

PUBLIC SERVICE MONTH

KEY MESSAGES

The 2015 national Public Service Month (PSM) will take place across the country from 1 to 30 September under the theme Moving South Africa Forward: “Taking services to the people”. The month is generally used to celebrate and recognise public servants who follow the “Batho Pele” principles which require them to be polite, open and transparent and to deliver good service to the public.

As part of activities to observe public service month, the Department of Public Service and Administration will provide feedback on the public service-wide consultative meetings with the frontline public servants on the concept of “Reinventing the way public servants work”. The theme, “Reinventing the way Public Servants work: Batho Pele Putting people first” signifies the need for a recommitment by public servants towards improving the way in which they deliver quality services.

The consultations took place during last year’s public service month where teams of senior managers were deployed to frontline service delivery sites. They also interacted with frontline officials and encouraged them to sign the Service Charter pledge.

Public Service Month will also be used to popularise the Public Service Charter, which is part of the measures introduced by Government to ensure that public servants deliver appropriate services and fight corruption. It is relevant to national, provincial and local Government; civil society, business, trade unions and non-governmental organisations; all public servants and citizens.

KEY MESSAGES	SUPPORTING STATEMENTS
<i>The Public Service Month is celebrated every year during September.</i>	<ul style="list-style-type: none"> • PSM is part of the Batho Pele Revitalisation strategy to instil and rebuild good ethics, morale and pride in public servants. • It highlights government services, dedication, commitments and excellence in the delivery of public service. • The focus for this year will be to provide feedback from the public servants themselves on the concept of reinventing the way in which they do their work. • Throughout September last year, a multi task team of national and provincial departments visited service delivery sites, including to the remotest of areas of our country.
<i>“Reinventing the way Public Servants work” is a call to</i>	<ul style="list-style-type: none"> • The programme encourages public servants to deliver high quality services in support of government priorities.

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<i>action.</i>	<ul style="list-style-type: none"> • It encourages them to recommit towards improving the way they work to deliver quality services. • It calls on public servants to roll up their sleeves and ensure that delivery systems, and infrastructure benefits everyone. • The Constitution requires all South Africans be served by a professional public administration that works fairly, equitably and without bias while using resources effectively, efficiently and economically.
<i>The work of Public Servants is guided by the Batho Pele principles.</i>	<ul style="list-style-type: none"> • Public servants have a responsibility to interact with, listen to and learn from the people they are employed to serve. • Duties must be carried out according to set service standards that guide what must be delivered and to what quality. • Citizens have the right to redress if they are unhappy with the service they received and public servants must honour such requests. • Public servants must facilitate equal access and be courteous when providing a service. • Public servants have a responsibility not to waste resources and deliver services that are cost-effective and efficient.
<i>The Public Service Charter commits Public Servants to a higher standard.</i>	<ul style="list-style-type: none"> • The Public Service Charter pledges a public service that is professionalised, trained, capacitated, effective, efficient and development-oriented. • It commits public servants to serve citizens promptly, courteously and help them make the right choices in accessing services. • Public servants are required to respond to complaints and queries fairly, consistently and promptly. • There must be appropriate signage, public servants must wear name tags and allow South Africans to make suggestions on how to improve services offered.