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Batho Pele: A Significant Catalyst for Improved Service Delivery

Reports Zamikhaya Nkonzo (Communications Officer: Office of the Premier)

The 7th Batho Pele Learning Network proved that Batho Pele (which means People first) is indeed a critical catalyst in the process of advancing the government mission of improved service delivery. “The development of evaluation and monitoring mechanisms together with feedback from citizens is a cornerstone of Batho Pele.” Those were the words of Premier Mbulelo Sogoni in his opening remarks during day one of the Learning Network that is seating from 10th to the 12th of November 2008 in the Feather Market Convention Centre in the Nelson Mandela Bay Metro.

The purpose of the gathering is to allow an opportunity to public servants to engage on issues around Batho Pele, its implementation methodology, challenges, successes and issues of collaboration. It is clear that the culture of prioritising people is indeed gaining momentum within the public service that you could tell by just observing the seriousness amongst the 750 public servants that descended from all nine provinces of the country for the common course “Batho Pele.” The Eastern Cape Province has gone further in institutionalising Batho Pele through its Executive Council approved Provincial Customer Care Policy, which is currently being mainstreamed within Departments.
Also attending the function was Minister Richard Baloyi of Public Service and Administration, Director General of the Department Richard Levin, Eastern Cape Director General Dr Sibongile Muthwa, Nelson Mandela Bay Executive Mayor Nondumiso Maphazi and members of the senior management service from all spheres of government.

“We need to put emphasis on the accountability aspect of our work.” “Batho Pele works towards the achievement of Ubuntu. Lets do everything the Batho Pele way”, said the minister in his conclusion.

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