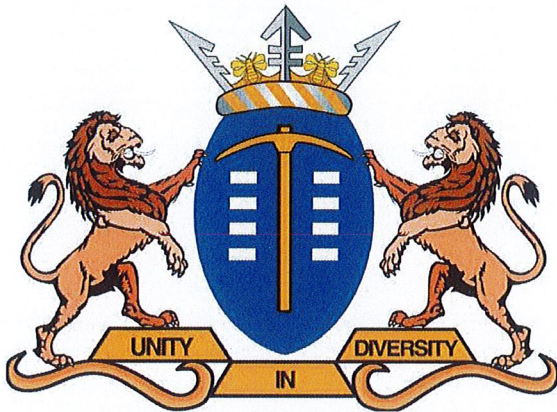




GAUTENG PROVINCE

COMMUNITY SAFETY

REPUBLIC OF SOUTH AFRICA

**GAUTENG DEPARTMENT OF COMMUNITY SAFETY
PROVINCIAL GOVERNMENT**

MINIMUM STANDARDS FOR BATHO PELE

WHAT ARE MINIMUM STANDARDS FOR BATHO PELE

Minimum standards are often used to describe the least permissible condition or procedure required to demonstrate basic level of performance as they form basis for providing a service in government or any organisation. Minimum standards for Batho Pele are essential for public service as demonstrate the following:

- Citizen-centred service delivery as it gives the public service guidance on what is expected of them when delivering a services.
- Professionalism, consultation, value for money and respect for service beneficiaries they are key stakeholder in service delivery.

PURPOSE:

To support the Department with the delivery of public services in with the basic values and principles for public administration as outlined in section 195 (1)(a-i) of the constitution (Act 108 of 1996), and service delivery transformational agenda of Batho Pele Policy (1997).

FUNCTIONS:

- Minimum standards for Batho Pele for the Department will ensure that services are rendered in a specific, effective, and efficient manner.
- Allow the department to identify service areas requiring special attention and implement appropriate adjustment/modification.
- Will ensure that service delivery is monitored effectively, and in a manner which promoted the basic values and principles for public administration as outline in chapter 10 of the constitution.
- The minimum standards for Batho Pele together with Operations Management Framework (OMF) will generate behavioural and systematic changes that are essential for business continuity and improvement.

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SUMMARY OF THE MINIMUM STANDARDS FOR BATHO PELE

A. Populate the table below.

BATHO PELE PRINCIPLES	KEY INDICATORS (KPI) (Agreed upon through sector/departmentspecific consultations/guidelines/policies)	SET BATHO PELE STANDARDS (Agreed upon through sector/departmentspecific consultations/guidelines/policies)	BASELINE: YEAR 0 (Reflection of the status of performance)	OVERALL SDIP TARGET	PORTFOLIO OF EVIDENCE
1) PROFESSIONAL STANDARDS - PUBLIC SERVANTS:	N/A	N/A	N/A	N/A	N/A
2) WORKING ENVIRONMENT STANDARDS:	Number of OHS measures conducted across all DCS service points (evacuation drills, site inspections, OHS awareness).	Department conduct regularly OHS measures across all services points to ensure health and Safety working environment for employees.	12 OHS measures conducted across all service points (4 evacuation drills, 4 site inspections and 4 awareness sessions).	20 OHS measures conducted across all service points (8 evacuation drills, 8 inspections and 4 awareness sessions).	Drill observers reports, Site inspection reports Presentation and attendance registers.
	Percentage of Employees attended induction programme.	DCS employees go through induction programme.	4 Induction conducted.	4 inductions conducted per year.	Attendance register.
	Percentage of employees provided with tools of trade.	Employees are provided with tools of trade (Computers, cellphones, vehicles and uniform where applicable) to perform their duties optimally.	100% employees provided with tools of trade.	100% employees provided with tools of trade.	Asset registers.
	Percentage of employees granted bursaries or skills development programmes.	Employees are offered an opportunity for bursaries and training programme applicable to their skills development needs.	3.5 % employees offered bursaries and training programmes.	80% employees offered bursaries and training programmes.	List of employees who received bursaries and training programmes.
	Number of wellness programmes conducted.	Department provides wellness programmes for employees.	4 wellness programmes conducted for employees.	8 wellness programmes conducted for employees.	Wellness report.
3) CONSULTATION STANDARDS:	Percentage of consultation of all relevant stakeholders (including citizens) on all services offered by department using different platforms of engagement (Public Meeting/ Imbizos).	80% Consultation of all relevant stakeholders (including citizens) on all services offered by department using different platforms of engagement (Public Meeting/ Imbizos).	60% Consultation of all relevant stakeholders (including citizens) on all services offered by department using different platforms of engagement (Public Meeting/ Imbizos) on a quarterly basis.	80% Consultation of all relevant stakeholders (including citizens) on all services offered by department using different platforms of engagement (Public Meeting/ Imbizos) on a quarterly basis.	Attendance registers of consultations or engagements.
Department consult/engage its service beneficiaries through the following:					
1. Public meetings/ Imbizos					

