



Mpumalanga Provincial Government

Premiers Service Excellence and Youth Awards (PSEYA)

Call for entries to the 2010 Premier's Service Excellence and Youth Awards

- Have you innovatively decreased waiting times for citizens?
 - Has your department innovatively improved turn-around times for services rendered to citizens?
 - Have you innovatively reduced the number of steps needed to receive a service?
 - Have you used available capacity innovatively?
 - Have you introduced innovative technological solutions that have improved service delivery?
 - Have you implemented innovative back-office systems in support of quality and efficient services to citizens?
 - Have you innovatively partnered with private and other sectors to improve service delivery?
- If you said **YES** to one or more of these questions, **ENTER** your department or team for the Premier's Service Excellence and Youth Awards.

Categories:

- Education Institutions Category
- Health Institutions Category
- Back Office Operations Category for the service delivery institutions (e.g. schools, hospitals, clinics, courts, police stations, municipalities and government departments and parastatals).
- Government Sponsored Innovative enhancements of internal systems of government.
 - Public Sector Service Delivery Project of the Year

Closing date: 15 October 2010!

History of Pseya

The Premier's Service Excellence and Youth Awards are a fitting tribute to individuals and teams whose commitment to the quality delivery of service has contributed to the changing the lives of citizens in Mpumalanga. The Awards scheme has been in existence since 2001.

Purpose

The purpose of 9th Annual (Pseya) Awards is to promote and encourage best practice in public sector. The Awards recognise successful and effective service delivery projects and initiatives that have been achieved through the application of Batho Pele approaches, methodologies and tools. The Awards provide opportunities for information sharing, lesson learning, partnerships and the replication of successful initiatives.

Eligibility

- The project must originate or have been significantly improved within Mpumalanga Province and South Africa in general
- Projects must provide direct benefits to South Africans.
- The Awards are open to government departments at national and provincial level, municipalities.
- The project must be in existence for 1 year or more (excluding the pilot phase).

Categories

Awards will be presented in the following categories:

- Education Institutions Category
- Health Institutions Category
- Back Office Operations Category for the service delivery institutions (e.g. schools, hospitals, clinics, courts, police stations, municipalities and government departments and parastatals).
- Government Sponsored Innovative enhancements of internal systems of government.
 - Public Sector Service Delivery Project of the Year

Criteria for Selection

Impact:

- Demonstrate tangible improvements in quality of services delivered to their target groups, and be able to demonstrate levels of citizen's satisfaction with the services.
- Have demonstrated significant impact, either within the originating organisation or within the sector or among the general public.
- Have a significant positive impact within South Africa.

Sustainability:

- Have been in operation for at least one year or more.
- Have demonstrated its ability to be implemented and therefore show growing momentum in implementation.
- Have demonstrated its sustainability i.e. its ability to survive and prosper into the future (economically and otherwise).
- The social, economic and environment impact must be such that global sustainability is upheld and promoted.

Replicability:

- Ability to survive and prosper when implemented in other areas other than the place of origin

Mainstreaming and institutionalization of Batho Pele Principles:

- Demonstrate application of All eleven (11) Batho Pele Principles in the business engineering processes of the organization or institution

Benefits of entering the PSEYA Awards

- Finalists receive a certificate and the winners a trophy and monetary prize
- Eligible finalists are entered for other prestigious international awards
- Finalists and winners will be invited to attend the awards ceremony with a partner.

Entry guidelines and rules

- Entries should be stapled rather than bound.
- Entry forms must be filled in correctly and with as much information as possible.
- Hand written entries are not encouraged; in cases where this is unavoidable please write legible.
- Only emailed, posted and hand delivered submissions will be accepted. Faxed entry forms will not be accepted.
- Samples (video, publications, brochures, CD/DVD) will not be returned.
- The prizes are not transferable.
- The adjudicators and their associates will not enter into discussion on the entries
- The information provided in the submission form and during the verification process is legally binding.
- The Premier's Office shall not bear any costs relating to the entry, including postage.

Verification process

- Where necessary, project managers will be contacted for a verification process which may be through email, telephone, face to-face interview and / or site visit.
- Please provide the names of four (4) individuals who can verify the existence of the project.

Adjudication Process

- Entries will be judged by a panel of nominated adjudicators.
- The adjudicators' decision is final and no correspondence will be entered into.
- The adjudicators retain the right to move an entry to a category they deem to be appropriate.

