



PROVINCE OF KWAZULU-NATAL  
ISIFUNDAZWE SAKWAZULU-NATALI

## KWAZULU-NATAL PREMIER'S SERVICE EXCELLENCE AWARDS

# BEST PRACTICE REPORT 2011 / 2012



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# BEST PRACTICE REPORT 2011 / 2012



PROVINCE OF KWAZULU-NATAL  
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# Message from the Premier



Premier Dr. Zweli Mkhize

It is with great pride that we release this Public Service Excellence Award manual for the year 2013. This scope of the report addresses the following aspects:

- The background and current status of the PSEA
- A recommended new model for the Premier's Service Excellence

Awards including:

1. proposals on the future strategic positioning of the KwaZulu-Natal PSEA as a catalyst for continuous improvement of service delivery
2. adjustments to the PSEA process and criteria
3. a model for implementation
4. timeframes for implementing a new awards model

The PSEA, a non monetary team-based award scheme, was developed to encourage a Batho Pele ethos with the ultimate aim of creating a culture of continuous improvement of service delivery and greater accountability to public sector customers and stakeholders within participating organisations.

It was the first of its kind at the time and has been run on an annual basis since then. The KZN PSEA was seen as a best practice by other provinces, all of which have largely adopted the same process and criteria for their own service

Excellence awards schemes. All did so with the assistance of the current sponsors, Standard Bank and /or PriceWaterhouseCoopers. The original thinking in the development of the PSEA scheme was that it would provide the leverage needed to move public



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# Message from the Premier



PROVINCE OF KWAZULU-NATAL  
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servants from the then prevailing bureaucratic culture of an inward focus on red tape to an external focus on customers and their needs as central to everything they do.

The idea was to sell the scheme to generate as much participation as possible, as the greater the level of participation the greater the level of Batho Pele implementation would be. Public recognition and celebration of those who reached the desired high levels of excellence was seen as a catalyst for others to emulate their best practices, and in this way spread the desired changes in behaviours which would generate further participation. In this way the cycle of continuous improvement would be completed.

It was understood from the beginning that to achieve this goal it would be necessary to focus strongly on selling the concept and obtaining buy-in across all departments and at all levels within departments. Thus marketing of the scheme and providing

feedback on assessment were seen as very important focus areas of each cycle.

The original criteria designed for measurement were based closely on the 8 Batho Pele principles as contained in the White Paper for Transformation of Public Service Delivery. As these principles were similar in content to the nine principles the Charter Mark was based on, best practices of organisations who had achieved the Charter Mark were also used in the design of the criteria.

DR. ZL MKHIZE

PREMIER: Province of KwaZulu-Natal



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# Explaining the Logos



## KwaZulu Natal Coat of Arms

### The Zig-Zag Partition

Alludes to the majestic Drakensberg Mountains, which are green in summer and snow-capped in winter.

### The Strelitzia Flower

Has long been associated with the Province as a floral emblem and represents the natural beauty of the Province.

### The Dove Tailed Bordure

(The green on which the lion and wildebeest are standing) – indicates the interdependence of the inhabitants of the Province.

### The White Star

Represents the star signalling the birth of Christ (Vasco da Gama), the early Portuguese explorer, named the coastal region Natalia on Christmas Day 1497.

### The Head Ring (Isicoco)

This is a symbol of wisdom and of good standing in the community.

### The Motto

"Masikusume Sakhe" translated to English means "Let us Stand Up and Build".

### The Lion Supporter

Plays an important role in African (Zulu) culture. His Majesty The King is referred to as the Ingonyama (Lion). The lion also represents an important feature of the state emblems of India as well as the British Royal Arms. The lion supporter is therefore a unifying heraldic component.

### The Black Wildebeest Supporter

Is associated in heraldic context with the former Province of Natal.

### The Hemispherical Zulu Hut

Rests on the point of the shield. Such a hut could form an appropriate head for the Province mace, thus linking the Coat of Arms and the Mace.

### The Crossed Assegai And Knob Kierie (Iwisa)

Are symbols of authority and are placed behind the shield.



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# Explaining the Logos

## KwaZulu-Natal Premier's Service Excellence Awards



This logo was designed and registered especially to brand the Premier's Service Excellence Awards of KZN. Winners have a right to use the logo to advertise their status. The coloured figures with arms held aloft represent a celebration of both giving and receiving service excellence by the public sector and citizens of this Province.

Using the colours of the South African flag symbolises the ultimate impact the provision of good quality services will have on the country as a whole. The tick denotes that a specified standard of excellence has been achieved. The circle enclosing the figures represents a medal and symbolises continuous improvement.

## KwaZulu-Natal Citizens Charter



### Together beating the drum symbolises:

Bringing together all the people of KwaZulu-Natal to deepen the understanding of what the citizens of KwaZulu-Natal yearn for, so that all those involved are placed in a powerful position to revitalise their efforts to ensure a better life for all. Doing things together in harmony, with excitement, exuding energy, enthusiasm and willingness to perform – integrated service delivery.

### Clockwise circular continuous movement around the drum:

This is a symbol of continuing service delivery improvement /an endless quest for improvement in service delivery. Even when the resources run low and constraints multiply exponentially (the dipping as well as the bottom of the arc), integration of efforts will see us through to another higher level of achievement.

### Where is all this happening?

We affirm our commitment to the service excellence within the boundaries in which the symbolic drum is placed: The Province of KwaZulu-Natal.



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# 11 Principles of Batho Pele



Organisations who enter for the Premier's Service Excellence Awards must demonstrate that they practice the 11 principles of Batho Pele.

## 1. Consultation

While you may think you know what your customers want, the only way to find out is to ask them. This can be done in many ways, through questionnaires, surveys and by talking to your customers. You should consult with your customers and find out their views on the basic services your department can offer and any new basic services your customers would like. Only when we know what they want, can we provide the service they require.

*Through the KZN Citizens Charter, all Provincial government departments have committed themselves to the following consultation arrangements:*

- To develop an effective and relevant consultation
- To develop and implement customer satisfaction assessment surveys at the front line, departmental and provincial levels
- To produce quarterly, half-yearly and annual reports for public scrutiny and input

## 2. Service Standards

How do we know we are doing things better, and getting it right, if we don't measure our performance? We must set realistic yet challenging service standards, with our customers in areas that are important to them and then try to match them or even exceed them. Customers should be told precisely what standards of service they can expect from us.

*Through the KZN Citizens Charter, all Provincial government departments have committed themselves to the following arrangements for service standards:*

- To develop and implement a Service Commitment Charter and Service Delivery Improvement Programme with appropriate standards
- 100% compliance with the public sector management regulatory framework
- 100% compliance with relevant legislation and policies. Deliver all services according to approved business plans and within allocated budget
- To review their performance against standards set and to raise them each year

## 3. Access

Most of us think of access as putting ramps for wheelchairs and providing easy parking for our customers. But access is much more than that. It's also about taking our services to customers who live far that we make it as easy as possible for all customers, especially the physically, socially and culturally disadvantaged to benefit from the service we provide. It is about providing a seamless access to services for all.



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# 11 Principles of Batho Pele

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving access:*

- To develop strategies to facilitate service delivery
- Establish a Provincial call-centre that will serve as a gateway to public service in KZN
- Establish One-Stop service centres by departments within the next 3-5 years.
- Develop web-sites that allow on-line access to services and information
- Increased accessibility to all service centres by disabled customers
- Improving treatment of citizens at access points and at the frontline

## 4. Courtesy

Courtesy to all our clients should include being polite, helpful and willing, not only face to face, but on the telephone and through correspondence. It is our job to respect each and every customer, even when we think they are rude and unreasonable. If we are not courteous then it reflects on the whole of our department. Standards for courtesy must be set and incorporated into your Code of Courtesy, values and training programmes. All staff should receive training in customer courtesy and their performance monitored regularly.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving courtesy:*

- Customer service training including Batho Pele training to all frontline staff
- Workshops on Public Service Code of Conduct to all frontline staff
- Training on protocol to relevant stakeholders and key staff
- Cultural diversity training for all public servants
- Training receptionists before placing them at reception areas
- Acknowledging correspondence within 3 working days
- Speedy reply to correspondence
- Improvement in public relations, code of conduct, dress code and telephone etiquette

## 5. Information

With 11 different official languages it may be difficult to reach all our customers in their mother tongue. But we should do our best to ensure that all information is easily available in the most commonly spoken languages in our area. This means translating our written information and, if possible, being able to speak to our customers in their home language. Our customers need to know what services we can offer and how they can benefit from those services. The public should receive complete, accurate, helpful and easy to understand information about all services.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving courtesy:*

- Publishing a reviewed version of the KZN Provincial Citizens Charter
- Publishing the results of customer satisfaction survey 3 months after it is conducted
- Addressing citizens accessing services at the frontline in a language they understand
- All information to be made available in IsiZulu, English and Afrikaans
- Making use of visual aids to assist in understanding
- Publicizing the "Know your Rights" campaign within six months of the adoption of the Citizens Charter.



