

“ The City of Heritage ”



ULUNDI LOCAL MUNICIPALITY

11- BATHO PELE PRINCIPLES

IMIGOMO EYISHUMI NANYE

YE-BATHO PELE

Ulundi Municipality hereby pledge to abide by the following Batho Pele principles in all its and endeavors in promoting its relationships with its Stakeholders and promoting the rendering of services in an efficient, effective, equitable and sustainable manner

The Municipality endeavors to workshop its employees on these principles and to place them at places accessible to all to employees. Further more employees will be expected to sign and acknowledgement to the effect that they will abide by these principles in the daily performance of their duties

TRANSFORMATION PRIORITIES:

- Representivity and affirmative action
- Human resource development and training
- Employment conditions and labour relations
 - and restructuring
- Transforming service delivery
- Information technology
- Promoting a professional service ethos
- Institution-building and management, and Democratizing the State.

BATHO PELE PRINCIPLES:

Consultation: Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

Service Standards: Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

Access: All citizens should have equal access to the services to which they are entitled.

Courtesy: Citizens should be treated with courtesy and consideration.

Information: Citizens should be given full, accurate information about the public services they are entitled to receive.

Openness and transparency: Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.

Redress: If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, citizens should receive a sympathetic, positive response.

Value for Money: Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

Encouraging Innovation and Rewarding Excellence: Innovation can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who “go the extra mile” in making it all happen.

Customer Impact: Impact means looking at the benefits we have provided for our customers both internal and external – it’s how the nine principles link together to show how we have improved our overall service delivery and customer satisfaction. It is also about making sure that all our customers are aware of and exercising their rights in terms of the Batho Pele principles.

Leadership and Strategic Direction: Good leadership is one of the most critical ingredients for successful organisations. Organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organisation. They take an active role in the organisation's success.

ISIZULU

IMIGOMO EYISHUMI NANYE -BATHO PELE

IziNhloko zeMinyango okuyizona ezingamafolosi ziyiqinisekisa ukuthi abasebenzi abangaphansi kwazo bayayilandela le imigomo elandelayo njengalokhu iyingxenye yemisebenzi yazo.

UKUXHUMANA: Izakhamuzi kumele zaziswe mayelana nezinga, iqophelo kanye nohlobo lwemisebenzi ezenzelwa yona futhi uma kunokwenzeka, kumele zinikezwe ithuba lokuzikukhethela imisebenzi ezenzelwa yona. Ukuqinisekisa ukuthi lokhu kuyenzeka, kumele kubhekwe lokhu okulandelayo. Bonke okusetshenziswana nabo abangaphakathi kanye nabangaphandle kumele baziswe ngohlobo, inani kanye neqophelo lemisebenzi ezohlinzekwa ukuze kuhlonzwe izidingo kanye nokulindelwe umphakathi.

IQOPHELO LOMSEBENZI : Izakhamuzi kumele zitshelwe ngezinga kanye neqophelo lemisebenzi yomphakathi ezizokwenzelwa yona ukuze zazi ukuthi yini okumele ziyilindele. Iqophelo lomsebenzi liyizitatimende ezilinganisekayo ezicacile zezinga lokwenziwa komsebenzi elidingekile nelethenjisiwe, eziqukethe izimpawu eziphathelele nokwenziwa komsebenzi ngendlela encomekayo. Lezi zimpawu zisetshenziselwa ukulinganisa noma ukuhlola ukwenziwa komsebenzi kumbe izidingo ezilethelwe umphakathi. Lokhu kusiza amakhasimende ukuba akwazi ukubona ukuthi ngabe umsebenzi enzelwa wona usezingeni ebelethenjisiwe yini noma cha. (Zonke izimpiko kuyodingeka ukuba zikhiphe Imiqulu yemisebenzi echaza ngemisebenzi evela ikhona kanye nemisebenzi emisha. IziNhloko Zeminyango kumele ziqinisekise ukuthi okulandelayo kuyenziwa:- Kumele kwakhiwe uMqulu Wokunikezela Ngezinsiza (i-Service Charter) uphinde ukhishelwe umphakathi. Iqophelo lomsebenzi kumele lishicilelwe futhi kuxoxiswane ngalo nalabo abahlinzekwayo kuphinde kugqugquzelwe ukuba umphakathi ubeke imibono ngeqophelo lomsebenzi ohlinzekiwe.

UKUFINYELELA: Zonke izakhamuzi kufanele ziyithole ngokulinganayo imisebenzi ezinelungelo lokuyithola. (IMinyango kuyomele ibe nezinhlelo eziyokwenza kubelula ukufinyelela kubasebenzi bayo kanye nemisebenzi kahulumeni. Kumele yakhe

iphinde iqalise izinhlelo eziyisipesheli ezimaqondana nokwenziwa ngcono kokuhanjiswa kwezidingo kubantu abaphila ngokukhubazeka, abancisheke abathuba ngokwenhlalo kanye nangokwamasiko.)

