in what they do and to aim for the top (gold trophy).

## **12. OBLIGATIONS ON WINNERS**

The winning teams will be expected to:-

- 12.1 Represent the department in the Premier's Service Excellence Awards.
- 12.2 Maintain the level and standard of service.
- 12.3 Share best practices by providing advice and guidance to other Branches/Business

Units /Components.

- 12.4 Act as ambassadors for service excellence by encouraging, monitoring and promoting good practices.

### **13. FEEDBACK**

- 13.1 All participants will be provided with a comprehensive report on the findings of the assessment. Scores below three will be highlighted and prioritized as areas of improvement.

- 13.2 The feedback will be based on the assessment and moderation processes.

### **14. ROLES AND RESPONSIBILITIES**

#### **14.1 Director: Human Resources should:**

- i) Facilitate the implementation of Ministerial Service Excellence Awards.
- ii) Withdraw from participating in the scheme as they are responsible for the implementation of the Ministerial Service Excellence Awards.
- iii) Capacitate the respective team prior Premier's Service Excellence Awards.

#### **14.2 Assessors and Moderators should:**

- i) Check all the documents received from the respective Branches/Business Units/Components. They will also have to ensure that all the necessary documents are received and signed accordingly.
- ii) Assess evidence submitted to ascertain whether there was compliance with all the Batho Pele Principles and assess applicability of good governance practices.
- iii) Moderate all the shortlisted teams by the Assessors and rating the teams using the rating scale of 1-5.

#### **14.3 The MEC and the HOD should:**

- i) Nominate Business Units to participate in the Ministerial Service Excellence Awards.
- ii) Nominate the Business Unit to represent the department in the Premier's Service Excellence Awards should the need arise.

**15. COMMUNICATION**

- 15.1 The provisions of this Policy will be presented to all the stakeholders through Consultative Forum.
- 15.2 Once approved by the Head of Department, the content of this document will be communicated to all management and employees of the Department.

**16. MONITORING, EVALUATION AND REVIEW**

- 16.1 The **Directorate: Human Resources** is responsible for the development and on going monitoring of this Policy.
- 16.2 Any inputs or amendments to this Policy can be directed to the **Director: Human Resources**.