

PMG

14/11/19 Re Performance



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Department:
Public Service and Administration
REPUBLIC OF SOUTH AFRICA

**PERFORMANCE OF THE BATHO PELE
GATEWAY CALL CENTRE SINCE ITS
LAUNCH IN 2013
DEPARTMENT OF PUBLIC SERVICE
AND ADMINISTRATION**

18 November 2014

Report to the Portfolio Committee

Presentation Outline



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- Purpose
- Background
- Discussion
- Way forward

PURPOSE



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To provide a report on the performance of the Batho Pele Gateway (BPGW) Call Centre since its launch on 29 August 2013

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Background



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- ❑ The Batho Pele Gate Way (BPGW) falls under DPSA Strategic Objective (2013/14) and APP on “citizen participation and effective management of complaints”
- ❑ It is a response to the President’s State of the Nation Address of 2013 which committed the DPSA to lead the Public Service in ensuring that government departments work closely with communities
- ❑ The annual target for the 2013/14 FY was to develop a citizen complaints and compliments management framework (Framework) approved by Minister
- ❑ The Framework was approved in June 2013, and communicated to all Heads of Department (HoDs), through a July 2013 circular (with guidelines and advise on its implementation)

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DISCUSSION



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- ❑ Two national workshops were held to capacitate both national and provincial departments in August 2013
- ❑ Officials designated by the Offices of the Premiers (OTPs) were registered by SITA on the system of the BPGW Call Centre.
- ❑ An orientation training session was arranged through SITA.
- ❑ A special workshop was held on 28 August 2013 with designated officials who operate/ manage call centres from the OTPs in preparation for the launch
- ❑ The launch was held on 29 August 2013, in Gauteng

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DISCUSSION CONT...



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- ❑ Monthly reports are received from SITA as per the SLA
- ❑ The SLA has since lapsed and a new one is being finalised, and will include a mechanism to deal with the identified limitations
- ❑ The limitation experienced is that the SLA allowed reporting and analysis only on:
 - ❑ **Call answering in the various (5) languages and excluded actual issues raised**
 - ❑ **Number of calls logged**
- ❑ The report by SITA focuses on:
 - ❑ the SLA standard is to answer eighty percent (80%) of calls received per month
 - ❑ the number of calls answered within twenty (20) seconds
 - ❑ emails and faxes handled within thirty (30) minutes
- ❑ The Call Centre meets this requirement



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DISCUSSION CONT...



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- ❑ All OTPs nominated officials who were registered on the BPGW Call Centre system to coordinate complaints received by their provinces.
- ❑ The report by SITA focuses on the following (with the SLA standards included):
 - ❑ to answer eighty percent (80%) of calls received per month
 - ❑ the number of calls answered within twenty (20) seconds
 - ❑ emails and faxes handled within thirty (30) minutes
- ❑ The Call Centre meets the above requirements/ standards
- ❑ The percentage of calls received and resolved averages 95% and above, and in most cases excludes the emails and faxes
- ❑ Calls responded to are internal (within South Africa) and external (from sources outside of South Africa). The percentage is consistently higher for internal calls.

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DISCUSSION CONT...



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- ❑ Between June and October 2014 the number of calls received have declined from a maximum of 4000 to 2500 per month
- ❑ The SITA report focuses more on meeting the conditions of the SLA, and less on improving service delivery
- ❑ It is hoped that in the review of the new SLA, the limitation and weak points will be addressed, in the following way:
 - ❑ The revised SLA will include a much more robust report on issues raised by the public;
 - ❑ The new SLA will include services to the CDWP (accommodating calls and reporting from CDWs directly) and ease their reporting, while affording the MSPA speedy and accurate information on key interventions through the programme.

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WAY FORWARD



- A new SLA is being developed
- The new SLA is aimed at addressing the limitation and weak points
- The approach is to:
 - Revise the SLA to include a much more robust reporting on issues raised by the public;
 - the revised SLA to include services to the CDWP by accommodating calls and reports from active CDWs directly
 - affording the MSPA opportunity for speedy and accurate interventions through the CDW and other Govt programmes
 - ease CDWs reporting (i.e. provide them with a responsive outlet so that issues raised by the community can be adequately addressed)
- In this way, national govt will be enabled to ensure speedy responsiveness to community issues

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Thank You

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