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# 11 Principles of Batho Pele

## 6. Openness and Transparency

We should be open and honest about all our day-to-day work. How much money our department receives and how it is spent, should be available to the public. Annual reports and accounts should be published so that our customers can see that the money is being used wisely and how we have performed against our promised standards and targets.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving openness and transparency:*

- Publishing a provincial annual report in December each year and departmental reports in November
- Submitting quarterly reports to relevant stakeholders (July, October, January and April)
- Service Delivery Improvement Programme Reports will include progress against business plans and implementation of Batho Pele
- 100% compliance with the promotion of Access to Information Act
- All information to contain contact details of relevant officials

## 7. Redress / Dealing with Complaints

We should tell our customers where they can complain and how to complain if they are not satisfied with the service they have received. We should apologise and promise to put things right as quickly as possible, even if it is not our fault. Customers have a right to expect good service and we should keep record of complaints and how they are dealt with so that the same mistakes do not happen again.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving openness and transparency:*

- Develop a complaints procedure and policy
- Train staff in how to deal with complaints
- Resolve all complaints within the stipulated timeframes
- Make the complaints procedure available online
- Frontline teams to demonstrate that they have analysed and used complaints to improve service delivery.

## 8. Giving best value

Citizens who pay tax have a right to know how their money is spent. Your department must be able to prove that it is spending money wisely and that money is not being wasted – at the same time, improving your service delivery. We may wish for better resources, or more money or staff, but in the meantime we should find ways of saving both time and money while improving our service. We should guard against wastage, fraud and corruption and try to do things right the first time.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving openness and transparency:*

- Delivery of services according to approved business plans and within the allocated budget.
- Identifying best practices and innovations for saving costs, while improving efficiency.

# 11 Principles of Batho Pele

## 9. Encouraging innovation and rewarding excellence

New and innovative ideas from among the staff and teams should be encouraged, especially if those ideas will improve service delivery and help raise your standards of service excellence. Staff and teams should receive recognition for new ideas and good practices. Again, apart from the prescribed measures, this can be done in a number of ways, through special launches, certificates, and incentives of various kinds or just a simple 'thank you'.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving openness and transparency:*

- To introduce mechanisms to encourage innovation and creativity
- Facilitate the sharing of best practices
- Recognise and reward performance and identify new ways of rewarding excellence
- Keep track of the number of contributions made and impact of new ideas implemented
- Link the Premier's Service Excellence Awards Scheme to the Charter

## 10. Leadership and strategic direction

In any organisation, leadership is important. Leaders should set the direction and lead by example. Leaders are responsible for creating the right environment which encourages creativity and innovation. Good leaders should empower their people to work together, plan together and reach the targets and goals for providing service excellence together.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to the following arrangements for improving openness and transparency:*

- Customer focused, effective and user-friendly strategic plans be in place.
- Leaders to develop mechanisms to obtain feedback from their customers, subordinates, peers and superiors on their leadership and managerial abilities.
- Leaders to have personal development plans in place.

## 11. Service delivery impact

By putting all the Batho Pele principles into action at the same time, we should improve our service which should, in turn, have a positive impact on our customers. By working together as a team, we will help to improve the lives of all our customers.

*Through the KZN Citizens Charter, all provincial government departments have committed themselves to measuring the impact of their Batho Pele aligned service delivery on the lives of the citizens of KwaZulu-Natal in the first 3 years and thereafter, every five years.*



## Judges for 2011/2012 Premier's Service Excellence Awards



**Dr SB Vumase**

### QUALIFICATIONS

DEGREE : Doctor of Technology in Business Admin;  
DEGREE : MBA (Masters in business administration);  
DEGREE : B.A. Cur (Admin & Community Health);  
DIPLOMA : General Nursing Science, Ngwelezana;  
DIPLOMA : Midwifery, Ngwelezana College, 1989; and  
DIPLOMA : Psychiatric Nursing, Madadeni, 1990.

### OTHER QUALIFICATIONS ACHIEVED

- Diploma Business Administration – MANCOSA, Durban;
- Diploma Development Study – UNISA, Pretoria;
- Human Resource Studies- ICESA, Durban;
- Leadership Development – ICESA, Durban;
- Financial Management – University of Potchefstroom;
- AIDS Education & Counselling- Richards Bay;
- HIV/AIDS Train the Trainer- Durban;
- Managers STD Training – Durban;
- Forensic Medicine & Medical Law – Empangeni;
- Tackling TB, Policing – Cape Town; and
- DIME (Design, Implementation, Monitoring & Evaluation) – Pretoria.

### PROFESSIONAL EXPERIENCE

Dr Vumase has been in a senior management position in both the public and private sectors for more than 15 years, and includes the following:

Jan 2006 to date: CEO, Manguzi Hospital;  
1 July 2004 to 31 Dec 2005: CEO, eDumbe CHC;  
1 January 2002 to 30 June 2004: Health Programmes Manager, uMkhanyakude Health District and 2000 to 2001: PMTCT Program manager, university of Kwa-Zulu Natal.

### MR NOVEMBER MBONANI - OFFICE OF THE PREMIER, MPUMALANGA

November is currently employed in the Office of Premier as Provincial Coordinator for Service Excellence and Service Delivery Improvement Programmes, Mpumalanga Provincial Government. He has great passion in the promotion of excellence initiatives and rewarding of innovative practices. He serves as a Provincial Batho Pele Representative in the National Batho Pele Forum and is a Contributing Editor for the feature articles in the Social Investment Showcase Booklet and also a mentor for emerging Innovators and aspirant Batho Pele and Service Delivery Champions in Mpumalanga. He is a Member of the Adjudication Panel for the Centre of Public Sector Innovation (CPSI) from 2009 to date.

### QUALIFICATIONS:

Presidential Strategic Leadership Development Programme (University of North West)  
Diploma in Advance Management - cum laude in Personnel Management and Human Resource Development (Management College of Southern Africa- Mancosa)  
Postgraduate Certificate in Public Management (University of Stellenbosch)  
Diploma in Office Computing (cum laude) (Damelin College)  
Certificate in Business Studies (Mancosa)  
Completed a Middle Managers Development Programme (Regenesys Business Management School)  
MBA, Tourism Development and Management (Final Year) – (Mancosa)



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## Judges for 2011/2012 Premier's Service Excellence Awards



**Nompumelelo (Mpumie) Yeni**

### Experience:

Ms Yeni is presently working for the Department of Public Service and Administration (DPSA). She joined DPSA in 2006 as a Director: Service Delivery Improvement. She was responsible for Service Delivery Improvement Programmes, ranging from SDI Plans, Interventions, Culture Change (Batho Pele). During her period at DPSA, she changed focus as she also worked as Knowledge Manager, of which she was responsible for leading and guiding Knowledge Management in the public service. Her responsibilities included creation and facilitation of Knowledge Sharing Platforms, Knowledge Products, and Impact Assessment Programmes.

She is currently responsible for Change Management of which her responsibility is to lead, guide and support the public service with initiatives to improve service delivery through transformation, innovation in order to have a government that is responsive to the needs of the people/ citizens. Her areas of responsibilities include, among others, Change Management, Modernisation of or Repositioning the public service, Complaints & Compliments Management.

Before joining DPSA, she worked eight (8) years for the Department of Labour (DoL) in various areas or offices, and Provinces (Gauteng, Western Cape and KZN). She worked at DoL as Assistant Manager where she was responsible for Records Management, Customer Care, Processing of Claims, Fraud Prevention and Service Delivery Improvement throughout the Province by supporting the Labour Centres with initiatives to improve service delivery, conduct customer care training, among other innovations. Her last position with DoL, was a Regional Manager of Pietermaritzburg Labour Centre. Her responsibility was to manage the Labour Centre of PMB with its satellite offices in taking the services closer to the people, improve its performance and enhance the satisfaction levels of the citizens. Before Ms Yeni joined the public service in 1998 through the Department of Labour, she worked for the private sector; i.e. Old Mutual and Telkom in areas of marketing and customer care.

### Education:

She is versatile; all rounder with the interest of attaining the best in what she does, as you can see in her experience. She holds a number of qualifications, including:

- Chemical Laboratory Diploma
- Public Administration and Management Diploma
- Training and Development Diploma
- Public Management Honours
- Finalising her Master's degree in Public Administration
- Leadership Management (postgraduate certificate)

Due to her passion and commitment to serve SA citizens, she converted from being a scientist or marketing specialist in the private sector to being a dedicated public servant. Hence, putting people first and improving the satisfaction levels of the citizens is what brings fulfilment to her, personally, when delivering or engaging with her daily work (whether making a decision, providing support or advising) to enhance performance of public institutions; thus improving the satisfaction levels of SA citizens.



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## Sponsors Message from ABSA



Abisa, is proud to be a sponsor of the 2013 Premier's Service Excellence Awards which have, since 1999, become an annual institution on the calendar of the Premier.

It is a special evening celebrating those exceptional people who strive for and ensure continuous improvement in service delivery - encouraging the Batho Pele ethos of placing great value on public sector customers and stakeholders.

Just as the KwaZulu Natal Province does, Absa also values the importance of **helping people achieve their ambitions in the right way**. This guides our every action.

It is through living our core values of **Respect, Integrity, Service, Excellence and Stewardship** that we ensure that this behaviour is brought to life.

**Excellence** calls on us to use all our **energy, skills and resources** to deliver the **highest level of service** to our customers and clients.

As a member of Barclays, we apply these core values in all 12 of our presence countries across the continent, which cover three-fifths of Africa's total banking revenue pool.



