

**2023**

**BATHO PELE SERVICE EXCELLENCE AND INNOVATION AWARDS**

***(ELIGIBLE TO ENTER: EC BASED NATIONAL DEPARTMENTS, PROVINCIAL, METROS, DISTRICT & LOCAL MUNICIPALITIES, IDZ’s AND SOE’s)***

**NOMINATION FORM**



**PERSONAL DETAILS OF NOMINEE**

|  |  |
| --- | --- |
| Surname |  |
| Full names |  |
| Persal / Employee No. |  |
| ID Number |  |
| Telephone Number |  |
| Cell phone Number |  |
| Email |  |
| Unit/ Branch/Section |  |
| Job Title |  |
| Name of Organisation |  |
| Province / Service point / area of operation |  |
| Category being entered (see list below) |  |
| **Signature of nominee:** | **Date:** |

|  |  |
| --- | --- |
| **CATEGORIES** *(tick one)* |  |
| 1. Service Delivery Centric Employee of the year |  |
| 1. Most responsive service delivery institution of the year |  |
| 1. Most consistently performing institution employee of the year |  |
| 1. Most resilient / beneficial project of the year (Project that has transformed lives/communities) |  |
| 1. Citizen centered innovation award of the year/ Socially Responsive Solution Award |  |
| 1. Best use of technology in addressing public socio-economic challenges |  |
| 1. Community Builder of the year |  |
| 1. Outstanding Leader award |  |
| 1. Pioneer of improved infrastructure delivery of the year |  |
| 1. Lifetime Achiever Award |  |

**MOTIVATION**

The nominator must please provide a written motivation that supports her/ his nomination (**maximum** 10 pages excluding supporting material e.g. photos, letters, etc.)

**DETAILS OF NOMINATOR**

|  |  |
| --- | --- |
| Surname |  |
| Full Names |  |
| Persal / Employee No. |  |
| Telephone Number |  |
| Cell phone Number |  |
| Email |  |
| ID Number |  |
| Name of organisation |  |
| Province |  |
| Area of operation |  |
| Job Title (e.g. Director/ Nurse/ unemployed) |  |
| Name of the Category being entered |  |
| **Signature of nominator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Types of attachments:** | |
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| **For office use:** |
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***(Tear the form here on submission)***

**----------------------------------------------------------------------------------------------------------------------**

*Proof of physical submission for category number: \_\_\_\_\_\_\_\_\_\_\_\_*

***Date Stamp***

**GENERAL INFORMATION**

**Background**

The Minister for Public Service and Administration (MPSA) launched the National Batho Pele Excellence Awards (NBPEA) in November 2013 as an improvement effort in the performance of public servants and an effort to ensure a professional and productive public service that delivers.

The awards programme sought to promote sharing of best practices, learning, rewarding good performance and gauge citizen satisfaction towards government performance. All Provinces are required to have a Batho Pele Service Excellence and Innovation Awards (BPSEIA) Programme, and the scope of the awards has been broadened to include National Departments with a provincial footprint, provincial departments, municipalities, state owned enterprises and entities.

**Purpose**

The purpose of the BPSEIA is to entrench the professionalization, recognize, reward, acknowledge and encourage excellence in the public service and make sure it matures to greater heights.

**General Criteria**

(NB: for the comprehensive criteria go to [***bpseanominations@ecotp.gov.za***](mailto:bpseanominations@ecotp.gov.za)

* + Individuals or Government institution is committed and implementing the Batho Pele principles holistically.
  + Demonstrates principles of good governance and ethical leadership.
  + Demonstrates tangible service delivery improvement to citizens leading to proven record of customer satisfaction with visible impact that restored public confidence.
  + Service beneficiaries attest to experiencing definite improvement in individual and/or organizational performance.
  + The project must be fully operational, sustainable, and lessons must be easily replicable with visible impact.
  + Proven evidence of relationship between financial expenditure and service delivery impact

**Rules and Guidelines**

**Important to note:**

1. Only HOD signed nomination forms will be accepted.

2.Only candidates that have contested and won within their respective departments can contest for these awards.

3. Electronic submissions must be made only by the Batho Pele Coordinators/Heads of Corporate Services/Representatives in the case of National Departments and Local municipalities.

