

“ The City of Heritage ”



ULUNDI LOCAL MUNICIPALITY

BATHO PELE POLICY

DRAFT

INTRODUCTION

This document provides the background, the purpose, the objectives and the principles of Batho Pele. The Batho Pele policy recognises both internal and external customers. Internal customers refer to the employees of Ulundi Local Municipality who provide services to one another in order to serve the public. These employees should feel happy to serve the public because the working environment in which they serve is conducive to service delivery and enables them to serve others with dignity and pride; whereas the external customer refers to the general public, who hold the employees accountable for the service they receive.

Ulundi Municipality hereby pledge to abide by the following Batho Pele principles in all its and endeavors in promoting its relationships with its Stakeholders and promoting the rendering of services in an efficient, effective, equitable and sustainable manner

The Municipality endeavors to workshop its employees on these principles and to place them at places accessible to all to employees. Furthermore, employees will be expected to sign and acknowledgement to the effect that they will abide by these principles in the daily performance of their duties

DEFINATIONS

CUSTOMERS: are those people who use the services of Ulundi Local Municipality regardless whether they pay directly for those services or not and also whether they reside within the boundaries of the Ulundi Local Municipality or they are tourists.

BACKGROUND

Batho Pele was initiated by the National Government in 1997. It is specifically concerned with improving the effectiveness and efficiency of the way in which services are delivered. It introduces a customer - oriented approach to transforming service delivery, in accordance with a national policy framework contained in the Batho Pele White Paper which was gazetted on 01 October 1997.

The Ulundi Local Municipality recognises the need for the existence of Batho Pele and its importance as a service provider and it also acknowledges that a guiding philosophy in service delivery is to get all its employees to be service oriented, to strive for excellence in service delivery and to commit to continuous service delivery improvement.

PURPOSE

The purpose of this policy is to enable the Municipal employees to deliver services in a customer focused way stated in the Batho Pele national policy and ensuring that the Ulundi Local Municipality's systems and procedures and attitudes of its employees are reoriented in favour of service delivery.

OBJECTIVES

- ① To have a customer –centric approach to service delivery
- ② To improve service delivery, with a shift way away from inward looking, bureaucratic systems, processes and attitudes as an increased commitment, personal sacrifice, dedication and a search for new ways of working which puts the needs of the public first, which are better , faster and more responsive to the citizens' needs.
- ③ To provide easy access to information and services of Ulundi Municipality, as provided by Access to Public Information Act.
- ④ To make the employees of Ulundi Local Municipality more accountable to citizens.
- ⑤ To build effective relationships with the end users of public services (consultation).
- ⑥ To apply high standards and professional ethics.

TRANSFORMATION PRIORITIES:

- Representivity and affirmative action
- Human resource development and training
- Employment conditions and labor relations
- and restructuring
- Transforming service delivery
- Information technology
- Promoting a professional service ethos
- Institution-building and management, and Democratizing the State.

BATHO PELE PRINCIPLES:

Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

Access: All citizens should have equal access to the services to which they are entitled.

Courtesy: Citizens should be treated with courtesy and consideration.

Information: Citizens should be given full, accurate information about the public services they are entitled to receive.

Openness and transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response.

Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

Encouraging Innovation and Rewarding Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who "go the extra mile" in making it all happen.

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – it's how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Leadership and Strategic Direction: Good leadership is one of the most critical ingredients for successful organisations. Organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organisation. They take an active role in the organisation's success.

ISIZULU

IMIGOMO EYISHUMI NANYE -BATHO PELE

IziNhlolo zeMinyango okuyizona ezingamafolosi ziyiqinisekisa ukuthi abasebenzi abangaphansi kwazo bayayilandela le imigomo elandelayo njengalokhu iyingxenye yemisebenzi yazo.

UKUXHUMANA: Izakhamuzi kumele zaziswe mayelana nezinga, iqophelo kanye nohlobo lwemisebenzi ezenzelwa yona futhi uma kunokwenzeka, kumele zinikezwe ithuba lokuzikukhethela imisebenzi ezenzelwa yona. Ukuqinisekisa ukuthi lokhu kuyenzeka, kumele kubhekwe lokhu okulandelayo.

Bonke okusetshenziswana nabo abangaphakathi kanye nabangaphandle kumele baziswe ngohlobo, inani kanye neqophelo lemisebenzi ezohlizekwa ukuze kuhlonzwe izidingo kanye nokulindelwe umphakathi.

IQOPHELO LOMSEBENZI : Izakhamuzi kumele zitshelwe ngezinga kanye neqophelo lemisebenzi yomphakathi ezizokwenzelwa yona ukuze zazi ukuthi yini okumele ziyilindele.

Iqophelo lomsebenzi liyizitatimende ezilinganisekayo ezicacile zezinga lokwenziwa komsebenzi elidingekile nelethenjisiwe, eziqukethe izimpawu eziphathelele nokwenziwa komsebenzi ngendlela encomekayo. Lezi zimpawu zisetshenziselwa ukulinganisa noma ukuhlola ukwenziwa komsebenzi kumbe izidingo ezilethelwe umphakathi. Lokhu kusiza amakhasimende ukuba akwazi ukubona ukuthi ngabe umsebenzi enzelwa wona usezingeni ebelethenjisiwe yini noma cha. (Zonke izimpiko kuyodingeka ukuba zikhiphe Imiqulu yemisebenzi echaza ngemisebenzi evela ikhona kanye nemisebenzi emisha.

Izinhlolo zeMinyango kumele ziqinisekise ukuthi okulandelayo kuyenziwa:-

Kumele kwakhiwe uMqulu Wokunikezela Ngezinsiza (i-Service Charter) uphinde ukhishelwe umphakathi.

