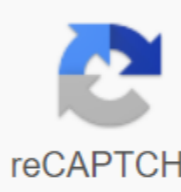


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Batho Pele, the Sesotho word that means People first, is an initiative that was launched in 1997 to transform the public service at all levels. Batho Pele was created because democratic South Africa had inherited a public service that was not human-friendly and lacked the skills and approaches to address the development challenges facing the country. The struggle to transform the public service needs to change the old culture in order to ensure that our people are properly served, that all staff work at full capacity and treat public resources with respect. Batho Pele is an approach to ensuring that public servants are committed to serving people and finding ways to improve service delivery. This approach also requires public participation in holding the public service accountable for the quality of services provided. Batho Pele is also about shifting the public service away from rules related to an approach that hinders the provision of services approach that encourages innovation and results initiative. In other words, instead of looking for reasons why the government can't do something, they should find better ways to deliver what people need. Public service managers play a key role in enabling their employees to be effective in how they interact with customers. This requires them to focus on motivating staff, ensuring that they have the necessary tools to do their jobs, and providing ongoing support, especially at times when employees are under pressure and stress. Batho Pele's belief set was summed up with this slogan: We belong, we care, we serve. Batho Pele aims to ensure that all public servants put people first, and adhere to the following comprehensive framework: We belong: we are part of the public service and must work together and respect the colleagues we care for; taking care of the public we serve - our customers we serve: all citizens will receive good service from public servants. Batho Pele is based on the following eight principles: Consultation: Citizens should be consulted about their needs Standards: all citizens should know what service to expect reparations: all citizens should be offered an apology and decisions when standards are not met Access: all citizens should have equal access to services Kindly: all citizens should be treated politely Information: all citizens have the right to full access: all citizens should have equal access to services Courtesy : All citizens should be treated politely Information: all citizens have the right to full access, accurate information Openness and transparency: all need to know how decisions are made and departments work value for money: all services provided should offer value for money Advice simply means - interact with, listen and learn from the people you serve. Public servants should ensure that they are in touch with the people they serve, knowing what services they need, how they would like their services delivered and what they are unhappy with. Consultancy Advice if it is not fed back into management so they can change the system, or take the steps necessary to improve the services given to customers. Service standards Each department must set standards of service that direct exactly what they deliver and to what quality or standard. Service standards need to be clear about how long it will take and what exactly people can expect from public service. For example, if you are applying for an ID book from the Home Office and you have all the necessary documents, it should only take about 6 weeks to get an ID book. If this standard is not maintained, the department will have a customer explanation and probably an apology. When people do not receive what they are entitled to from public service, they are entitled to redress. This means that a public servant should immediately apologize to them and tell them what solution they offer to their problem. If a public servant does not have them, they should talk to their supervisor or supervisor and make sure the problem is resolved. The success and image of the public service is built on its ability to deliver what people expect of them. Citizens should receive empathy and a positive response when dealing with complaints. The Administrative Justice Promotion Act allows citizens to ask questions about the reasons for any decision taken by the Government that affects them. The law ensures that citizens are entitled to legitimate, reasonable and procedurally fair administrative decisions. In cases where citizens are not satisfied with the reasons, the Act allows people to appeal the decision or to request a review of the administrative action by the court or, if necessary, an independent and impartial court. Access to all citizens has the right to equal access to the services to which they are entitled. This is particularly the case for the disabled, the illiterate and the rural population, who may find it difficult to access public services. Public servants should play a special role to make sure that those who need extra help get it. Managers should ensure that these services are accessible to the disabled and that people who use wheelchairs and walking aids can enter public buildings. Special measures should be taken to help people with hearing or vision impairments. Polite civil servants should remember that they work to help people and give them access to services that are their rights. They are not there to stop people or be obstacles. This means that public servants should always be polite and helpful in their dealings with the public. Information to all citizens should be provided with full information about services that have the right to receive. If a public servant does not have information, he should try to find out and help the person. Referring to them elsewhere, they must be very clear about what will get there, what they have to take with them and what kind of person they need to go and see. The better informed people are, the easier it will be for the public service to do its job and the fewer people will be in queues. Public servants are encouraged to spend some extra time with people who need more explanation or special assistance because they cannot understand or cannot access these services themselves. Transparency Is Very Important that the public service and administration be launched as an open book. The public service serves people and they are entitled to the services it provides. Many people, especially poor people, do not yet have access to things like free basic services or social subsidies, simply because they do not have the information to access it. People also have a right to know how decisions are made, how the department works, who is responsible and what its plans and budgets are. Value for money It is very important that public servants do not spend meagre government resources and that they provide services that are as cost-effective and efficient as possible. It is their responsibility to inform management of any loss of resources and to find ways to save money and time without compromising the quality of services delivered to people. 11 Batho Pele Principles - South Africa. The public service immediately instills in practice the following principles of People first of all. And will step up the implementation to come to acceptable levels of service and quality as soon as possible 1. Advice: Citizens should be consulted about the level and quality of public services they provide and, if possible, be given a choice over the services offered. 2. Standards of Service: Citizens should know what level and quality of public services they will receive so that they know what to expect. Access: All citizens should have equal access to the services to which they are entitled. 4. Politeness: Citizens should be treated with courtesy and attention. 5. Information: Citizens should be provided with complete and accurate information about the public services they are entitled to receive. 6. Openness and transparency: Citizens should be told about how national and provincial departments are managed, how much they cost and who is responsible for them. 7. Reimbursement: If the promised standard of service is not delivered, citizens should apologize, obtain a full explanation and prompt and effective remedy; and when complaints are filed, citizens should receive a responsive, positive response. 8. Value for money: Public services must be delivered cost-effectively in order to give citizens the best value for money. Encouraging innovation and Excellence: Innovation can be new ways to provide better service, reduce costs, improve conditions, streamline and and making changes that connect with the spirit of Batho Pele. It's also about rewarding employees who go the extra mile in making it all happen. 10. Impact on Customer: Influence means looking at the benefits we have provided to our customers, both internal and external - this is how the nine principles tie together to show how we have improved our overall delivery of services and customer satisfaction. It is also about making sure that all our customers know and exercise their rights in terms of Batho Pele principles. 11. Leadership and Strategic Leadership: Good leadership is one of the most important components for successful organizations. Organizations that serve their customers well can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the vision strategy belongs to everyone and is properly deployed throughout the organization. They are actively involved in the success of the organization. Success. 11 batho pele principles pdf download. download 11 batho pele principles

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