Our pursuit of excellence has been rewarded through us being honoured with various awards including the following:

- **Number 1 Banking Brand 2012** - *SundayTimes* Top Brands Survey (6 years consecutively)
- **2012 Best Bank and Best Mortgage Lender** - The Star Readers Choice
- **2012 Best Retail Bank in Africa**
  - Best Retail Bank in South Africa (and 2011)
  - Best Credit Card Management.
- **Top Retail Bank and Top Short-Term Insurer 2012 TGI SA Icon Brands** [Rapport and City Press 3 years consecutively]

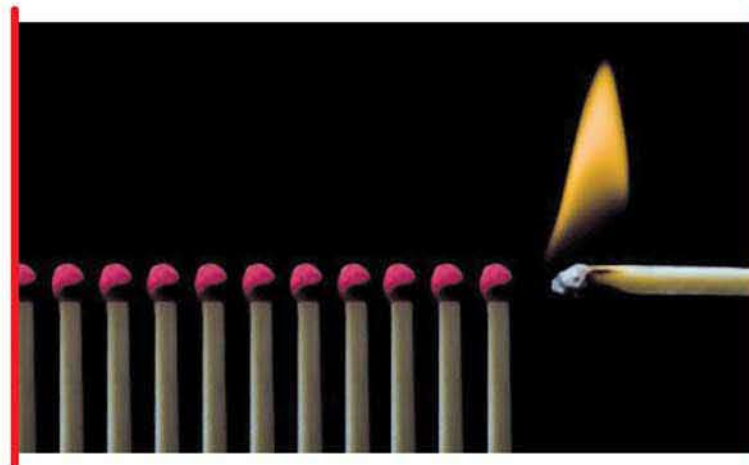
To quote Aristotle, a great thinker synonymous to excellence and success himself:

*"Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit."*

Abisa would like to congratulate and thank each finalist and winner for their continued focus and dedication to service excellence, and we hope the **habit of delivering excellent service** will continue to grow in the KwaZulu-Natal Province.

Stephen Seaka

Head of Public Sector



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# Department of Public Works Mtubatuba Sub District Office



## KwaZulu Natal Department of Public Works Umkhanyakude Sub District Office

"The commitment of my staff in delivering services to our customers is unbelievable, they go out of their way to ensure that even with the limited resources at our disposal, coupled with the fact that we are in a rural district, we put our customers first in all that we do" says the District Manager, Ms Philile Zulu. "what is of paramount importance here is how we do our work"

The mandate of the Umkhanyakude Sub-district office of the KwaZulu Natal Provincial Department of Public Works based in Mtubatuba is to provide infrastructure delivery and property management within the vicinity of Mtubatuba. The responsibility of this office entails assisting in the identification of government owned property, assist contractors in the completion of related documentation and interacting with other government structures within the district.



The office renders the following services on a day-to-day basis; infrastructure delivery, where it does daily maintenance of project for its client departments. The office also facilitates different programmes at national and provincial levels. The Expanded Public Works Programme is the key national programme while the KwaZulu Natal Premier's Operation Sukuma Sakhe takes centre stage at the provincial level. The office participates in the Izandla Ziyagezana (IZ) Programme and also offers bursaries to throughout the Mtubatuba community at large.



The Umkhanyakude Sub District office, like other government institutions, rolls out all its operations with a strong compliance of all the Batho Pele Principles. The office advertises all its intentions, notices, tenders and other relevant operations on local publications, on their notice boards and even through municipalities so that the service providers are aware of the services offered by this office at all times.



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The office also ensures that proper and updated information is cascaded to its service providers through briefings, circulars and electronic correspondence so that the service providers are always aware of new developments and, in turn, boost service delivery. The office has a fully operational helpdesk that one finds at entrance right next to the reception area. This is again a very sharp tool used to inform any customer that enters the premises. It helps in the provision of information regarding tender documentation and closing dates, updated laws, acts and office compliance forms to mention but a few. The office management is confident that the amount of information available to their clients is enough for people to understand what the office Public Works in Umkhanyakude is all about.



Information is available in several forms including pamphlets and braille documents for those who cannot see. At the reception area there is a media screen that is solely dedicated to broadcasting any promotional material related to the services offered by this office and the department of Public Works as a whole. Visitors have a full view of this screen while waiting to be served on a daily basis.

This office has minimized unnecessary spending by adopting a system of performing minor and cost effective projects in-house rather than procuring an external service provider to offer the service. This allows the office to save money while offering best value. To achieve this goal, the office utilizes the services of departmental artisans who provide different trades ranging from bricklaying, plumbing to carpentry to mention but a few.

Philile is proud of this aspect of their operations. She believes that these artisans are being given an opportunity of being utilized and capacitated to the maximum. "We take this as a strong point because those artisans are being given capacity building in terms of giving training to update them of the new systems in terms of the national Building Act. So as best value for us, we utilize them instead of procuring these services from local contractors," She concludes.

The office continuously, through its artisans, makes the use of redundant furniture to build office material that it keeps for use in the office or supplies it to other departments within the Mtubatuba area. Through Operation Sukuma Sakhe, this office has donated computers for use in War Rooms within Umkhanyakude District.

Within Public Works Umkhanyakude Sub District Office, access is key. The office has signage and direction boards that lead you from the main roads right through to the entrance of the institution. At the gate there are well-mannered security guards who regulate access control and also ensure that no criminal activities take place. The parking space available for visitors is ample and the disabled customers have dedicated parking bays allocated to them. There are wheelchair ramps that lead you up to the main entrance. At the reception access to information is the way of life. Information is displayed at every angle you turn. The organogram and contact numbers of instrumental officials are visible for all to see.



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As for the service delivery impact, this office attends to projects within the stipulated times and ensures that the service is provided efficiently as per the standards of the National Regulation Building Act. The office interacts with other departments, Municipalities and communities to offer and provide their skills as Public Works deals with more professional and technical skills. They have specific service standards and these are monitored accordingly.

As part of service delivery impact, this office embarks on an annual "Adopt a School Campaign" where the office adopts a school and provides uniform sets to the needy school children. The office also identifies needy families and provides them with food parcels in an effort to assist in the fight against poverty. The office prides itself for the capacity building that it offers to its staff members who they train as artisans and in return these staff members help build houses. Management believes that if these staff members had not been trained as artisans there would be lots of negative reports of houses falling apart and service delivery would be greatly hindered.

The office makes regular visits to schools to inform learners what the department of Public Works is all about and provide learners with relevant information concerning various career paths that are available within the profession. With the awareness of skills shortages in the country, there is a particular programme this department offers to the grade 12 learners which is called Take Girl Child To Work where the department exposes the learners to the department's services and opportunities existing within. The learners are also exposed to the existing bursary opportunities and internship programmes offered by the office.

The Umkhanyakude Sub District Office includes itself in all the Operation Sukuma Sakhe initiatives and visits war rooms with the main aim of ensuring that the infrastructure is fully functional. If there is a burst pipe, for an example, the office will send its artisans to deal with the problem as speedily as possible, allowing the smooth flow and continuation of the services. If and when there are houses to be built under OSS banner, the office sends through its artisans to build and ensure safe completion of mission and in compliance with the relevant prescripts. The office donated computers to all war room within Umkhanyakude district to ensure that electronic records are kept safely and data that capturing is done.



In order for this office to observe and adhere to the Batho Pele Principles, it has appointed a Batho Pele Champion that is responsible for training its staff and make sure that the principles are practiced daily and not just memorized. The champion has since developed a pledge that was signed by every staff member confining them to comply with all the principles. This signed pledge gives assurance of the improved services offered by Umkhanyakude Sub District Office.

This institution lives, breathes and oozes Batho Pele and are the deserving winners of the 2011/2012 Premier's Service Excellence Awards.

Congratulations on your achievement!





# eThekweni Municipality

## Department of Parks, Recreation and Culture



SILVER AWARD  
SERVICE EXCELLENCE

### EtheKwini Municipality Department of Parks, Recreation and Culture

The existence of Parks, Recreation and Culture is based on the core foundation of Social cohesion. Since discrimination was removed from the law books, the mission now in a practical sense on a day to day living the department needs to bring in high sense of integrations between various religious groups, racial groups and age groups. So in that sense, all of the department's activities are aligned to achieve exactly that purpose.

The Department of Parks, Recreation and Culture is one of the most important departments within the EtheKwini Municipality. It has four units, namely Libraries & Heritage, Sports & Recreation Development & Parks, Leisure and Cemeteries.



"Over the past two to three years the department engaged in intensive discussions with its staff and external clients or stakeholders in search of a reason for this department's existence, especially after 1994. It was discovered that the reason why the apartheid government survived so long was because they were able to use, in an extreme manner, parks, recreation and culture to divide people along racial lines, gender and many other differences using sports arts and culture before 1994", says Theminkosi Ngcobo, the head of the Department.

In the discussion, it was learnt that these functions could perform or achieve different purposes depending on whose hands they are in. Before 1994 they were in the hands of a racial government and were used to divide people, consolidate race and racism. Now after 1994, the realization is that the same functions can be used to unite people across culture, racial lines, gender and many other aspects including

religion. This is the new purpose of park, recreation and culture.