Administration

- All entries will be acknowledged and allocated a reference number by the PST & SDI.
- The closing date for submission is **15 October 2010**.
- Submissions not allocated a reference number within (07) working days should contact the Premier's Office on nmbonani@mpg.gov.za

Contact details

To enter simply complete the entry form and send to Office of the Premier, post or hand deliver to:

Office of the Premier, Riverside Government Boulevard, Building 2,
Upperground Offices of Public Service Transformation.

Postal Address:
Private Bag X11291

Nelspruit
1200
Email: nmbonani@mpg.gov.za
Website: www.mpumalanga.gov.za

GENERAL INFORMATION

After assessing the category winners, the adjudicators will, at their own discretion, select the Public Sector Service Delivery Project of the year (team or individual).

SECTION 1

- 1) Name of organisation / entrant: _____
- 2) Type of entity: _____
- 3) Name of project being entered: _____
- 4) Award category in which project is being entered (Tick one only):
 - Education Institutions Category
 - Health Institutions Category
 - Batho Pele service delivery institutions (e.g. schools, hospitals, clinics, courts, police stations).
 - Government Sponsored Innovative enhancements of internal systems of government.
5. Sphere of government:
 - National
 - Provincial
 - Local
 - Other (please specify) _____

SECTION 2

1. Name of Contact Person: _____
2. Department: _____
3. Postal address: _____
4. Physical address: _____
5. Email: _____
6. Phone: _____
7. Fax: _____
8. Mobile: _____

SUBMISSION FORM

SECTION 3 (ANSWER ON A SEPARATE SHEET)

1. Name and position of project initiators:
2. Names of other project staff:
3. Project Overview: Why was the project started? How many years has the project been in operation?
What does the project aim to achieve? What service delivery problems does the project solve?
What is the innovation? or what is innovative about it? (Maximum 500 words). Duration of project: _____ year's _____ months.
4. Achievements: What are the highlights / achievements of the project in reference to service delivery?
(Maximum 500 words)
5. Sustainability: How is the project being sustained? Provide evidence of sustainability (Maximum 500 words)
6. Challenges and Lessons: What challenges is the project facing? What are the key lessons that can be shared with others? (Maximum 500 words)
7. Please explain and demonstrate how your project meets the Awards criteria with respect to the category you are entering. (Maximum 200 words)
8. Has the project received assistance? What is the value of the assistance? Please indicate the amount and the duration of funding. Explain how the project has been funded. (funding: can include staff secondment, consultants and monetary assistance). Please specify duration, amount and type of assistance.
10. What other awards programmes has the project been entered into? Indicate the results from the awards entered (e.g. winner, finalists, etc)?
11. Has this project been entered into the Pseya Awards previously? If yes, in which year? _____
12. How did you hear about the Pseya Awards?
13. Please provide a summary of project (100 words) (as you would like it to appear on the finalist publication and citation for the Best Practice Report and Awards ceremony)
14. Please provide the names and contact details of four (4) individuals that can verify the existence of the project (e.g. a community leader, pastor, beneficiary of the service, partners on the project) and any other sources (e.g. newspaper, magazine articles, etc).

15. Legally binding declaration:

I, _____ (Full name, surname) agree that the information provided in this document is accurate and has been approved by _____ (Full name, surname)

SIGNATURE OF APPLICANT/S

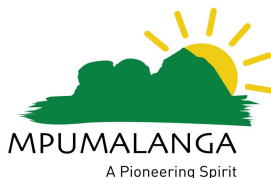
I / We agree to abide by the rules of the PSEYA Awards.

Full name: _____

Signature: _____

Date: _____

_____ (Position)





**MPUMALANGA
PROVINCIAL
GOVERNMENT**

Score key:

- 0 – fails to meet provisions
- 1 – meet few provisions
- 2 – meets some provisions
- 3 – meets most provisions
- 4 – meets all provisions
- 5 – exceeds compliance and does more than required by the Batho Pele White paper.

QUESTIONNAIRE

1. CONSULTATION

Planning for Consultation	Self Assess Score							Supporting Evidence
	W	5	4	3	2	1	0	
1. How the objectives of consultation were communicated to all relevant staff in the organisations and those consulted.	1							

Suitability of consultation methods							
2. How it is ensured that the consultation methods used are appropriate for the target groups (e.g. language, level of understanding, disability, etc.)	W	5	4	3	2	1	0
	1						

Who was consulted							
3. How it was ensured that views were obtained from the full range of customers (both existing and potential).	W	5	4	3	2	1	0
	1						

