



# AFRICA PUBLIC SERVICE DAY

*Speech delivered by MEC Sa'ad Cachalia*

*Venue: University of Limpopo*

*Date: 23 June 2008*

*From Policy to results-based implementation*

Programme Director,

Honourable Executive Mayor of Capricorn District Municipality,

Speaker of Capricorn District Municipality,

Speaker of Polokwane Municipality,

Professor LG Buberwa Executive Dean for School of Management and  
Law of the University of Limpopo,

Academics and experts in public administration,

Councillors,

Public Service Managers,

We also specially acknowledge the presence of the platinum winners of the  
Premier's Service Excellence Awards; Lebowakgomo Hospital, Toronto  
School and Malamulele Hospital who are displaying their best practice case  
study at this venue,

Our entertainers,

Distinguished guests,

Ladies and gentlemen

It is always a great pleasure to be afforded an opportunity such as this,  
where insights and thoughts are shared about some of the key challenges

happening in our public service today. In this regard, I wish to applaud the organisers of this event for bringing all of us together to celebrate Africa's Public Service day.

Government has taken a conscious decision to hold the provincial celebration of this noble day at this University. This provides us with an opportunity to enhance our partnerships with the academe in pursuit of improvement in our capacity to deliver services to our people.

**Programme Director,**

The recognition of this day started in 1994 when ministers from various African countries congregated in Morocco and came up with a charter that gave a framework for all African governments to premise their existence on quality service delivery to the citizens. The Ministers' declaration was reaffirmed in the Stellenbosch Declaration adopted at the 4th Pan-African Ministers' Conference held in Stellenbosch in 2004. The African Union and United Nations, inspired by these developments declared the 23<sup>rd</sup> of June as Africa Public Service Day. This day has become an important feature in these international organisations' calendar.

Africa Public Service Day stands as a day that should make us look at ourselves as various African countries and assess progress on the following key pillars:

- The delivery of value and quality public service to Africa's citizens
- Recognising the working conditions and the quality of men and women who devote their lives to diligently serve the various publics.
- Facilitation of positive interest of all citizens in the work of the public administration.

This day has become a spot where we recognise the efforts that all African countries take to ensure that we reach our maximum potential in public service delivery. All these facilitate the advancement towards shared public sector norms and values across the continent.

Countries in Southern African region are sharing a common approach to the Africa Public Service Day. This affects the fullest participation of countries like Angola, Botswana, Democratic Republic of Congo, Lesotho, Swaziland, Mauritius, Namibia, Malawi, Tanzania and Zambia.

**Programme Director,**

We all would acknowledge the fact that a policy gives a framework to actualise our ideals and, therefore, is a precursor to implementation.

Hence, the theme for this year's Africa Public Service Day; ***“From Policy to results-based implementation”***.

We have, throughout our democracy, formulated policies that are aimed at improving service delivery. The question that keeps coming is the extent to which policies approved are implemented to produce tangible results.

Public service delivery is based on a principle that proper planning is the middle name to policy and implementation.

It is the responsibility of all members of the public service to translate the policy objectives of government into service delivery programmes. Poor co-ordination leads to a waste of public resources and negatively affects the same citizens that public servants attempt to serve.

We must also emphasise that alienation of citizens is not an option when implementing service delivery programmes as they are our partners in realising the goals of this country. Governments exist to serve the citizens; nothing more and nothing less. We, therefore, should make use of the contact sessions, in the form of the izimbizo and other community consultation platforms to ensure that we are in sync with the needs of the people and that they are kept informed of processes unfolding within government institutions.

**Programme Director,**

It is our opinion that occasions such as the African Public Service Day have a compelling reason in our province, given the amount of service delivery backlogs our municipalities and provincial departments are facing on a daily basis.

As we all know that the mandate of our government is to bridge the divide between the haves and the have-nots through the use of service delivery resources that favour the poor.

**Programme Director,**

We must emphasise that it has always been our take as a province that we continue to invest into training of government officials with a resultant general improvement in the execution of government programmes. A capable workforce should be expected to perform excellently in meeting the needs of the citizens and strengthening the public service.

The provincial government continues to base its programmes on the principles of Batho Pele which prescribe that in order to achieve excellence it is our citizens that we should prioritise.

The Department of Public Service and Administration took a decision that Africa Public Service Day should coincide with Public Service Week on the basis that these two projects are aimed at revitalising the implementation of Batho Pele Programme. This week-long provincial Public Service Week, spanning from the 17<sup>th</sup> to the 20<sup>th</sup> of June 2008, was also undertaken in order to establish a platform that could be used to review the imperative challenges of service delivery. This takes services to the people, develops public awareness and education on the citizen's rights as service recipients, focusing on client service and mainstreaming Batho Pele.

Khaedu deployments were also done during the period. Throughout this period managers were deployed to service delivery institutions to experience challenges and realities of service delivery at these points. This also provided an opportunity for managers to get equipped with and exposed to a basic management tool kit for problem identification, analysis and resolution. 49 Senior Management level officials (SMS) and Middle Management (MMS) members from all the provincial departments, department of Home Affairs, South African Social Security Agency (SASSA) and Waterberg District Municipality were monitoring 19 service delivery points in all the districts. Community Development Workers (CDWs) also partook at some of the service points.

On the 19<sup>th</sup> and 20<sup>th</sup> of June 2008, Limpopo Provincial Government Director-General and heads of departments also gave surprise visits to various service delivery points around Tzaneen. These include SASSA offices, the education circuit office, Letaba Hospital in Nkowankowa, Tzaneen traffic station and Naphumo traffic station.

In all these visits to the service delivery points the deployed officials were expected to provide feedback to the management of the institutions in order to acknowledge good work that is being done and identify areas that need improvement.

On the 21<sup>st</sup> of June 2008, an Africa Service Day fun day for employees was successfully organised. The event took place at the Polokwane Cricket Club. All Departments participated in various sporting codes including morabaraba, soccer, kgati, and diketo.

### **Programme Director,**

As I conclude I would request that we remind ourselves of the enormous challenges that our people face on a daily basis and what they expect. Chapter 10 of our constitution contains principles that are particularly instructive to all of us as public servants, in our endeavour to build a caring and people-focused government. These include promoting high standard



of professional ethics, efficient use of resources, making public administration needs development-oriented, promoting an accountable public administration, and good human-resource management.

A committed public servant is a catalyst to a results-oriented implementation of public service delivery.

***Ndo livhuwa nga maanda***

***Inkomu***

***Ke a Leboga***

***I thank you!***