4. If submitted electronically, as entailed on bullet 3 then an HOD/DG/DDG/CD/MM signed cover letter must be emailed to the Office of the Premier. Link is found on [**www.bpseanominations.gov.za**](http://www.bpseanominations.gov.za)

5. Submissions can also be entered online via the email: [***bpseanominations@ecotp.gov.za***](mailto:bpseanominations@ecotp.gov.za)

6. One nomination form per category, and if one form is used for two or more categories, that form will be disregarded.

7. All nomination forms must reach the Office of the Premier on or before the ***30th of January 2024.***

8. Top three (3) candidates will be informed in writing and are expected to be at the venue on the day of the awards.

9. Departments to arrange own transport and accommodation for their **invited** candidates

NB: All entries must be submitted in their complete form – all relevant documents to be submitted at the same time.

**Adjudication process**

* + A multi-disciplinary and independent team of adjudicators will judge the process.
  + The adjudicators’ decisions are final.
  + Where necessary nominees will be contacted for verification, either through email, telephone, face to face interview or site visit. They will be given 3 days to prepare for the interviews / site visits.

**Appeals process**

Appeals to be submitted to [DGsupport@ecotp.gov.za](mailto:DGsupport@ecotp.gov.za) within 7 days after the awards ceremony.

**NB: Schedule of interviews / site visits for verification of evidence will not be negotiated, candidates / departments will be required to adjust their commitments to accommodate the adjudication process.**

**For enquiries, please contact:-**

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| Ms Fikiswa Ngwendu  Cell No: 063 492 5225 Or email [***bpseanominations@ecotp.gov.za***](mailto:bpseanominations@ecotp.gov.za) |