The department is at the forefront of helping the city achieve racial integration through a number of projects. The department is always on the lookout for new ways of supporting those activities that were previously marginalized. On a day-to-day basis the department emphasizes on projects that promote racial integration. In order for this department to achieve its goals and objectives, it has a lot of sharp systems put in place and is in full compliance with all the Batho Pele Principles as they are at the coalface of service delivery.

This department has customer care ambassadors programme that constantly visit all their sites on a day-to-day basis to ensure that all service delivery standards are met and that all Batho Pele Principles are adhered to.



The department also has a mystery-shopping project where they appoint an external service provider who goes out to investigate whether the department's buildings are in compliance with the customer care service that they provide. The mystery shopper also keeps a close eye on staff members to see if they are wearing name badges at all times so that customers can easily identify them. They also monitor whether the staff is presentable and wearing appropriate uniform and that they maintain required standards of telephone etiquettes. If there are irregularities in the above-mentioned aspects, the line manager is advised and appropriate action is taken. This process happens on a daily basis to ensure consistency and high levels of competence.

EtheKwini Municipality's Parks Recreation and Culture department has a Batho Pele Forum that meets on a monthly basis to ensure that whatever activities that have to be rolled out by each and every unit are discussed.

Consultation begins at management level where they hold monthly management meetings as well as the staff monthly meetings to disseminate the same information to staff

members. It does not end there as the department also has set quarterly meetings with councilors to discuss service delivery and other pertinent issues.



As far as the service standards are concerned, the unit has developed their service delivery charter that is displayed in all their offices aimed at speaking to both internal and external customers and these standards are monitored on a monthly basis by the management.

Access to services is evident in most of their buildings have public toilets that are friendly to people with disabilities. The department also has a modern mobile library that goes out into the public and offer information and services that are needed. This is one of the greatest examples that the department does not wait for the public to come to them but takes the initiative to deliver services to the public. It is also very heartwarming to note that their mobile library is friendly to wheelchair users as it has an electronic ramp that moves from the ground to the based of the actual floor of the library to ensure easy access.

The Department of Parks, Recreation and Culture meet on an annual basis to strategize and review their plans to review their performance in that particular financial year. This enables the department to implement new strategies, if needed, so that it improves the way services are rendered to their customers.

The department employs staff from the public through a project called Extended Public Works Programme (EPWP). Approximately 5000 people were employed through this programme in the 2011/2012 financial year. This project has gone a long way in the creation of jobs for the citizens of the country, the provincial government of KwaZulu Natal and more importantly, EtheKwini Municipality at large

This department has also implemented a system whereby all of their outgoing employees who have reached the retirement age are approached and given a questionnaire concerning their stay at the department throughout their employment period. Out of this, the department gets valuable information that assists in determining how service delivery could be improved going forward.





# KZN Provincial Treasury

## Pietermaritzburg



SILVER AWARD  
SERVICE EXCELLENCE

### KwaZulu Natal Department of Treasury Provincial Internal Audit Services – Assurance Services

There is no doubt that this department is amongst the leading departments within the KwaZulu Natal Government Administration. The hard work that they do is complimented by each and every staff member that occupies their office. The friendly gestures and the willingness to assist from the security guards right up to the second in charge makes their customers feel at home and look forward to excellent service provision by the unit.



The Provincial Internal Audit Services within KZN Provincial Treasury is responsible for providing a shared Internal Audit function to provincial government departments and certain provincial public entities. The Unit is made up of Assurance Services and Risk & Advisory Services, which include forensic investigations. The unit

also provides administrative support to the shared Provincial Audit and Risk Committee. With the increased focus on governance and the elimination of fraud and corruption, the Internal Audit Unit's focus is to proactively assist these institutions to detect and report on these matters.

Provincial Internal Audit Services is a sub-programme within KZN Provincial Treasury and the head of internal audit reports administratively to the Head of Department, but functionally to the Provincial Audit & Risk Committee in order to maintain the independence of the sub-programme.



Provincial Internal Audit Service (PIAS), is a function that was set up under sections 38 (1)(a)(i) and 76 (4)(e) of the PFMA, and mandated in terms of Internal Audit Act 2 of 2001, as a shared function for the KwaZulu Natal Provincial Administration (KZNPA), and in terms of paragraph 3.2.3 of the Treasury Regulations. The component currently services a total of 15 Provincial Departments and 8 Public Entities.

To provide an independent and objective assurance and consulting service designed to add value and improve KwaZulu Natal Provincial Administration operations through evaluations of the systems of internal control, risk management and corporate governance processes; and to provide value adding recommendations to management to address any weaknesses identified.

The nature of work within this department requires the management and the staff to work hand in hand as a team so it is vital that they understand, support each other in order to know what makes each employees productive.

The department works closely with its clients in order to understand what it is that the client prefers from the services that they are offering. The main focus is ensuring that they add value to the services of their clients for the clients to achieve their objectives.



There are a few attributes that drive this department – confidentiality, performance, self-discipline as team members are sometimes required to work extra hours so as to deliver a product of high quality to the client. Because of their high delivery standards they have become a training ground for other professional institutions that come, not only from the jurisdiction of our shores but also as far as Angola and Kenya who come to learn how they do things as internal auditors in areas of risk management and internal auditing. The department works hand in hand with the office of the premier, the auditor general and is supported by the provincial audit committee.

Over and above their high quality work and the helpful staff members, this department observes and accommodates the needs of physically challenged individuals through their wheel chair and crutch-friendly entrance, ramps and restrooms within their premises. It comes as no surprise to learn that they currently have two employees on wheelchairs and one on crutches who have full support from fellow employees at all times. Their Human Resources component

too, is very particular when it comes to matters concerning disability. In a recent job advertisement, they stated clearly that disabled individuals who met the requirements were free to apply. These types of adverts are such that they accommodate people with disabilities, e.g. the job would not require a drivers licence.

The KwaZulu Natal provincial department of treasury as a whole has been very successful over the years in managing the budget for the province and the Internal Audit Unit has been a backbone in achieving this milestone. The internal auditors are there from management to management to ensure that things are done right. This unit plays a big role in promoting good governance as they have, over the years, gradually instilled the practice of doing things right even when no one is watching. The internal auditors go to the lengths and breaths of the province to ensure that each and every project is accounted for and payments are verified on their records.

In 2007 a training and development programme was implemented, offered by the institute of internal auditors. This is a training programme particularly designed for internal auditors in equipping them around the matters of internal auditing and there are other programmes they are looking at implementing around the areas of risk management. There have been a number of learners that have been taken in from 2007 and 99% of them have been successfully placed within the municipalities and the province for jobs. The kind of investment that they have embarked on in 2012/2013 is the intake of around 40 fresh from university trainees, whom they will train and harness, to a total cost of about R6.8M. There is also training and development of permanent staff so they are aware of new development within the profession. There are other allocated bursaries depending on different areas of speciality. There are also internal training programmes where senior management give training to their subordinates. Some staff members have, recently, been offered opportunities to visit international cities to experience how they do things in the different parts of the world where they brought back a number of strategies that they could implement in order to improve the performance of the department and the unit.

It is very clear that the department of KwaZulu Natal Provincial department of Treasury is leaving no stones unturned in ensuring that their strategic objectives are met when providing departments and public entities with their services:

- An efficient, effective and economical assurance service.
- Build and maintain solid client relationships through providing value added service.
- Enhance capacity within and outside the unit.



# Department of Education

## Pinetown District Office



SILVER AWARD  
SERVICE EXCELLENCE

### KwaZulu Natal Provincial Department of Education Pinetown District Office

"Our vision as the department of education is that of a well educated, skilled and highly developed citizenry", says Mrs TA Gumede, the Acting Pinetown District Director. Entrance to the offices of the Pinetown District Office is through a small bridge that is surrounded by many trees and at 08:00 in the morning one would expect to find this place full of leaves and dirt but to our surprise our team found this place very clean and the district team says they believe that working in a clean environment is what drives them to provide excellent support service to their schools within their district.

This district, which is known for its excellence, started competing in the departmental awards in 2009 where they won a bronze award. They were not discouraged by the bronze but motivated to do even better and it came as no surprise when they walked away with Silver Awards in the year 2010. In the year 2011, they won another silver and their time to shine came in 2012 as they snatched the first prize – the gold trophy. Their achievements in such a short space of time really does paint a picture that this district is driven by excellence.

"I must indicate that entering these service excellence awards at the level of the department as well as at the level of the

Premier's Office is not about getting awards, but it is about the transformation of service delivery more especially in schools where we deliver support services", continues Mrs Gumede.



The department of Education in the Pinetown District is by far one of the busiest government departments in the province, they are responsible for 537 secondary and

primary schools and 74 independent schools in KwaZulu Natal. As a district they provide services to all their clients using the sub-directorate and components meaning that they provide support services to all their schools.

The district works hand in hand with school's governing bodies through a sub-directorate that provides services to school governing bodies. The district also provides planning and infrastructure services to all the schools.

Learners with special needs have not been forgotten: the district has put in place a sub-directorate called service delivery support services that caters for all their needs.

Mrs TA Gumede, is elated that her district has been fortunate for getting a platform to represent the KwaZulu Natal Department of Education, which is the biggest



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department in the provincial government of KwaZulu Natal.

