



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

PROVINCIAL TREASURY

DEPARTMENTAL SERVICE EXCELLENCE AWARDS POLICY

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ACRONYMS

The following acronyms are used in this policy

DSEA	-	Departmental Service Excellence Award
HoD	-	Head of the Department
LPT	-	Limpopo Provincial Treasury
MEC	-	Member of Executive Council
MPL	-	Member of Provincial Legislature

1. INTRODUCTION

The promotion and recognition of excellent work, creativity and innovation has become critical in Public Service as a mechanism to promote and encourage commitment to quality service delivery. Relevant to the constitutional mandate in this regard it is imperative to apply the best practices in promoting the quality of service delivery for the benefit of citizens. Limpopo Provincial Treasury therefore felt the need to recognize extra mile efforts, creativity and innovation demonstrated by individual employees and as collective (teams) in order to promote and encourage commitment in delivering a quality service.

2. PURPOSE AND OBJECTIVES

The main purpose and objectives of this policy are as follows:

- (a) To promote good governance, excellence and accountability in the department.
- (b) To inculcate the spirit of sharing best practices and deliver excellent service within the department.
- (c) To encourage pro-activeness and innovation of ideas amongst employees, teams and branches.
- (d) To improve productivity and quality service for the benefit of the citizens.
- (e) To recognise and reward efforts by individuals and teams as mandated by the White Paper on Transformation for Service Delivery.

3. THE AUTHORITY OF THE POLICY

This policy is issued under the authority of the MEC, as the Executive Authority and the Head of the Department as the Accounting Officer for Limpopo Provincial Treasury.

4. LEGISLATIVE FRAMEWORK

This policy framework is guided by the following prescripts:

NO	LEGISLATION
1.	Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996)
2.	White Paper on Transformation of Public Service, 1995
3.	White Paper on Transforming Service Delivery/ Batho Pele, 1997
4.	Batho Pele Revitalization Strategy
5.	State of the National and State of Provincial Address
6.	Public Service Regulations, 2016 as amended 11 April 2019

5. SCOPE OF APPLICATION

This policy is applicable to all employees of Limpopo Provincial Treasury.

6. POLICY PRINCIPLES

This policy shall be guided by the following principles:

- (a) Consultation
- (b) Information
- (c) Openness and transparency
- (d) Professionalism

7. DEFINITIONS

- (a) **Adjudication** – Making a decision in a competition.
- (b) **Award** – It is a prize that is bestowed upon a person on the basis of merit.
- (c) **Creativity** – involves the generation of new ideas or concepts, or new associations between existing ideas or concepts.
- (d) **Criteria** – Principles or standards by which something may be decided upon.
- (e) **Employee** – means any person other than an independent contractor who works for the state and receives or is entitled to receive any remuneration.
- (f) **Entries** – registering as a competitor or participant.
- (g) **Innovation** – means using creativity to add value.

8. ROLES, RESPONSIBILITIES & POWERS

8.1. MEC

The MEC shall:

- (a) Approve the policy

8.2. HOD

The HOD shall:

- (a) Oversee the implementation of the DSEA policy
- (b) Appoint the DSEA Assessment Committee

8.3. EXECUTIVE MANAGEMENT

The Executive Management shall:

- (a) Implement DSEA policy within areas of responsibilities and take ownership of branches to participate per directorates.

8.4. TRANSFORMATION SERVICES DIRECTORATE

Transformation Services Directorate shall:

- (a) Establish proper structures and systems to implement the DSEA policy,
- (b) Coordinate the logistics on DSEA entries,
- (c) Develop the costed implementation plan,
- (d) Monitor and evaluate the implementation of the DSEA.

8.5. COMMUNICATION SERVICES DIRECTORATE

Communication Services Directorate shall:

- (a) Design a poster and the entry form to market DSEA,
- (b) Invites all branches for entry in DSEA,
- (c) Design the programme, brand the venue, coverage of the event and provide public address system/resources for the success of the event.

8.6. BATHO PELE FORUM MEMBERS

The Batho Pele Forum Members shall:

- (a) Advocate for DSEA participation in their respective branches,
- (b) Participate during the DSEA assessments.

8.7. ASSESSMENT COMMITTEE

Relevant internal and external stakeholders shall constitute DSEA assessment team as per the appointment by the HOD.

9. POLICY PROVISIONS

9.1. ENTRIES

- (a) An entry form (Departmental Template) on DSEA will be used as part of the implementation of the policy.
- (b) Participants shall complete and submit the prescribed entry forms, questionnaires and supporting documents to Transformation Services Directorate for verification, within the timeframes determined.
- (c) Branches should have a minimum of two entries per category./ financial year
- (d) Categories for entries will be revealed every time during issuing of invitation.

9.2. DSEA ASSESSMENT

- (a) Adjudication process shall be conducted by the appointed DSEA Assessors
- (b) The DSEA Assessment Committee shall conduct sites visits to verify the projects information, if deemed necessary
- (c) The adjudication of the entries shall be completed within 21 working days after the closing date or as advised in case of any extensions
- (d) The DSEA Assessment Committee shall compile a report with recommendations to the Head of Department and MEC. Shall recommend the outcomes of the assessment committee to the HOD for approval.

9.3. AWARDS

- (a) Category winners shall be acknowledged at the DSEA event / event can be digitalised to cover the Covid-19 compliance regulations.
- (b) Incentives in a form of money , trophies, medals and certificates shall be awarded to the various category winners.

- (c) The Head of Department shall withdraw awards wherein participants fraudulently submitted or made false representations of their projects.
- (d) Platinum winners of the DSEA will be eligible to be entered into the Premier Service Excellence Awards/Batho Pele Awards/ CPSI Awards and use the incentives in accordance to the Provincial Policy directive or as guided.

10. IMPLEMENTATION OF THE POLICY

The implementation of the policy shall be conducted annually through reports submitted within the Department and to Office of the Premier. These reviews will inform implementation, monitoring, evaluation and future planning.

11. DEVIATION

Any employee who contravenes the provisions of this policy, which may lead to violations of the Public Service Code of Conduct, may be subjected to disciplinary process.

Any deviation to this policy is subject to approval in writing by the MEC or delegated official.

12. INTERPRETATION OF POLICY

Should there be any dispute about the interpretation or application of this policy, the enabling legislation will take precedence.

13. COMMENCEMENT DATE

The commencement date of this policy will be on the date of its approval or 30 days after approval, where there are no systems in place to implement the policy.

14. TERMINATION AND REVIEW CONDITION

This policy shall be reviewed by LPT after 36 months or when necessary. The amendments resulting from the review will be processed in line with the Policy Development Framework. However, where it is deemed not necessary to review the policy, evidence of the process leading to such decision should be provided.

This policy will remain in force until and unless it has been withdrawn or amended by Executive Authority.

15. ENQUIRIES

Enquiries regarding this policy should be directed to Transformation Service Directorate.

16. RECOMMENDATION AND APPROVAL

Recommended for approval by:

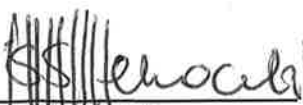


GC Pratt CA (SA)
HEAD OF DEPARTMENT

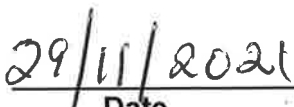


Date

APPROVED BY:



SC Sekoati (MPL)
MEMBER OF EXECUTIVE COUNCIL



Date