



# GOVERNMENT DIALOGUE

IN CONVERSATION WITH THE PUBLIC EMPLOYEE

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## Dedicated public servants shine at Batho Pele awards

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**P**ublic servants who go the extra mile to ensure service delivery and put the needs of ordinary South Africans first have received recognition for their dedication at the National Batho Pele Excellence Awards (NBPEA).

The awards, hosted by the Department of Public Service and Administration (DPSA), recognises and celebrates excellence in the public service with the ultimate goal to establish professionalism within government.

Speaking at the awards, Minister of Public Service and Administration Collins Chabane said while the NBPEA acknowledged excellence, it was also an opportunity for the public service to improve on service delivery and continue to build structures with people who were willing to serve others.

"The National Batho Pele Excellence Awards provide an opportunity for the public service to re-invent itself to deliver the national democratic society. For this to be realised, we require well-run and effectively coordinated state institutions with skilled public servants who are committed to serving our people," he said.

The Minister noted that public servants had to find new, innovative ways of adding value to the lives of all South Africans by providing exceptional service.

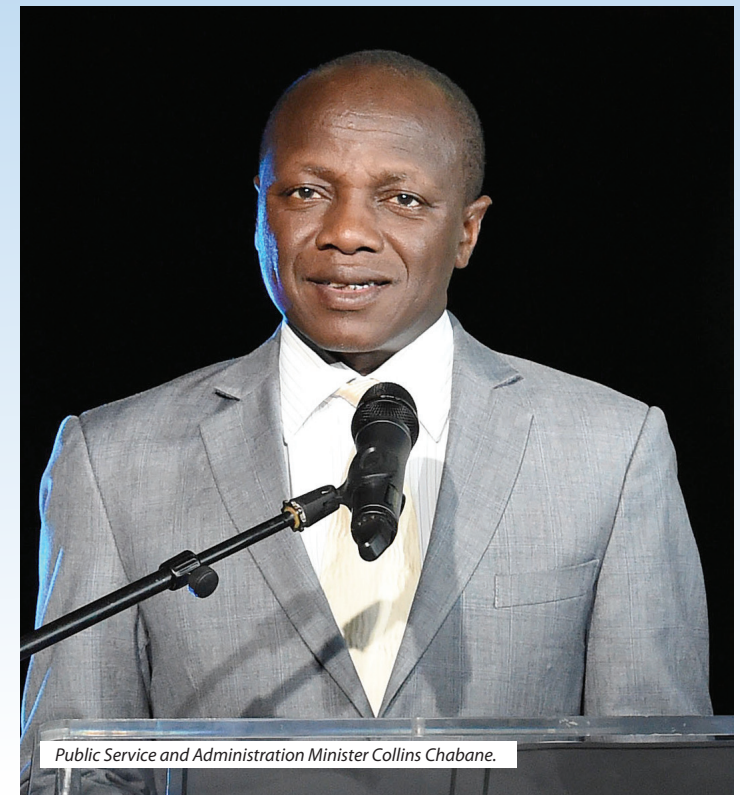
"At the heart of our endeavours is treating our people with the utmost respect whilst addressing their service delivery needs with courtesy, openness and transparency."

Minister Chabane congratulated all the winners and urged all public servants to give off their best.

"We congratulate those whose efforts are being recognised today. Let us continue to work as a collective to make the public service truly incredible."

Chairperson of the adjudication team Sylvia Stevens-Maziya said the awards came at a time when the country was building a "young and fragile public service into a more responsible, people-centred, people-driven service".

"Those who have been nominated, and those who have won have indeed proven to be the best of the best in the country," she added.



Public Service and Administration Minister Collins Chabane.



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Public Service and Administration Minister Collins Chabane seen here with Small Business Development Minister Lindiwe Zulu, Justice and Correctional Services Minister Michael Masutha, Gauteng Education MEC Panyaza Lesufi (far left) with the winners.

## The best of the best

Maria Maghrieta Goodier of the Western Cape Department of Health was named Overall Batho Pele Public Servant of the Year.

Goodier said she was very surprised to be the winner.

"I'm still very shocked. I hope I make my department the community health centre proud by going out of my way and ensuring that the people we serve always come first."

Goodier is an assistant nurse at the Ruyterwacht Community Health Centre and has been in the public service for 34 years.

She said it was heartening to be recognised for doing her job.

"To get recognition for my work, after all these years, is a great pleasure and honour."

The Best Front Line Service Delivery Employee of the Year award went to Duduzile Ndlovu, from Port Shepstone Provincial Hospital, KwaZulu-Natal.

Ndlovu is the operational manager and forensic nurse at the Thuthuzela Care Centre based at hospital.

"I am speechless. I dedicate this award to the women and children who fall victim to gender-based violence and abuse," she said.

Ndlovu added that public servants needed to have a passion for their job.

"It's all about doing what you love. If you have that passion you will excel in your workplace and career."

The Best Implemented Programme or Project of the Year award went to the Gauteng Department of Transport's Road Accident Fund on the Road programme.

The project is a community outreach programme aimed at changing the lives of people through the speedy settlement of claims as well as post settlement assistance related to medical services and home care.

"We feel fantastic about the award and the fact that our project has

won. I believe that this will encourage our employees to work even harder," he said.

KwaZulu-Natal Treasury was named Best Functioning Provincial Department of the Year.

Simiso Magagula, the Head of Department at KZN Treasury, said the award did not only recognise the department's management, but all the staff as well.

"This is the best accolade that we will cherish for years to come but we will seek to achieve more in future," said Magagula.

The Theatre Unit at the Mokopane Hospital in Limpopo was named Best Batho Pele Team of the Year.

The hospital's CEO Mbuyisele Sebulane said he was proud of the theatre unit, which was a great example of teamwork.

"I would be very pleased if other units at the hospital followed in the footsteps of the Theatre Unit," he said.

The Best Provincial Head of Department of the Year award went to Boy Ngobeni of the Gauteng Department of Education.

With 24 years' experience in the public service, Ngobeni considers a career public servant as a privilege.

"Batho Pele is not a slogan; it's a way of life. You must own it as a person. It's about humanity and it's about Ubuntu," he said.



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