The performance in the National Senior Certificate has improved tremendously in the year under review with 77.4%. And as a district their performance was improved by 9%. This was all achieved by the application of the Batho Pele Principles, particularly the principle of Consultation.

The district does not just impose the services to their clients but ensures that they have consultation sessions. An example is that of a sub-directorate responsible for teacher development that provides training workshops to educators. They visit schools to enquire from the educators about their developmental needs. They then come up with programmes based on the feedback received from the educators. It is important to remember that these programmes are aimed at improving the educators' performance.

The district works in partnership with a number of non-governmental organizations, community based organizations as well as the universities. Their partnership with the University of KwaZuluNatal affords their Mathematics and Science teachers exclusive training to teach Mathematics and Physical Science. The district is pleased with the improvement of the learners.

The district does not only consult with schools but also consults with other sister departments like the department of Correctional Services. The Sub-directorate responsible for Adult Basic Education (ABET) has a partnership with correctional services where they visit students who are inmates and offer programmes. If there are workshops conducted, students are given evaluation forms at the end of each workshop so as to give feedback on the district's performance on workshop as well as the material that was used during those sessions.



In ensuring that services are taken to the people, the district has circuit offices in KwaMashu, Phoenix and Hammersdale to service school principals and the schools in those surroundings over and above the two district offices.

The district has committed itself to building schools that are accessible to everybody including learners with physical disabilities. They comprise of classrooms and toilets suitable for the physically challenged and ramps that make easy access for those on wheelchairs.

Another form of access the district adheres to is the epistemological access which addresses curriculum aspects of the schools. As a district they have teaching and learning services that assists schools in ensuring that schools provide relevant curriculum packages to the learners. This assists learners to take up subject packages that are acceptable at tertiary institutions.

Best value is maintained in a sense that all office based employees use the district's official vehicles rather than using their own when offering support visits to schools. By using state-owned vehicles the district does not incur extra costs. Schools are encouraged to share the resources that are available within the district. Where the department cannot afford to purchase resources, they utilize resources supplied by the private sector through the many partnership that they have in place.

The district, which is one of twelve in the province, strives to provide equitable access to high quality education to all learners.



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# Department of Arts and Culture Southern Region



**BRONZE AWARD**  
SERVICE EXCELLENCE

## KwaZulu Natal Provincial Department of Arts & Culture Southern Region

The Department of Arts & Culture (Southern Region) is a regional structure that is responsible for the preservation and promotion of all aspects of arts and culture in the districts of UMgungundlovu, UGu and Sisonke. The main focus is on skills development, moral regeneration and social cohesion. This is achieved through conceptualizing and implementing programmes at ward, local, district and regional level. The region partners with arts and culture and municipal structures that have similar objectives. The region is also responsible for providing administrative services to the Library and Archives component for these three districts.



This office possesses life and so much reason why Arts and Culture should be taken in high regard. The senior manager at the Southern Region has a 100% hands on approach and does not wait for a request but suggests and acts creatively depending on the situation. Before we proceed to the office of the senior manager, the crew's attention is caught by an A4 size picture hanging on the wall with a caption reading, "Employee of the month". Encouraging innovation and rewarding excellence is the exact direction in which the KwaZulu Natal's Premiers Excellence Awards are directed. There is a policy in place that ensures that those who are rewarded meet the requirements of this policy

The staff within the Southern region department of arts and culture receives regular training on the Batho Pele principles and its philosophies. By having these regular trainings they are able to achieve the objective of offering excellent service to the clients. Upon arrival at the office, clients are "clearly, precisely and concisely directed to the right component to assist them so that when they leave, they are happy", says the senior manager.



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The services offered by the Southern Region office is supplying advisory service to all the clients, which are the arts and culture community that consists of all race groups, all cultural groups and all linguistic groups within the designated jurisdiction in the KwaZulu Natal. Amongst other services, they assist individuals and organizations in the application of granting aids. Within their premises, they have an artist resource centre where artists can be assisted, with, either the completion of their cv's or anything else that contributes positively to their well being.

The other service that is on offer at this office is the conceptualization, development and the promotion of programmes and activities. Stakeholders, inclusive of Amakhosi, indigenous groups, traditional leadership, municipalities to mention but a few, get regular call ups to assist the department in any way possible regarding various projects. The department also registers young and unemployed youth into their database and links them with organizations where their skills can be observed. The most important aspect of this department's work is fieldwork because of the understanding that the head office may be too far for the majority of their clients. The head office is used as a dropping centre for people that leave nearby.



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One of the greatest achievements of this department is the interaction with the love to live organization. The organization is responsible for the moral regeneration of the society. In 2011, Love to Live organization presented the Southern Region with an award for outstanding contribution toward the promotion of moral regeneration within the community.



The big project in existence is the promotion of culture industry growth strategy whereby they develop crafters, artists, and all other people related to the cultural industry growth strategy. This is meant to identify, develop and promote talent. To add onto this, they also embark in outreach projects where they invite aspirant artists to perform as a way of identifying talent.

Mr Ngcobo, one this office's clients, heads a non-governmental organization based in Umshwati. He has been working hand in hand with the Southern Region office for the past five years and says this office plays a huge role in advancing the lives of rural people. "In our area, the office consults us as the community to find our needs and provides relevant help based on our feedback," says Ngcobo. He applauds the office for always being there to help improve the lives of the rural artists.





# Department of Transport

## Pietermaritzburg Cost Centre



BRONZE AWARD  
SERVICE EXCELLENCE

### PIETERMARITZBURG COST CENTRE

When the people of Pietermaritzburg have a problem with roads they know they can rely on the essential services of Pietermaritzburg Cost Centre. This Cost Centre is responsible for the provincial road network in the seven local municipalities within the uMgungundlovu District Municipality.

In an effort to ensure that they live the ethos of putting people first, *Batho Pele*, they have put in place three Rural Road Transport Forums (RRTFs), namely Umshwathi, Vulindlela and the Mpumalanga RRTF that ensures that the needs and expectations of the community are translated into the strategic plans of the Cost Centre and the department at large.



Pietermaritzburg. A lot of consultation and report backs to the community of Pietermaritzburg takes place through these structures thus ensuring community participation in how government, specifically, the cost centre functions. These meetings are held that not only impart knowledge but also assess progress to date. Members of these two forums are elected by members of the Pietermaritzburg and they must be residents of the same community because they understand the challenges faced by the communities they represent.

Upon entering the reception area, all forms of notifications are hung on the wall and clearly visible to everyone who enters or leaves the building. As part of openness and transparency, the center's structural organogram is displayed for all customers to be aware of who is responsible for what. The act of courtesy is seen in the provision of two waiting rooms within the foyer area. In one of the rooms, there is a kid's corner with tables, chairs and toys where kids can play while their parents interact with the officials.



Over and above the RRTFs, safety of passengers on the road is also ensured by means of the Community Road Safety Councils, formed with the guidance of the cost centre, by members of the communities in line with the RRTFs structures who work in partnership with the Road Traffic Inspectorate of

Batho Pele is most certainly evident in the energy that is exuded with strong and excellent ethics being upheld and promoted. The Department of Transport Cost Centre is a hive of amalgamation of committed, motivated minds that have a friendly and open-door policy.



To ensure that complaints and compliments are managed effectively, the cost centre handles these through both the suggestions box as well as the documented complaints procedure. The complaints officer responsible for these ensures that complaints are attended to with a great sense of urgency because the cost centre realizes that a complaint provides them with an opportunity to improve the way services are delivered to members of the community.



In an effort to ensure that services are not hindered, they have a main stores division that supplies all the mechanical items for the PMB Region for both DC 22 and DC 43. The store also supplies civil materials for all the area offices within DC 22 while the mechanical department does maintenance and repairs to all departmental plant within the Cost Centre and Area Offices. The cost centre has a structural shop department that offers assistance with maintenance of buildings for the Cost Centre Offices, Area offices, Camps, Regional Office and Head Office.

Community empowerment in the communities is a critical part of the cost centre in that whenever there is community project that is undertaken by the cost centre, e.g. road construction, a bridge, etc, community members are trained and employed whilst the project is ongoing thus ensuring that they can put bread on the table long after the project has been completed.





# Department of Social Development

KwaMaphumulo



## Department of Social Development KwaMaphumulo Service Office

The Department of Social Development – KwaMaphumulo Service office's core function is to enhance the quality of life for the KwaMaphumulo community through an integrated system of Social Development services. The main focus is on social welfare services where they pay attention to children, family, people with disabilities old citizens, people with problems of substance abuse as well as HIV/AIDS.



Their services are categorized into two sections, Social Services and Social Development and Research. In terms of Social Development and Research the department has two community development practitioners whose main focus is to capacitate projects that deal with sustainable livelihood as well as youth development.

Social Services: this office has a total 28 social workers whose services are ward-based and specialize on foster care. There are also social workers who concentrate on welfare programmes such as early childhood development, HIV/AIDS, disability and older persons.

In its commitment to comply with the Batho Pele Principle, this service office has developed its own Service Delivery Improvement Plan (SDIP) which is discussed regularly during morning meetings, staff meetings and during mid-term review meetings. Each official in the office is, on an ongoing basis, allocated each of the eleven Batho Pele principles and are expected to give feedback in line with that particular principle through their day to day work.



