

BATHO PELE PRINCIPLES

We are committed to providing quality services to both our internal and external clients.

We commit as follows:

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Redress
- Openness & Transparency
- Value for Money



WE BELONG

Is about recognizing the importance of creating a sense of making every member of the Public Service feeling that they belong to an institution that cares about them as human beings and not just as workers



WE CARE

Caring for the public by treating them with courtesy to make them feel that they are important to the public service. It is also about treating the public with respect and human dignity



WE SERVE

Encourages employees to serve beyond the call of duty and going an extra mile to address the needs of the public and look for solutions. Public service employees should serve to protect the rights of the public as enshrined in the South African Constitution

BELIEF SET

The new belief set we belong, we care, we serve is intended to endorse the **eight (8) Batho Pele Principles**. Belief Set is also about:

- Encouraging a spirit, culture and practice of collaboration and teamwork among all public servants thereby fostering effective intergovernmental relations.
- Building a learning Public Service.
- Fostering partnerships with the recipients and beneficiaries of public services and thus ensuring that the public service is responsive to people's needs in line with the notion of "**Putting People First**".

When public servants feel like they **BELONG** to an organisation, they will **CARE** about its clients and therefore they **SERVE!**