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PUBLIC WORKS WINS BALASELA AWARDS

The Eastern Cape Department of Public Works collected two awards at the Premier’s Balasela Awards held at the River Park Hall in East London on Friday 27th February 2009. The Balasela Service Delivery Excellence programme was initiated by the provincial government in 2006, as the vehicle to improve service delivery in the Province. ‘Balasela’ is an isiXhosa word which signifies excellence.

The Eastern Cape Department of Public Works was acknowledged for the following categories:

- **Balasela institutionalization Awards** - The first category of these special commendation awards was awarded to two departments, which includes Public Works, that have successfully institutionalized and mainstreamed “Balasela” across their departments and districts and thus instilling a culture of periodic self assessments for continuous service delivery improvement.

- **Special Individual Awards** - Dr. Phumezo Lupuwana – Public Works Regional Senior Manager in the Amathole Region – was awarded for his efforts in successfully pioneered the implementation of Balasela in Public Works.
The Balasela programme seeks to improve the quality of departmental process management, the level of service delivery (output quality), and client satisfaction, by introducing the recognized management of Planning, Doing, Controlling and taking Corrective Action (P-D-C-A) in respect of all Departmental functions, operations and processes. This, the programme does by awarding individuals and departments for going beyond the call of duty to obtain service excellence.

In congratulating the management and all staff of the Department for the huge triumph, Public Works MEC Christian Martin said, “the achievement reflects a commitment to service delivery and to improve the quality of life of all our people.”

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