Content of consultation							
4. How it was ensured that customers were consulted on all aspects of service delivery, such as:	W	5	4	3	2	1	0
	1						
• Key services provided							
• Level and quality of services							
• Choice							
• Frequency of services							
• Level of satisfaction with services							
• New/proposed changes to services							

Results	
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5. That feedback from consultation is evaluated and the results used to set service delivery priorities.	W	5	4	3	2	1	0	
	3							
6. That results of consultation are made public outside the organisation and feedback given to those consulted.	W	5	4	3	2	1	0	
	3							

SERVICE STANDARDS

Setting service standards								
1. How realistic but challenging service standards are set which reflect a balance between customers needs and available resources/capacity.	W	5	4	3	2	1	0	
	1							

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2. How customers are consulted and involved in setting and developing standards.	W	5	4	3	2	1	0	
	1							

3. Whether the standards set reflect the norms of the department and national baseline standards.	W	5	4	3	2	1	0	
	1							

4. That standards have the approval of the MEC/HOD/delegated representative.	W	5	4	3	2	1	0	
	1							

Communicating standards								
5. How standards are communicated to	W	5	4	3	2	1	0	

existing and potential customers so that they know what to expect and can complain if they do not receive the promised standard of delivery.	1								

6. How standards are widely displayed and publicised throughout the organisation.	W	5	4	3	2	1	0
	1						

Monitoring, reviewing and reporting on standards							
7. How it can be shown that standards are precise and measurable.	W	5	4	3	2	1	0
	1						

2. ACCESS

Consulting, planning and implementing targets							
1. How specific targets have been set and implemented for increasing access to services and for removing barriers to access such as distance, a lack of infrastructure, social, cultural, communication and attitudinal barriers.	W	5	4	3	2	1	0
1							

2. How targets have been set in consultation with customers, particularly previously disadvantaged customers and persons with special needs.	W	5	4	3	2	1	0
1							

Communicating access							
3. How access to services is communicated widely outside the organisation.	W	5	4	3	2	1	0
	1						

4. That services are easily accessed by all those entitled to receive them, in particular:	W	5	4	3	2	1	0
	1						
• The disabled							
• Illiterate							
• Aged							
• Gender groups							
• Previously disadvantaged							
• Distanced customers							
• Language usage							
• Facilities							

Innovation							
5. Where creativity and innovation has been applied in the application of this Principle.	W	5	4	3	2	1	0
	1						

3. NSURING COURTESY

Setting and implementing courtesy standards							
1. How standards for the following have been addressed:	W	5	4	3	2	1	0
	1						
• Greeting and addressing customers							
• Treating customers with sensitivity and dignity							
• Identification of staff by name							
• Style and tone of written communication							
• Simplification and “customer-friendliness” of forms							
• Maximum response times to enquiries							
• How complaints should be dealt with							
• Dealing with people with special needs							

Customer care training							
2. How it is ensured that all staff, especially front-line staff, is trained in customer cares and knows about the need to treat everyone courteously and fairly.	W	5	4	3	2	1	0
	1						

Results							
3. That there is a Code of Conduct, which meets the requirements of Batho Pele and that it, is being stringently applied.	W	5	4	3	2	1	0
	3						

5. PROVIDING MORE AND BETTER INFORMATION

Providing and testing information							
1. How information is provided in a variety of media and languages to meet the differing needs of customers.	W	5	4	3	2	1	0
	1						

Providing and testing information continued							
2. How the organisation does its best to get information to all its customers, including potential and disadvantaged customers.	W	5	4	3	2	1	0
	1						

Results							
3. That there is evidence that the organisation provides information to customers on:	W	5	4	3	2	1	0
	3						
• What services are provided							
• What customers can expect from services							
• How to make suggestions or complaints							
• Who is entitled to used the services							

6. INCREASING OPENNESS AND TRANSPARENCY

Customer interaction							
1. How the organisation is open in revealing to all its customers.	W	5	4	3	2	1	0
	1						
• How the organisation is run							
• Who is in charge							
• How much it costs							
• Whether standards are being achieved							

7. REDRESS

Complaints mechanism							
1. How the procedure meets the required standards as set out in the Batho Pele White Paper of:	W	5	4	3	2	1	0
	1						
• Accessibility							
• Speed							
• Fairness							
• Confidentiality							
• Responsiveness							
• Independent review							

Dealing with complaints							
2. How staff is trained to deal with complaints.	W	5	4	3	2	1	0
	1						

Results								
3. That complaints are resolved with minimal delay.	W	5	4	3	2	1	0	
	3							
4. That complaints have been analysed and the results have been used in improve services, which has been reported back to customers.	W	5	4	3	2	1	0	
	3							