Iqophelo lomsebenzi kumele lishicilelwe futhi kuxoxiswane ngalo nalabo abahlizekwayo kuphinde kugqogqazelwe ukuba umphakathi ubeke imibono ngeqophelo lomsebenzi ohlizekiwe.

UKUFINYELELA: Zonke izakhamuzi kufanele ziyithole ngokulinganayo imisebenzi ezinelungelo lokuyithola. (IMinyango kuyomele ibe nezinhlelo eziyokwenza kubelula ukufinyelela kubasebenzi bayo kanye nemisebenzi kahulumeni. Kumele yakhe iphinde iqalise izinhlelo eziyisipesheli ezimaqondana nokwenziwa ngcono kokuhanjiswa kwezidingo kubantu abaphila ngokukhubazeka, abancisheke abathuba ngokwenhlalo kanye nangokwamasiko.)

INHLOLONIPHO: Izakhamuzi kumele ziphathwe ngenhlonipho kanye nangokucazibangela. Yonke iMnyango kuyomele ibeke iqophelo maqondana nokuphathwa komphakathi bese lokho ikufaka kwiMigomo Yokuziphatha yayo, kumagugungangi kanye nasezinhlelweni zokuqeqesha. Indlela abasebenzi abenza ngayo umsebenzi kumele ihlale iqashelwa njalo, kanti futhi ukungahloniphi kwabasebenzi angeke kubezekezelelwe neze. INhloko yoMnyango ngayinye kumele yenze uhlelo lokuthola uvo lomphakathi owenzelwa imisebenzi ukuze ithole ukuthi linjani izinga lenhlonipho kubasebenzi.

ULWAZI: Izakhamuzi kumele zinikezwe ulwazi olugcwele nokuyilona ngemisebenzi kahulumeni ezinelungelo lokuyithola. (Umphakathi uyothola ulwazi olugcwele, oluqondile nolosuku nosuku maqondana nemisebenzi ezinelungelo lokuyithola. Ulwazi kumele luhlinzekwe ezindaweni okwenziwa kuzo umsebenzi, emaphephandabeni kanye nasemisakazweni yendawo futhi nangezilimi ezahlukene ezisemthethweni. Izinombolo zokuxhumana kanye namagama kumele kuvele kwezokuxhumana zazo zonke (zimpiko).

UKUVULELEKA KANYE NOKUBA SOBALA: Izakhamuzi kumele zitshelwe ukuthi uMasipala waseMnambithi uphethwe kanjani, ngamalini kanye nokuthi ubani ophethe. (Umphakathi uyokuba nelungelo lokwazi abasebenzi boPhiko ngalunye, imininingwane yezikhulu eziphezulu, ukusetsheniswa kwezimali kanye nokwenziwa komsebenzi uma kuqhathaniswa neqophelo elibekiwe angeke kube yimfihlo.) Amakhasimende kumele azi ukuthi uban iNhloko yoPhiko, Amakhasimende kumele azi ukuthi kudla malini ukusebenza ko Phiko. Lolu lwazi olungenhla kumele amakhasimende akwazi ukuthola ngaso sonke isikhathi.

UKULUNGISA OKONAKELE: Uma umsebenzi owenziwe ungafiki eqophelweni ebelethenjisiwe, kumele kuxoliswe kwikhasimende, bese linikezwa incazelo egcwele kanye nesixazululo esisheshayo nesizolungisa lesi simo. Uma ikhasimende linesikhalo, kumele liphendulwe ngendlela enozwelo nelibeka ethembeni. (Kuyosungulwa izindlela zokubhekana nokungagculiseki komphakathi kanti futhi bonke abasebenzi bayoqeqeshwa maqondana nokubhekana nezikhalo ngokushesha nangempumelo).

UMnyango ngamunye kumele ube nohlelo lokubhekana nezikhalo. Lolo hlelo kumele lulokhu luhlolwa ukuqinisekisa ukuthi lusebenza ngempumelelo noma cha.

UMSEBENZI OSEQOPHELWENI LEMALI: Imisebenzi yomphakathi kumele yenziwe ngendlela eyongayo neyimpumelelo ukuze amakhasimende athole okufanele imali yawo. (Umphakathi yiwona okhokha imali yentela, ngakho-ke unelungelo lokuphoqa ukuthi imali yawo isetshenziswe ngendlela efanele. Izimpiko kumele zenze ngokusemandleni ukuthi zihlinzeka umsebenzi ngendlela eyonga nangempumelelo kanye nokuthuthukiswa kwendlela yokuhanjiswa kwezidingo okusezinhlelweni.

UKUKHUTHAZA IMIQONDO EMISHA KANYE NOKUKLOMELISA UMSEBENZI ONCOMEKAYO: UMasipala uyoqinisekisa ukuthi udala isimo esivumela ukuhanjiswa

kwezidingo ngendlela encomekayo, ukuhlomisa abasebenzi ngamakhono ukuze bahlinzeke izidingo ngempumelelo.

UMTHELELA WOKULETHWA KWEZIDINGO: Ukusebenzisa izinhlelo zethu Zokuphathwa Kokwenziwa Komsebenzi kanye nokubandakanya Umphakathi ukulawula kanye nokuhlola imiphumela yokuhanjiswa kwezidingo kubantu.

UBUHOLI KANYE NAMASU OKUHOLA: Bonke abaholi abathintekayo maqondana nokuhanjiswa kwezidingo bayonikeza umkhombandlela, bahlelembe, baxoxisane nabasebenzi, bakhe ubudlelwano obuqinile nokubanjiswene nabo baphinde bakhombise ukuziphatha ngendlela eyamukelekile kanye namagugungqangi aphasile.