INHLOMIPHLO: Izakhamuzi kumele ziphathwe ngenhlonipho kanye nangokucabangela. Yonke iMnyango kuyomele ibeke iqophelo maqondana nokuphathwa komphakathi bese lokho ikufaka kwiMigomo Yokuziphatha yayo, kumagugungangi kanye nasezinhlelweni zokuqeqesha. Indlela abasebenzi abenza ngayo umsebenzi kumele ihlale iqashelwa njalo, kanti futhi ukungahloniphi kwabasebenzi angeke kubezekezelelwe neze. INhloko yoMnyango ngayinye kumele yenze uhlelo lokuthola uvo lomphakathi owenzelwa imisebenzi ukuze ithole ukuthi linjani izinga lenhlonipho kubasebenzi.

ULWAZI: Izakhamuzi kumele zinikezwe ulwazi olugcwele nokuyilona ngemisebenzi kahulumeni ezinelungelo lokuyithola. (Umphakathi uyothola ulwazi olugcwele, oluqondile nolosuku nosuku maqondana nemisebenzi ezinelungelo lokuyithola. Ulwazi kumele luhlinzekwe ezindaweni okwenziwa kuzo umsebenzi, emaphephandabeni kanye nasemisakazweni yendawo futhi nangezilimi ezahlukene ezisemthethweni. Izinombolo zokuxhumana kanye namagama kumele kuvele kwezokuxhumana zazo zonke Izimpiko).

UKUVULELEKA KANYE NOKUBA SOBALA: Izakhamuzi kumele zitshelwe ukuthi uMasipala waseMnambithi uphethwe kanjani, ngamalini kanye nokuthi ubani ophethe. (Umphakathi uyokuba nelungelo lokwazi abasebenzi boPhiko ngalunye, imininingwane yezikhulu eziphezulu, ukusetsheniswa kwezimali kanye nokwenziwa komsebenzi uma kuqhathaniswa neqophelo elibekiwe angeke kube yimfihlo.) Amakhasimende kumele azi ukuthi uban iNhloko yoPhiko, Amakhasimende kumele azi ukuthi kudla malini ukusebenza ko Phiko. Lolu lwazi olungenhla kumele amakhasimende akwaz ukuthola ngaso sonke isikhathi.

UKULUNGISA OKONAKELE: Uma umsebenzi owenziwe ungafiki eqophelweni ebelethenjisiwe, kumele kuxoliswe kwikhasimende, bese linikezwa incazelo egcwele kanye nesixazululo esisheshayo nesizolungisa lesi simo. Uma ikhasimende linesikhalo, kumele liphendulwe ngendlela enozwelo nelibeka ethembeni. (Kuyosungulwa izindlela zokubhekana nokungagculiseki komphakathi kanti futhi bonke abasebenzi bayoqeqeshwa maqondana nokubhekana nezikhalo ngokushesha nangempumelo). UMnyango ngamunye kumele ube nohlelo lokubhekana nezikhalo. Lolo hlelo kumele lulokhu luhlolwa ukuqinisekisa ukuthi lusebenza ngempumelelo noma cha.

UMSEBENZI OSEQOPHELWENI LEMALI: Imisebenzi yomphakathi kumele yenziwe ngendlela eyongayo neyimpumelelo ukuze amakhasimende athole okufanele imali yawo. (Umphakathi yiwona okhokha imali yentela, ngakho-ke unelungelo lokuphoqa ukuthi imali yawo isetshenziswe ngendlela efanele. Izimpiko kumele zenze ngokusemandleni ukuthi zihlinzeka umsebenzi ngendlela eyonga nangempumelelo kanye nokuthuthukiswa kwendlela yokuhanjiswa kwezidingo okusezinhlelweni.

UKUKHUTHAZA IMIQONDO EMISHA KANYE NOKUKLOMELISA UMSEBENZI ONCOMEKAYO: UMasipala uyoqinisekisa ukuthi udala isimo esivumela ukuhanjiswa kwezidingo ngendlela encomekayo, ukuhlomisa abasebenzi ngamakhono ukuze bahlinzeke izidingo ngempumelelo.

UMTHELELA WOKULETHWA KWEZIDINGO: Ukusebenzisa Izinhlelo zethu Zokuphathwa Kokwenziwa Komsebenzi kanye nokubandakanya Umphakathi ukulawula kanye nokuhlola imiphumela yokuhanjiswa kwezidingo kubantu.

UBUHOLI KANYE NAMASU OKUHOLA: Bonke abaholi abathintekayo maqondana nokuhanjiswa kwezidingo bayonikeza umkhombandlela, bahlelembe, baxoxisane nabasebenzi, bakhe ubudlelwano obuqinile nokubanjiswene nabo baphinde bakhombise ukuziphatha ngendlela eyamukelekile kanye namagugungqangi aphasile.