The Deputy Mayor of KwaMaphumulo, councilor Phumlani Mbonambi, who works a lot with the department says the department's service delivery process is on course and he appreciates the positive attitude that each and every staff member possesses from the Service Office Manager, Ms Nombulelo Mhlongo right down to the security guards. "This service office has done well in reshaping its image

and gone are days when you hear stories about bribery and all other negative issues", says Mbonambi.

The office has developed a committee called the Batho Pele Executive committee that provides support to management in ensuring smooth implementation of the principles through the department's daily activities and that they are incorporated in the department's operational plan within the office.



Because the staff members are also the department's customers, the management makes it a priority to consult with them through daily, weekly, monthly and mid-term review staff meetings. Through these meetings staff members are given an opportunity to place their inputs or suggestions in terms of the Batho Pele operations and coming up with innovative ideas.

The service office has come up with a very intelligent and innovative idea to accommodate the common problem of the shortage of vehicles. Usually when a social worker has a vehicle break down, another vehicle is sent to offer assistance. The transport officer has come up with an idea



to train all the social workers on how to change a tyre so that instead of taking another vehicle to go and assist, that social worker stuck on the road is in a position to change a tyre and continue with the set out duties.

The service office consults with its external customers on a daily basis through its ward-based social workers. The department makes it a point to get feedback from its customers concerning service delivery. A ward 7 community member recently placed a grievance that service delivery was slow at ward 7. In a seven-day turnaround, the service office mobilized the community in the ward where the members were called and assisted in prioritizing their needs. The community has, since, come up with a project, and the department is in a process of registering it so that they can also be able to seek funding. The service office will continue monitoring the project in ensuring smooth running of the project.

In terms of access, the service office has appropriate signage for customers, the Batho Pele Principles are displayed on all notice boards and are written in both English and IsiZulu. The principles are also in a picture form for the customers that cannot read. The department's Service Commitment Charter is displayed and also written in both English and IsiZulu. There is a suggestion box at the entrance where customers can post their compliments or complaints. They do this through filling in a questionnaire form placed right next to the suggestion box where the office has put in place a seven-day turnaround in responding to all queries.

The community development workers under Social Development and Research aspect of the service office have assisted a project that is called Ezilungisele project that is a co-operative project in ward 4 at the area of Eplangweni. Women from the area were tired of being unemployed had an idea of arts and craft. The department engaged with them to capacitate and develop them in terms of the idea they had. They were assisted in terms of making sure that their product is quality and good value for money.

Mama Gugu Sithole, who drives the project, says she has nothing but great regard for the department as the service office has been there from stage 1 to where this project is today. "The office officials asked us what we had in mind and did not tell us what to do, they helped us improve on the idea we had", Says Mama Sithole.



## Department of Agriculture & Environmental Affairs

Pietermaritzburg and Ladysmith



### Department of Agriculture Alerton Veterinary Services and Ladysmith State Vet

The Alerton Veterinary Services and the Ladysmith State Vet's good practices and performances did not go unnoticed at this year's Departmental Service Excellence Awards as the judges crowned both these departments as the Departmental Gold winners.



The Alerton Veterinary Services and the Ladysmith State Vet provide livestock companion animal health and productivity with the aim of poverty alleviation in KZN. The units also monitor, control and, where possible, eliminate the outbreak of animal diseases. The units prevent, control or eradicate animal diseases and ensure food safety to promote animal welfare in the form of Primary Animal Health Care and animal husbandry, through training.

The Allerton Veterinary Services and the Ladysmith State Vet offer services to an extensive list of clients that include the Department of Agriculture & Environmental Affairs, livestock industry, organized agriculture, Ezemvelo KZN wildlife, livestock & wildlife farmers (previously disadvantaged, communal & commercial), private veterinarians, state veterinarians, community/public, allied private industry/companies, agricultural & veterinary institutions (Varsities & Colleges), educational institutions, World Health Organisation, Bill & Melinda Gates Foundation and United States department of Agriculture.

The services the units render include: laboratory diagnostic tests in the fields of bacteriology, reproduction, molecular diagnostics, rabies, serology, toxicology, virology and others.



They also have animal health monitoring schemes in place, including mastitis control and *Salmonella enteritidis* (SE) monitoring. Information and advice on animal diseases, their prevention and control and livestock projects. They investigate disease outbreaks and do

analysis, publication and communication of findings. Furthermore they perform duties of disease surveillance and primary animal health care. They are involved in infrastructure development like dip tank sand dams. They also provide training and awareness programmes to relevant stakeholders and are involved in livestock marketing and value adding.



The unit does a lot of consultations with public and livestock owners who are their main clients to find out exactly what exactly they expect from both the units. An example is when there is a fight against rabies. The Allerton Vet Services would consult and inform the community of the dates and find out from the community where it would be convenient to meet. The officials have gone beyond the call of duty, from street to street and house to house in bringing the service to the people. In cases of old people who cannot walk to bring their pets for vaccinations, the service is taken to them from house to house.

Information is disseminated through pamphlets and flyers to communities both in English and IsiZulu. They Allerton Veterinary Services has, impressively, also gone as far as providing information in Braille for the people who cannot see. Some of the current projects that this unit is tapping into is the setup of sharing sheds for sheep farming. The unit constructs Sharing sheds where people begin to farm with sheep wool that they can sell, not only locally but also to the international market.

In the past 24 months the Allerton unit has been successful in bringing the foot and mouth disease under control. The KZN Rabies Project funded by the Bill and Melinda Gates foundation achieved a drop in the canine rabies cases and no reported human rabies cases in that year - through extensive rabies vaccinations and awareness campaigns and training thus saving money and lives. There is the Continuous Professional Development (CPD) Allerton Lab day for State Veterinarians and control Animal Health Technicians. The rehabilitation of dip tanks by communities with the assistance and training of veterinary services has resulted

in farmers being trained in skills such as renovating dip tanks, dipping of cattle, de-worming and other tasks and livestock marketing through livestock auction sales which lead to the improvement of the district economy by R13.5 million resulting from sales turnovers and rebates to Co-operatives.

This department has every right to brag about the above-mentioned achievements as they have dedicated staff members who go beyond the call of duty, from the top management right down to the ordinary staff member. It is pleasing to learn that this unit plays a role in rewarding excellence as they have employee of the month and of the year awards.

Some of the veterinary services department's future plans include producing meat products that can be sold to the international market as the local market is well taken care off.



The Ladysmith State Vet services office has also made a marked impact in the communities it serves. This is evident in the decreased reports of rabies. The general condition of livestock has improved as a result of veterinary intervention resulting in increased production of dairy products and increased stock sales.

The unit put in place its Service Delivery Improvement Plan, the Service Commitment Charter as well as their Annual Operation Plan to set expected service delivery standards. Challenges like poor infrastructure and poor cellular signal coverage do not hinder the officials from performing their functions as they have introduced a number of methods that include walking to clients, the use of word of mouth through instrumental individuals.

The unit runs a number of poverty alleviation programmes like the distribution of Nguni chickens to households, the goat project and the livestock auction sales under the Operation Sukuma Sakhe umbrella.



# Department of Sport and Recreation

## Amajuba District Office



### Department of Sports & Recreation Amajuba District

The core function of the Amajuba District is to provide services to the community that is playing sports and recreation. They provide training, empowerment and capacity building of coaches, technical officials and administrators. The department also provides attire to those in need of it for different sporting codes.

Another function is the provision of infrastructure to all relevant sporting codes as there would be no play without infrastructure. This, the department, provides with the expertise of the district and local municipalities in this area.



Whilst the Amajuba District Team is strongly involved in school sports, they would, however, like to shift focus and engage leagues as sustainable leagues will lead to proper sports and recreation development.

Through the KZN Premier's initiative programme "Operation Sukuma Sakhe", the department has linked all its programmes and events with other departments within the district. An example is evident on the World Aids Day, where the main driver is the department of health but the Department of Sports and Recreation also has a platform to engage the youth in promoting positive healthy lifestyles through sports.



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This district is a major player in the adaptation of National government's priority programme of Social Cohesion. They get different races to play sports together through Early Childhood Development (ECD) learn and play programme where the departments helps crèches to learn and play sports. They host a number of multiracial sporting events in schools and learners of all gender, race and age are encouraged to participate.



Participation of all races is also promoted in golden games where older folks participate with the youngsters. The district head of the department Mr Seva Naidoo says that his district does not have go through an extra mile because sports on its own is an instrumental vehicle that has the power to draw people of all races together.

"In terms of Batho Pele principles, some of the adjudicators that left after the adjudication process told us in this district office we live Batho Pele, we don't act Batho Pele", Says Naidoo.

The department puts consultation at the forefront. It consults with its stakeholders because it cannot afford to build a facility without their views and find that after a while it becomes a white elephant. After getting feedback from the stakeholders, this district comes up with innovative ideas to bring improved services to the community.

When it comes to gymnastics and rope skipping, this district boasts talent and is excelling in this regard. Xolani Magwaza of Amajuba Gymnastic club that receives sponsorship from this district office has nothing but applause for the manner in which they are consulted by the municipality. His rope skipping boys have already been to world championships held in world class cities Cape and London where they won medals but most importantly brought back experience to share with their colleagues here in KwaZulu Natal, Halalala!