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4) SERVICE STANDARDS	Approved service standards displayed in all departmental service points and published on the departmental website.	- Service standards displayed at all departmental service points. - Annual publication of the service standards on the departmental website.	- Service standards displayed at all departmental service points. - Reviewed service standards published on the departmental website.	- Service standards displayed at all departmental service points. - Reviewed service standards published on the departmental website.	- Approved service standards. - Proof of publication.
5) ACCESS STANDARDS:	Percentage of citizens who needs service at our departmental service points have equal access: - Citizens receive services from all service points across five corridors. - Citizens access departmental services through electronic platforms. - Departmental services points cater for people with disabilities, elderlies and any other special needs.	100% citizens who needs service at our departmental service points have equal access: - All citizens have equal access to departmental services across all five corridors (Walk-ins, etc). - All citizens have equal access to departmental electronic platforms (online customer satisfaction survey, online Customer Relationship Management, MPACC System, Twitter, Facebook, Instagram, etc). - Departmental services points cater for people with disabilities, elderlies and any other special needs.	100% citizens who needs service at our departmental service points have equal access: - All citizens have equal access to departmental services across all five corridors (Walk-ins, etc). - All citizens have equal access to departmental electronic platforms (online customer satisfaction survey, online Customer Relationship Management, MPACC System, Twitter, Facebook, Instagram, etc). - Departmental services points cater for people with disabilities, elderlies and any other special needs.	100% citizens who needs service at our departmental service points have equal access: - All citizens have equal access to departmental services across all five corridors (Walk-ins, etc). - All citizens have equal access to departmental electronic platforms (online customer satisfaction survey, online Customer Relationship Management, MPACC System, Twitter, Facebook, Instagram, etc). - Departmental services points cater for people with disabilities, elderlies and any other special needs.	- Customer satisfaction survey. - Visitors register.
6) COURTESY STANDARDS:	- Percentage of citizens coming to department's service points are treated with respect. - Percentage of citizens coming to department's service points are attended to upon arrival. - Percentage of complaints received are acknowledged within 48 hours through an sms/ email.	- All citizens coming to our service points are treated with respect. - All citizens coming to our service points are attended to upon arrival. - Complaints received against the department are acknowledged within 48 hours through an sms/ email.	100% citizens coming to department's service points are treated with respect. 100% citizens coming to department's service points are attended to upon arrival. 40% complaints received are	100% citizens coming to department's service points are treated with respect. 100% citizens coming to department's service points are attended to upon arrival. 60% complaints received are	- Customer satisfaction survey. - Complaints management system report.