8. PROVIDING BEST VALUE

Structuring for best value							
1. How a Service Delivery Improvement Programme has been developed and is being implemented.	W	5	4	3	2	1	0
	1`						
2. How the organisation ensures that it focuses on its core business and how alternative forms of service delivery have been introduced.	W	5	4	3	2	1	0
	1`						

Empowering staff								
3. How human resource development and training needs have been addressed to ensure efficiency and best value, including specific affirmative action programmes.	W	5	4	3	2	1	0	
1								
4. How staff has been empowered to take delegated decisions at the appropriate levels, i.e. as close to the point of service delivery as possible.	W	5	4	3	2	1	0	
1								

Aligning processes								
5. How the budget has been aligned with the programme for improved service delivery.	W	5	4	3	2	1	0	
	1							
6. How fraud and corruption is being monitored and eliminated.	W	5	4	3	2	1	0	
	1							

Coordinating services							
7. How the organisation uses partnerships with business and the community or other departments/components to increase the level and type of services provided in relation to customer needs.	W	5	4	3	2	1	0
	1						

Results							
8. That there is a monthly breakdown of anticipated revenue and expenditure for the year.	W	5	4	3	2	1	0
	3						

9. Financial targets have been met and the organisation has and kept within their budget.	W	5	4	3	2	1	0	
	3							

9. ENCOURAGING INNOVATION AND REWARDING EXCELLENCE

Encouraging innovation								
1. How an environment that is conducive to service delivery has been created to enhance staff's capacity to deliver services.	W	5	4	3	2	1	0	
	1							
2. How staff are encouraged to make suggestions for improving services and how their suggestions are put to good use.	W	5	4	3	2	1	0	
	1							
Rewarding excellence								
3. How staff is assessed on the contributions they make to improve services.	W	5	4	3	2	1	0	
	1							

Innovation								
4. Where creativity and innovation has been applied in the application of this Principle.	W	5	4	3	2	1	0	
	1							

10. CUSTOMER IMPACT

1.How the organisation can demonstrate that their customers are fully informed on aims and objectives of Batho Pele and evidence shows that customers are exercising their rights in terms of Batho Pele	W	5	4	3	2	1	0	
	1							

2. How effective the organisation is in fulfilling the aims of Batho Pele through the collective impact of all Batho Pele initiatives.	W	5	4	3	2	1	0	
	1							
3. That the standards and the quality of life of customers are being raised through the collective impact of all Batho Pele initiatives.	W	5	4	3	2	1	0	
	1							
4. That the community has been involved- through partnerships etc- in these initiatives and how they have contributed to the development and upliftment of the community.	W	5	4	3	2	1	0	
	1							

<p>5. That the Batho Pele good practices have been shared with other components /organisations and are being replicated elsewhere.</p>	<table border="1"> <thead> <tr> <th data-bbox="660 846 730 887">W</th> <th data-bbox="730 846 801 887">5</th> <th data-bbox="801 846 871 887">4</th> <th data-bbox="871 846 941 887">3</th> <th data-bbox="941 846 1011 887">2</th> <th data-bbox="1011 846 1082 887">1</th> <th data-bbox="1082 846 1152 887">0</th> </tr> </thead> <tbody> <tr> <td data-bbox="660 887 730 992">1</td> <td data-bbox="730 887 801 992"></td> <td data-bbox="801 887 871 992"></td> <td data-bbox="871 887 941 992"></td> <td data-bbox="941 887 1011 992"></td> <td data-bbox="1011 887 1082 992"></td> <td data-bbox="1082 887 1152 992"></td> </tr> </tbody> </table>	W	5	4	3	2	1	0	1						
W	5	4	3	2	1	0									
1															

Innovation								
7. Where innovation has been applied in the application of these principle	W	5	4	3	2	1	0	
	1							

11 INTEGRATED AND CO-ORDINATED SERVICE DELIVERY

1. How it can be demonstrated that the planning stage reflects an integrated and co-ordinated service delivery approach.	W	5	4	3	2	1	0	
	1							

2. That appropriate method has been used to identify service deliver partners for each project?	W 1	5	4	3	2	1	0	
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3. How the organisation does its best to inform and get buy-in from other service delivery units to ensure a collaborative definition of inputs, processes, outputs and impact of projects.	W 1	5	4	3	2	1	0	
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4. How the collaborative planning process promotes awareness of the need for efficiency and best value?	W 1	5	4	3	2	1	0	
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Closing date: 15 October 2010!