**CLOSING DATE: 31 January 2024**

**CATEGORIES EXPLAINED**

| **CATEGORY NAME** | **CRITERIA AND METHOD** | **BACKING EVIDENCE** |
| --- | --- | --- |
| 1. **Service Delivery Centric Employee of the Year** | a) This category is for officials who are professional, diligent and when dealing with citizens (service beneficiaries) daily.  b) An official who has a consistent record of effective responsiveness and excellent etiquette in providing services to citizens or immediate beneficiaries/ recipients.  c) Is well-organised, knowledgeable and takes calculated risks; performance exceeds determined standards; successfully demonstrating high standards of professional ethics  d) Consistently upholds the Batho Pele principles in daily routine and has excellent understanding of these principles and their practical implementation.  e) Goes the extra mile (beyond bare minimum) in providing services. Though time conscious, ensures the services provided are of a high and acceptable standard, and lead to effective service experiences for the recipients.  f) Values, respects, and treats citizens (service recipients) with the required dignity. Complains less yet remains responsive and accessible.  The category does not take into consideration the rank of the employee. | Reports, Minutes, Attendance Registers, Pictures, Compliments from customer satisfaction surveys, Written Concept Documents/project management plans, performance records and Motivation. |
| 1. **Most responsive service delivery institution of the year** | a) An institution that has demonstrated excellence in providing professional service to the public, implements the Batho Pele programmes effectively and has made visible impact in service delivery in society.  b) An institution that has a proven record of upholding good and demonstrable workplace culture, practises and there is an understanding of workplace diversity; Employees are satisfied and are willing to help one another (i.e. promotes teamwork and a culture of selfless servitude). The workplace promotes a sense of belonging and encourages delivery of targets, creativity, and learning.  c) A department or institution that has effective service delivery improvement mechanisms in place, and a conducive working environment for all staff and service recipients (e.g. tools of trade are available; turnaround time for repairs or replacement to equipment/ furniture is very quick);  d) A department or institution that shows demonstrable good governance practice (e.g.):  (i) Sound human resource planning and management practices  (ii) Sound labour management practices.  (iii) Proper management systems, processes and procedures are in place.  (iv) Comprehensive strategic plans, which are aligned to government priorities.  (v) Sound financial management policy, systems, procedures and processes.  (vi) Sound anti-corruption policy and systems/ mechanisms are in place and have proved to be effective.  e) The department or institution has consistent clean audits (or unqualified audit with minimum adverse recommendations). | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents/ Motivation, policies, processes, customer satisfaction surveys/ compliments, performance reports, project plans and reports |
| 1. **Most consistent performing institution / employee of the year** | b) An institution /employee who has a record of visible and effective responsiveness, morally upright and excellent etiquette in providing services to immediate beneficiaries/ recipients.  c) Is well-organised, knowledgeable and takes calculated risks; performance exceeds determined targets and standards; successfully demonstrating public administration as a career of choice.  d) Consistently upholds the BP principles in daily routine and has excellent understanding of BP principles and their practical implementation.  e) Goes the extra mile (beyond bare minimum) in providing services. Though time conscious, ensures the services provided are of a high and acceptable standard.  f) Values, respects, and treats colleagues and citizens (service recipients) with the required dignity. Complains less yet remains responsive and accessible.  g) Obtains above average results in their work performance and is exemplary to other sectors | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents/ Motivation, Performance reports. Any documents one can use to back this nomination. |
| 1. **Most beneficial project of the year** | a) A project that has been in existence for at least 12 months.  b) A project legally established in accordance with SA legislation and/ or legal programmes, executing public services.  c) A well-organised, effective project implementing services successfully and making immediate, direct or potential beneficial impact to communities.  d) Performance exceeds determined standards.  e) The project fosters respect for good practises, including upholding consistently the BP principles in daily functions and in practical implementation efforts.  f) The project fosters consistency in ethical conduct and enhancing institutional performance.  g) The project ensures that citizens receive better services, directly or indirectly.  h) The project is implemented with Government priorities integrated in the project strategies.  i) The project demonstrates creativity in achieving targets and in executing priorities. Meets targets effectively with minimum resources.  j) The Project demonstrates effective and positive impact on service delivery.  k) The Project demonstrates excellence in implementing BP principles.  l) Government priorities are integrated in the project.  m) The Project shows strong collaboration with various structures such as business and the community. Intergovernmental relations are also strong (where necessary).  n) The project demonstrates creativity in achieving targets.  o) Programme and Project Management approaches are used in planning and executing the project.  p) Imparting of skills to participants (or people who are targeted to receive services offered through the project) is consciously undertaken.  q) Demonstrates ability to build capacity of local community  to run similar projects on their own. | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents/ Motivation, Project Plans and Reports, Monitoring and Evaluation Reports. Any documents one can use to back this nomination. |
| 1. **Citizen centered innovation award of the year** | a) This category celebrates the Innovative use of citizen focused non-ICT solutions to improve the efficiency and effectiveness of service delivery at the coalface. The emphasis is on the citizens and what has been done to make their experience of government pleasant, hassle free, effective, and efficient.  b) The project must indicate which of the 7 priorities are being addressed: \*  i) A capable, ethical, and developmental state  ii) Economic transformation and job creation  iii) Education, skills, and health  iv) Consolidating the social wage through reliable and quality basic services  v) Spatial integration, human settlements, and local government  vi) Social cohesion and safe communities  vii) A better Africa and a better World  c) Innovation  i) Demonstrate the newness of the solution in the specific environment OR;  ii) An adaptation/replication.  iii) Relevance: Explain the relevance of the innovation with regard to the seven priorities of “national” government or provincial priorities.  d) Impact  What service delivery improvements have been achieved (Provide evidence of these improvements and quantify benefits where possible (e.g. increased number of beneficiaries, savings achieved, reduction in waiting times, etc.  e) Sustainability  How is the project currently being sustained?  What has been put in place to ensure long-term sustainability e.g. in the MTEF budget, skills capacity, collaborations. Can the project be further replicated/scaled-up/mainstreamed? | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents/ Motivation. Any documents one can use to back this nomination. |