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	4. Percentage of case status update provided to complainants within 15 days.	4. Update provided to the complainants within 15 days after the case was lodged.	acknowledged within 48 hours through an sms/ email. 4. 40% case status update provided to complainants within 15 days.	acknowledged within 48 hours through an sms/ email. 4. 60% case status update provided to complainants within 15 days.	
7) INFORMATION STANDARDS:	Percentage of information provided to citizens through: - Ease of access to information on the departmental social media platforms. - Updated information on the departmental website - Provision of updated information (Pamphlets, leaflets etc). - Service Charter displayed in all departmental service points - Public engagement platforms (Imbizo, campaigns and awareness programmes).	100% information provided to citizens through: - Ease of access to information on the departmental social media platforms. - Updated information on the departmental website. - Provision of updated information (Pamphlets, leaflets etc). - Service Charter displayed in all departmental service points. - Public engagement platforms (Imbizo, campaigns and awareness programmes) .	100% information provided to citizens through: - Ease of access to information on the departmental social media platforms. - Updated information on the departmental website. - Provision of updated information (Pamphlets, leaflets etc). - Service Charter displayed in all departmental service points. - Public engagement platforms (Imbizo, campaigns and awareness programmes).	100% information provided to citizens through: - Ease of access to information on the departmental social media platforms. - Updated information on the departmental website. - Provision of updated information (Pamphlets, leaflets etc). - Service Charter displayed in all departmental service points. - Public engagement platforms (Imbizo, campaigns and awareness programmes).	- Published Annual Performance Report. - Published Annual Citizens Report. - Published Service Charter and Service Standards.
8) OPENNESS & TRANSPARENCY STANDARDS: <i>Service recipients should be informed of how departments are managed, how much is spent on service delivery to the public and who is in charge through an annual report to citizens</i>	Citizens are informed on how the department is been run and how it performs: - Performance tracking or monitoring. - Financial resources utilisation. - Decision making process.	Citizens are informed on how the department is been run and how it performs: - Annual and quarterly publication of (annual performance report, annual Citizen report, Quarterly performance reports, Complaints and complements quarterly reports) on the departmental website and service points. - News bulletin Published on the departmental website.	Citizens are informed on how the department is been run and how it performs: Annual and quarterly publication of (annual performance report, annual Citizen report, Quarterly performance reports, Complaints and complements quarterly reports) on the departmental website and service points.	Citizens are informed on how the department is been run and how it performs: Annual and quarterly publication of (annual performance report, annual Citizen report, Quarterly performance reports, Complaints and complements quarterly reports) on the departmental website and service points.	- Published annual performance report. - Published annual citizens report. - Published quarterly performance report. - Updated news bulletins on the departmental website.

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				News bulletin Published on the departmental website.	News bulletin Published on the departmental website.	
9) REDRESS STANDARDS: Department offers a speedy and effective remedy on complaints received and/ or services that were not delivered as promised to the citizens.	Regular feedback given to citizens on complaints received and/ or services which were not delivered as promised.	Regular feedback given to citizens on complaints received and/ or services which were not delivered as promised. 1. Feedback given to citizens on services provided or not provided by the department at all times through continues engagements. 2. All complaints received are acknowledged (through electronic notification) and attended within 5 working days. 3. All complaints are resolved within 30 working days depending on the nature of complaint (Telephonic and/ or electronic feedback). 4. Quarterly public engagement. 5. Quarterly Nthirhisano engagements.	Not applicable	Regular feedback given to citizens on complaints received and/ or services which were not delivered as promised. 1. Feedback given to citizens on services provided or not provided by the department at all times through continues engagements. 2. All complaints received are acknowledged (through electronic notification) and attended within 5 working days. 3. All complaints are resolved within 30 working days depending on the nature of complaint (Telephonic and/ or electronic feedback). 4. Quarterly public engagement. 5. Quarterly Nthirhisano engagements.	1. Complaints management report. 2. Public engagements report. 3. Nthirhisano Report.	
10) VALUE FOR MONEY	Department provide its services in an economical manner in order to give citizens the best possible value for money.	Department provide its services in an economical manner in order to give citizens the best possible value for money: - Follow SCM procurement processes and procedures. - Avoid irregular and wasteful expenditure and mismanagement of funds. - Payment of invoices within 30 days.	Department provide its services in an economical manner in order to give citizens the best possible value for money: - Follow SCM procurement processes and procedures. - Avoid irregular and wasteful expenditure and mismanagement of funds.	Department provide its services in an economical manner in order to give citizens the best possible value for money: - Follow SCM procurement processes and procedures. - Avoid irregular and wasteful expenditure and mismanagement of funds.	- Unit cost analysis. - Annual financial statement. - Customer satisfaction survey.	

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			Payment of invoices within 30 days.	Payment of invoices within 30 days.
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APPROVED BY:

MINIMUM STANDARDS FOR BATHO PELE SUPPORTED:	YES ☒	NO ☐	MINIMUM STANDARDS FOR BATHO PELE APPROVED:	YES ☒	NO ☐
					
MS NONTSIKELELO SISULU		MS FAITH MAZIBUKO			
HEAD OF DEPARTMENT (HOD): GAUTENG DEPARTMENT OF COMMUNITY SAFETY		MEMBER OF THE EXECUTIVE COUNCIL (MEC)			
DATE: 28/03/2023		DATE: 29/03/2023			