The district keeps its clients informed of all its events and programmes through a slot it has in one of the local radio stations. All their events are advertised on the local newspaper on a weekly basis.

The district believes all its programmes are real value for money as it operates on a minimal budget. "We take a small budget but go a long way", Says Mr Naidoo. The district has recently hosted a successful Siyabonga Nkosi Youth Tournament where they averaged five to six thousand spectators. The district operated on a shoestring budget but managed to attract a lot of interest from the general public.

This office also goes beyond their line of duty by engaging itself in community outreach programmes for the benefit of the needy. They have recently embarked on building a few crèches in the district. This is part of a build up leading to the public service week in July. This shows that they move beyond being sports and recreation but also takes the issue of community development seriously.



Some of the recent achievements this district is proud of is the formation of the Amajuba District Sports Sector Plan which was effectively completed with all sector organisations and federations present. The district municipality hosted the SA Games Holding Camp in Newcastle. The camp was the preparatory process for the province winning the SA Games in Bloemfontein. The district hosted the national Cross Country Championships in Newcastle. The provincial Rural Girls Festival was held in Utrecht. It also won the award for the municipality contributing to sport development in the Premier Sports Awards and the Wheelchair basketball league is running well to mention a few amongst others.

The KwaZulu Natal Department of Sports and Recreation – Amajuba district strives for success in all it does and ensures that excellence permits in all facets of its everyday life. People first is their way of life not only for compliance but for the passion and compassion. The department pledges to serve the nation as it seeks and find, and will never yield.

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# Department of Human Settlement Pietermaritzburg



## KwaZulu Natal Provincial Department of Human Settlement Project Management Unit - Pietermaritzburg Office

The core function of this department is to deliver, facilitate, monitor and provide technical support on housing projects in the KwaZulu Natal province. They also provide project information and administration support in the province.

To improve on the scale of delivery, the department of Human Settlements has drafted a Kwazulu - Natal Human Settlements Strategy, which is nestled on six building blocks, which are part of Outcome 8 targets and outputs. These building blocks are geared towards addressing the backlogs in the Province, to transform the settlements patterns and to ensure that there is a balanced delivery of the services across the different segments of the people requiring decent packages of housing in the entire province.



This department considers itself very privileged when it comes to the adherence to all the Batho Pele principles as they interact with people at the grassroots levels on a regular basis. This, they say, allows them to hear people's problems from the beginning and allows them to manage those problems through the various processes. They offer best value as they build better quality houses compared to the normal RDP houses that were built in the past.

With the high turnover of staff, they make it a point that all their staff members go through a proper orientation process so as to understand clients' needs. Senior management provides on-the-job training to all junior members who, in most cases, have just graduated from varsity as part of an internship programme. The young members are taken through the whole process including risk management to ensure that nothing is left unattended to that may lead to the project being compromised.

The department consults regularly with communities and facilitates with the various municipalities and all spheres of government to ensure a successful completion of a project.



They have a very effective system for general public clients to help them find solutions for their housing needs. They have dedicated staff members who deal with all matters concerning members of the public, whether it be they are applying for subsidies or whatever the case may be. The staff deals with them in a very responsive and helpful manner within a short space of time.

The department has systems put in place for necessary responsive measures to disaster management where they are able to provide accommodation and help to victims within a day of the disaster.



The KwaZulu Natal Provincial Department of Human Settlements: Project Management Unit - Pietermaritzburg Office has various ongoing projects in the province but their Flagship project is the Vulindlela Housing Project. This project was formed to enhance people's housing process where people play an active role in their housing needs that calls for major facilitation and consultation.



Vulindlela project is a large project on the outskirts of Pietermaritzburg that expands over eight wards with the aim to deliver 25 000 housing units in the next 5 to 10 years through the people's housing process. The local leadership structures take ownership of the project on behalf of the people. This again emphasizes the fact that the community is deeply involved. The project provides for a minimum 40 square metre house.

Amongst other achievements over the past 12 months, the department has courteously built the Elonwabeni Old Age Home in Kokstad which was initiated by the Elonwabeni trust. They have also won the following Govan Mbeki Awards: The Institutional award for Elonwabeni Old Age Home. They were runners up in the best rural Uitval Housing Project. They won the Private Public Partnership for the Hilton Phase 2 project and the Best Accredited Municipality under Ladysmith Municipality as the municipality falls within the department's area of service.



They have also entered into partnerships with institutions such as Hilton College in building houses for people in the Howick area with the help of Hilton Society through top-up funding. People now have lovely homes, larger than normal with electrification, hot and cold water. Each house has a kitchen, two bedrooms and a bathroom. More phases of the project are still to follow when the municipality acquires the required land. The department is also providing a huge rural housing project with on-site sanitation in Indaka, east of Ladysmith.

Some of the future projects include the Community Residential Unit (CRU) strategy that is believed to be a big plus to a housing shortage. This project, which was launched in May 2013, will allow low-income earners to rent homes in urban areas. These units will be strategically placed so that they are close to places of work and other social amenities such as schools, sports fields, hospitals and shopping centres. The department believes that this is the way the housing projects will be structured going forward.



## Department of Community Safety and Liaison Uthungulu District Team



### KwaZulu Natal Provincial Department of Community Safety and Liaison Uthungulu District Team

The Department of Community Safety and Liaison was established as a civilian oversight to oversee the functioning and the effectiveness of the police in the province of KwaZulu Natal. The department is by far the smallest in the province of KwaZulu Natal but has some of the toughest jobs to perform. They ensure that police function according to the principles and policies put in place by the national Department of Police Services one of these being that policing be community driven, meaning that the community should be policed in the manner that they wish to be policed. The department is instilling a mentality that policing should be for the community to ensure that the community is safe. In that sense people will feel safe knowing that they are policed the way they want to be policed and their needs are at the core of policing.

One of the department's big projects is the Communities in Dialogue. Communities in Dialogue takes into consideration that as the province of KwaZulu Natal is a province that has



been ridden by conflicts, that can be classified as political conflicts before the 1994 elections and the traditional conflicts due to the traditional dynamics in province. This particular project puts this department at the centre of all interactions as it is responsible for all the dialogues that take place within communities.

The MEC for the Department of Community Safety and Liaison, the Honorable Mr Willies Mchunu, has brought the vision of Building a United Front Against Crime through Operation Hlasela. This operation takes all the programmes of this department and targets a particular area to ensure that they build safe livelihood for that particular community. The idea behind that project is to mobilize the communities and the community structures relevant within the province to ensure that they participate actively in ensuring that communities are safe.



Consultation is one of the strong points of the uThungulu District Team in that they consult with various stakeholders for every programme that they deliver. They are also responsible for the establishment of community safety structures.

The common approach of KwaZulu Natal government is that there is no development that will take place if there is conflict in the area. When it comes to the issues of consultation and redress, an example can be made with the conflict between the Ncanana and the Mthethwa clans that took place in the area of Emankonyaneni and filtered out to the whole traditional location of Mombeni. The Uthungulu District Team approached this community, to find out what had led to the conflict. They discovered that the conflict had started back in

2010 and through their interventions this was resolved in 2012. Today the Uthungulu District Team still engages with that community to ensure that this hard won peace is sustained.

As soon as the conflict is resolved the department offers redress so that projects like housing schemes, and the relevant infrastructure like electricity, roads, water and sanitation are brought into the area.





# Department of Health

## Mosvold Hospital Ngwavuma



### KwaZulu Natal Provincial Department of Health Mosvold Hospital

Situated within uMkhanyakude District, specifically in the Jozini Local Municipality at the borders of Swaziland and Mozambique is a 246 bedded Mosvold District Hospital. The hospital serves three traditional authorities, namely, the Mngomezulu, the Nyawo and the Mathenjwa communities. It serves 12 out of 20 municipal wards of Jozini Local Municipality with a total population of 119 000 people.



The hospital serves as a referral hospital for 10 residential clinics, 1 gateway clinic and 3 mobile clinics that cover 43 mobile points that are visited twice a month. IsiZulu and IsiSwati are the two dominant languages within this community.

The hospital's mission is to develop a sustainable health care system that provides a comprehensive, coordinated and integrated primary health care service with the use of all available human and material resources. The hospital operates under the core values of open communication, transparency, truth and honesty. Other important values include Consultation, Innovation, respect, integrity and commitment to performance.

The hospital mainly attends to the needy people, the poorest of the poor as the surrounding communities are very rural.



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Their strength as the hospital when it comes to the day-to-day practice of Batho Pele principles can be witnessed through the various consultations they have with their several stakeholders. They engage communities through traditional leadership, Izinduna, councillors and war rooms, a platform given beat by the Premier's flagship programme Operation Sukuma Sakhe (OSS).



The hospital management is proud of the very clear and indicative signage displayed all over the hospital premises as it assists all their clients to know what is what. In fact this signage is clearly visible from the time one crosses the beautiful Jozini Dam all the way to hospital. The hospital organogram is also displayed throughout the hospital to help give the community the direction and guidance to report if they have grievances or compliments. All signage is bilingual in order to accommodate all who visit the hospital. Over and above all of this, the hospital has a help desk with an officer who directs people accordingly and gives out all necessary information regarding the hospital.

