



treasury

Department:
Treasury

PROVINCE OF KWAZULU-NATAL

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BATHO PELE SERVICE DELIVERY INDICATORS FOR HUMAN RESOURCE DEVELOPMENT.

The overall purpose of the Batho pele indicator in HRD is to ensure improved service delivery in Human Resource Development component.

Consultation

HRD will engage all stakeholders on all HRD related aspects, comments, improvements and suggestions will be highly valued and HRD promises to deliver on any constructive proposal that aims to enhance the services of the component. Consultation channels will be as follows:

- HRD Committee meetings
- HR Information Seminar
- HR Learning Networks
- HR Circulars
- Website
- Evaluation forms
- SMS Meeting on HRDSF

Service Standards

Stakeholders and Clients will be told what level and quality of services they will receive so that they are aware of what to expect. The following measures will be used to address this:

- In our HR Learning Network, and information Seminar the services to be expected from HRD will be outlined
- Our HRD Polices will have the roles and responsibilities of HRD.

Courtesy

All stakeholders of HRD will be treated with politeness, helpfulness and courtesy will be practiced in all forms of communication.

- The telephone in Human Resources Development will be answered in three rings.
- Stakeholders will be greeted politely.
- Telephonic complaints will be dealt with in a polite manner.
- Complaints received will be acknowledged within 3 working days.

Access

All stakeholders will have equal and fair access to services offered by Human Resources Development through the following:

- New HRD issues will be updated on the website.
- Training circulars of all trainings will be made available to the entire Department.
- HRD office will be open from 07:30 to 16:15.
- The office is accessible to the physically challenged stakeholders.
- All bursary enquiries are to be forwarded to bursaries@kzntreasury.gov.za, the response time on the email is within 2 working days.

Information

Clients and Stakeholders must be given full and accurate information on services provided by Human Resources Development.

- Quarterly Induction programmes will be facilitated.
- Information Seminars will be provided quarterly to all stakeholders.
- HRD Reports will be made available to all stakeholders for scrutiny.
- Career exhibitions will be provided to tertiary and High school learners on our career choices.
- HRD Information will be updated on the website.

Redress

If the promised standards of services are not met, stakeholders will be offered an apology and a speedy and effective remedy.

- HRD will pro-actively identify any shortfalls in Training and Development.
- All complaints from clients and stakeholders will be dealt with in 3 days of receipt.

Openness and transparency

Clients and stakeholders should be informed of the budget utilization and monitoring of the centralized budget as well as all other HRD related documentations.

- All HRD reports will be made available to all stakeholders.
- Meetings will be held on a quarterly basis with all stakeholders and clients.
- Suggestion boxes and evaluation forms for improvements are in place.
- HRD's deliverables are monitored through various mandatory reporting.

Value for money

The component is continuously in search for creative ways to simplify procedures and eliminate wasteful expenditure and inefficiency.

- The component will comply with the PFMA and SDA regulations.
- Training interventions will be guided by the DPSA directive on the utilization of the Skills Budget (HRD 1 of 2013).
- An impact assessment questionnaire will be issued after 3 months of all training to measure return on investments.
- The National School of Government and all other Public training institutions will be prioritized for all Skills Development programmes.
- Preference will be given to accredited training versus non accredited and conferences.
- Processes, systems and procedures will be simplified to eliminate wastage inefficiency.
- Cost cutting measures will be adhered to when implementing training programmes.
- All delegates attending trainings / Conferences /workshops that are funded will be required to complete a training nomination form.
- Preference will be given to KZN training service providers.

Service Delivery Impact

Human Resources Development will endeavor to assess the impact of services annually and ascertain whether we are achieving our specified objectives through the following:

- Quarterly PSETA Reporting.
- Achieving MPAT requirements annually.
- Achieving service excellence requirements annually.
- All employees will be assessed quarterly as per the EPMDS policy.
- Climate Surveys will also be used to assess the impact of the unit to the department.

Encouraging innovation and Rewarding excellence

A conducive environment will be ensured in the delivery of services to enhance the capacity of staff to deliver quality services.

- Trained and Developed staff will be given the autonomy to improve systems, processes and procedures.
- Recognition through the EPMDS system.


Leadership and Strategic direction

Managers will lead by examples and will endeavor to ensure that the vision, mission and goals are articulated and embraced by ensuring the following:

- HRD Management team will offer and direct the HRD team so as to improve the HRD service that is offered through training opportunities and on the job empowerment.

Names and Contact Details of HRD Custodians

NAME	SURNAME	DESIGNATION	CONTACT DETAILS
Andile	Zulu	HRD Coordinator	4402
Tasneem	Suleman	Assistant Manager	4372
Sandile Andile	Ngongo	HRD Coordinator	4319
Cebisile	Sibisi	HR Officer	4391
Ronika	Baldeo	Deputy Manager	4403


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Mrs K Chetty
Senior Manager: Human Resource

19/10/2019
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Date