| 1. **Best use of technology in addressing socio-economic challenges** | This category includes the use of technology (ICTs) in a new way, including emerging technologies such as Blockchain, Robotics, and Artificial Intelligence and Innovative use of Big Data to significantly improve service delivery.  The project must indicate which of the 7 priorities indicated below are being addressed: \*  1. A capable, ethical, and developmental state.  2. Economic transformation and job creation.  3. Education, skills, and health  4. Consolidating the social wage through reliable and quality basic services  5. Spatial integration, human settlements, and local government  6. Social cohesion and safe communities  7. A better Africa and a better World  Criteria:  a) Innovation  b) Relevance  • Explain the relevance of the innovation about the seven priorities of government or provincial priorities.  • How does the project contribute to the achievement of the NDP and the priority outcomes, or to the SDGs or AU Agenda 2063  c) Impact  What service delivery improvements have been achieved (Provide evidence of these improvements and quantify benefits where possible (e.g. increased number of beneficiaries, savings achieved, reduction in waiting times, etc.  d) Sustainability  • How is the project currently being sustained?  • What has been put in place to ensure long-term sustainability e.g. in the MTEF budget, skills capacity, collaborations  • Can the project be further replicated/scaled-up/mainstreamed? | Reports, Minutes, Attendance Registers, Pictures, Videos, Prototype Written Concept Documents/ Motivation. Any documents one can use to back this nomination. |
| 1. **Community Builder of the year** | * This category aims to acknowledge heroes and heroines that work tirelessly at improving the quality of life of their communities in areas such as but not limited to education, health, sport & recreation, environment and crime prevention and the fight against GBV&F etc. * To encourage a spirit of volunteerism and nation building by recognizing and celebrating the contribution of diverse individuals, groups and institutions towards the upliftment of South African communities. * Acknowledge community workers for their outstanding work and sacrifice – irrespective of race, colour or creed * Identify and highlight those community workers who freely give of their time and efforts to uplift their communities and set an example for others to follow. * Recognise corporations that make positive contributions to the upliftment of their communities. | Reports, Minutes, Attendance Registers, Pictures, Written Concept, Project Portfolio, Project Reports Documents/ Motivation. Newspaper articles. Letters of appreciation. Any documents one can use to back this nomination. |
| 1. **Outstanding Leader Award** | * This award recognizes employees who, regardless of their role /salary level within the institution, demonstrate an aptitude for and commitment to professional growth and provide leadership within their team/s that has a meaningful impact, effective, motivational, and consistent. * The employee must have a record of exceptional leadership that has facilitated, encouraged, or motivated other employees to go above and beyond in the delivery of service to their service beneficiaries * The individual must be committed to personal and professional development in preparation for future potential leadership opportunities * Ability to form harmonious and influential relationships with colleagues and service beneficiaries and stakeholders through the institution * Above average record of service, dedication and caring; an outstanding leadership role model * A mentor known to share knowledge and experience generously for the purpose of motivating others to higher levels of performance * Willingness to go “above and beyond” the conventional parameters of an established role for the sake of helping and inspiring others. | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents/ Motivation. Any documents one can use to back this nomination. |
| 1. **Pioneer of improved infrastructure delivery of the year** | According to the Standard for an Infrastructure Delivery Management System  1)The improved infrastructure that has been delivered should have a fitness of purpose, provide value for money over its service life, be safe, reliable, and efficient, be affordable considering life cycle costs and as far as is possible, to be delivered within a control budget;  2) infrastructure that is maintained so that it remains fit for purpose in use;  3) an alignment of interest between those who design and construct a infrastructure and those who subsequently occupy, use or man 4) decisions taken at gates (control points) to provide assurance that projects remains within agreed  mandates and projects can progress successfully from one stage of the Infrastructure Gateway  System to the next;  5) projects that can be readily tracked and performance monitored;  6) responsibilities for performing activities and making decisions at control points within processes clearly allocated;  7) projects that satisfy client requirements;  8) Proactively managed risks | Reports, Minutes, Attendance Registers, Pictures, Written Concept Documents, Project Portfolio, Project reports, Monitoring and Evaluation Reports, Motivation. Any documents one can use to back this nomination. |
| 1. **Lifetime Achievers Awards** | (i) Officials currently (or at the time of retirement or death were) employed under the Public Service Act (1994).  (ii) Officials who have displayed knowledge, ability and proven effectiveness in executing tasks (e.g. contributed to transformation of the public service), who have records of visible, effective and successful programme implementation, and can easily demonstrate vast experience.  (iii) Officials who are affirmed good public service leaders, of stable demeanour and well-grounded community people.  (iv) Officials whose performance consistently exceeded determined standards, and successfully demonstrated public administration as a career of choice.  (v) Officials who have consistently upheld and live according to the Batho Pele principles in executing their daily duties and have excellent understanding of BP principles and their practical implementation. If retired, are able and ready to come out of retirement to continue service delivery when the need arises.  (vi) Officially who are easily role models (have made impact in society), with integrity and command the respect of peers, colleagues, and communities they are part of. | Reports, Minutes, Attendance Registers, Service Record, Pictures, Written Concept Documents/ Motivation. Any documents one can use to back this nomination. |

**Provincial Batho Pele Co-ordinators**

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| --- | --- | --- |
| **BP COORDINATOR** | **DEPARTMENT** | **CELL NO.** |
| 1. Ms Thembakazi Nyudu | OTP | 0739640808 |
| 1. Ms Pamela Mahanjana | DOH | 0660956355 |
| 1. Mr Mzoxolo Zazela | DOE | 0813115968 |
| 1. Ms Chwayita Yokwe | Provincial Treasury | 0834126186 |
| 1. Ms Thotyelwa Mpetsheni | DCS | 0764103961 |
| 1. Ms Belinda Siyobi | DPW | 0608495305 |
| 1. Ms Nandi Nikelo | DHS | 0716833211 |
| 1. Ms Funeka Mali | DSRAC | 0820543516 |
| 1. Mr Mongezi Giyose | COGTA | 0824953001 |
| 1. Mr Phelo Magwentshu | DOT | 0798937842 |
| 1. Ms Linda Deliwe | DSD | 0824444553 |
| 1. Mr Bongani Mlambo | DRDAR | 0790579257 |
| 1. Mr Lunga Malongwe | DEDEAT | 0780992559 |