

**MINISTRY: PUBLIC SERVICE AND ADMINISTRATION**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTION FOR WRITTEN REPLY**

**DATE: 04 NOVEMBER 2022**

**QUESTION NO.: 4027**

**Dr M M Gondwe (DA) to ask the Minister of Public Service and Administration:**

(1)What (a) measures has his department put in place to strengthen the implementation of the Batho Pele principles in the Public Service and (b) has been the impact of the non-implementation of the Batho Pele principles on the state of the Public Service in the Republic;

(2)How often does his department monitor the implementation of and the adherence to the Batho Pele principles in the Public Service? **NW5034E**

**REPLY:**

1 Strengthening the implementation of Batho Pele principles remains a key priority for the government in building a citizen-centric society.

(a) To ensure that the Batho Pele principles remain valid and relevant, the DPSA has developed a revised Batho Pele revitalisation strategy that Cabinet endorsed in March 2022. The strategy requires the development and implementation of context-specific Batho Pele standards. These standards will ensure that public services are rendered in a specific, effective and efficient manner

(b) Reports from the Office of the Public Service Commission, which monitors adherence to Batho Pele Policy as per its Constitutional mandate to monitor, non-implementation of the Batho Pele principles and Constitutional Values and Principles, non-implementation can impact negatively on service delivery and citizen satisfaction.

2) Quarterly reports on the implementation of Batho Pele principles across the public service are prepared internally within the Department. The Department also uses the Batho Pele Forum which meets on a quarterly basis, to monitor and report on the implementation of Batho Pele with the public service. All these culminate in an annual status report on the implementation of Batho Pele and the level of adherence to the Batho Pele principles.