Consultations through war rooms give firm foundation to the commitment of helping the needy. Through war rooms, the hospital's community care givers based in different wards come up with various solutions to help the needy. The management also assists by raising funds to buy food parcels and blankets for the impoverished.

The hospital shares information with the public through various platforms including local newspapers, pamphlets and notice boards around the premises.



This platform provides the hospital with an opportunity to be transparent on how they have spent their budget whilst also providing stakeholders an opportunity to engage them on pertinent issues. The hospital is currently on a campaign "Greet with a smile" aimed at creating flair for both the staff and the hospital guests. This is the act of courtesy that the management the hospital management believes separates this hospital from the rest. This campaign is a constant reminder to the staff members that they are the servants and the customers are the masters

The hospital embarks on numerous community projects. One of the most successful initiated by this hospital and even extending beyond the Umkhanyakude jurisdiction is the Friends of Mosvold Scholarship Scheme. This is where they take needy children and send them to Universities and in return, these students spend their first few years of employment working at the hospital.

One of these students is Slindile Gumbi, originally from Jozini, who is now a fully qualified psychologist who received a five-year scholarship from the friends of Mosvold Scholarship Scheme. Slindile is now giving back to the hospital as she is a full time employee at the hospital working as a psychologist.



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## Previous Winners

### KZN Premier's Service Excellence

2010/2011

#### Gold Award Winners

Department of Health : Manguzi Hospital

#### Silver Award Winners

Road Traffic Inspectorate : Pietermaritzburg

Department of Education : Khanyanjalo Primary School

Department of Public Works : Umzinyathi District Office

#### Bronze Award Winners

KZN Treasury : IT Unit

Department of Sport & Recreation : Amajuba District Office

Department of Social Development : Chatsworth Service Office

Department of Arts and Culture : Western Region

Department of Community Safety and Liaison : Operation Hlasela

#### Certificate of Commendation

eThekweni Water and Sanitation : Debt Relief Programme

Department of Agriculture and Environmental Affairs : Ladysmith State Vet

2009/2010

#### Gold Award Winners

Department of Transport: Hluhluwe Cost Centre

#### Silver Award Winners

Department of Health: Bethesda Hospital

Dept of Social Development: Camperdown Service Office

Dept of KZN Provincial Treasury: Public Finance Unit

#### Bronze Award Winners

Department of Public Works: Amajuba District Office

Department of Education: Mbilana Primary School

Department of Sport and Recreation: Ukhahlamba Region

Dept of Arts and Culture: Western Region

Department of Agriculture, Environmental Affairs and Rural Development: Dundee Research Station:

Certificates of Commendation

Department of Community Safety and Liaison: Volunteer Social Crime Prevention Programme; Umzinyathi District Municipality



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## Previous Winners

### KZN Premier's Service Excellence

2008/2009

Department of Education: Phoenix Heights Primary School - **Gold**

Department of Agriculture, Environmental Affairs and Rural Development: Environmental Empowerment and Sustainable Livelihoods - **Silver**

Department of Public Works: Southern Region - **Silver**

Department of KZN Provincial Treasury: Office of the CFO - **Silver**

Department of Health: GJ Crookes Hospital - **Bronze**

Department of Social Development: Msinga Service Office - **Bronze**

Department of Sport and Recreation: Ukhahlamba Regional Office - **Bronze**

Department of Transport: Stanger Cost Centre - **Bronze**

District Municipalities: Amajuba District Municipality - **Bronze**

Department of Arts, Culture and Tourism: Western Region - **Certificate of Commendation**

Department of Community Safety and Liaison: Volunteer Social Crime Prevention Project - **Certificate of Commendation**

2007/2008

#### Gold Award Winners

UGU District Municipality

#### Silver Award Winners

Department of Sport & Recreation: Ukhahlamba Region

#### Silver Award Winners

Department of Health: Estcourt Hospital

Department of Agriculture & Environmental Affairs: Empowerment And Sustainable Livelihoods

#### Bronze Award Winners

Department of Social Development: Kwadukuza Local Office

Department of Transport: Durban Regional Office

Department of Public Works: Ethekeini Regional Office

Department of KZN Provincial Treasury: Assurance Services Business Unit

Department of Education: Ilembe District Office

#### Certificate of Commendation

Department of Community Safety & Liaison: Thathulwazi Project

Department Of Arts Culture & Tourism: Internet At Your Library

Department Of Housing: Integrated Planning Directorate



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# Operation Sukuma Sakhe

LIV Village – change on a large scale



LIV exists to provide holistic residential care for vulnerable and parentless children, with the core vision to rescue a child, restore a life, raise a leader and release a star.

In April 2010, 4,000 guests from Government, Business and the Church gathered together at the ICC Durban, to witness the launch of the first LIV Village.

The past 3 years has been a time of laying foundations and building in many areas, including the development of partnerships with the various government departments, the business sector, the church and individuals – building bridges across previous divides.

## PARTNERSHIPS WITH GOVERNMENT

The government of KZN under the leadership and guidance of our Premier, Dr Zweli Mkhize, are paving the way for government, business and the church to work together to bring about change.

The Dept. of Human Settlements made it possible for LIV to build the first 96 homes.

The Dept. of Social Development have built the ECD Centre for 200 pre-school children, and are building the Multi-Purpose Hall which will include an indoor sports arena. They also work closely with LIV social services to find new ways of improving social delivery to the children at risk. The monthly child grants assists with the feeding, clothing and care of the children.

The Dept. of Education have committed to giving a subsidy per child to assist in the running of the LIV Independent School, with the Dept. of Agriculture committing to the sustainability of the Village.

The Dept. of Sport & Recreation have contributed towards the sports field and 2 tennis courts.

The office of the Premier has invested R20 million for all the infrastructure.

COGTA are building a 1 000 sqm factory which will give over 100 jobs and provide skills and training.

## PARTNERSHIPS WITH BUSINESS, INDIVIDUALS AND THE CHURCH

Many businesses have contributed to the building and equipping of the LIV School and the equipping of the homes and administration offices. Individuals are sponsoring homes and children, whilst others support salaries and general Village expenses. Sportsmen are LIV Ambassadors around the world.

Teachers, Social Workers, Psychologists, and others, from different churches, have come on board.



KZN PREMIER, DR ZWELI MKHIZE



MEC OF EDUCATION, MR ES MCHUNU

LIV SCHOOL, COMPUTER ROOM



THE FIRST LIV VILLAGE, COTTONLANDS



## OPERATION



# Sukuma Sakhe

This partnership between government, business and the church is successfully enabling LIV as an organisation to bring restoration to many lives, not only in the lives of the thousands of children who will call LIV Villages 'home', but also helping to up-skill and create jobs for the neighbouring communities, bringing hope and transformation, as men and women are able to earn a living and support their families.

Together we can change our province and nation, and leave a legacy of hope and peace for generations to come.

Tich Smith, Founder of LIV

TOGETHER WE CAN RESCUE A CHILD. RESTORE A LIFE. RAISE A LEADER. RELEASE A STAR. [www.liv-village.com](http://www.liv-village.com)





## KZN Integrated Greening Programme changing people's lives in KZN



### KZN INTEGRATED GREENING PROGRAMME

A SUCCESSFUL PARTNERSHIP BETWEEN GOVERNMENT, THE BUSINESS SECTOR AND THE WILDLANDS CONSERVATION TRUST

The IGP (Integrated Greening Programme) was launched in April 2011. It represented a new model for partnerships between government, led by the Sakhuma Sakhe initiative, and the private sector. During the first two years of implementation it has achieved amazing results in transforming the communities and ecosystems of the KwaZulu-Natal Province. To date, the Programme has benefitted **nearly 4000 people across seven District Municipalities** in the province. It produced some **285,427 person days** in the propagation of more than 1 million indigenous and fruit trees, half a million of which have already been planted in restoration and greening programmes throughout the province. In addition, the Programme has also introduced an innovative waste collection model, cleaning local communities of more than 3 million kilograms of waste. Instead of ending on landfill sites, the waste has been sorted and, where possible, recycled. The Programme also worked in rural areas where local communities have been assisted to manage their land as Eco-tourism destinations to drive pro-poor rural development.



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Since its inception in 1st April 2011, the "greening programme" has gained prominence, prestige and accolades in KwaZulu-Natal province. It is quite remarkable to note that the more the programme extends the more community participation it attracts. The Communications team together with the Public Works Operations team and Wildlands Conservation Trust recently visited the beneficiaries of the KZN Integrated Greening Programme at Mkhanyakude Municipality, North Coast of KwaZulu-Natal. This programme is a Private Public Partnership initiative led by the Office of the Premier involving KZN Public Works as a coordinating Department, Wildlands Conservation Trust the NGO responsible for project management, other partners; the Departments of Agriculture, Environmental Affairs, Economic Development and Tourism, Human Settlements and Municipalities. It aims at harnessing the collective energy of partnership to develop and implement a wide range of community-based greening activities. These will stimulate the local economic development whilst nurturing the establishment of vibrant, self motivated communities that are clean, green and driven by inspired "green-preneurs". Tree-preneurs, waste-preneurs and food-preneurs (collectively called 'green-preneurs') grow indigenous trees, collect recyclable waste and grow vegetables at their homesteads. The beneficiaries can barter these for goods they need such as food, bicycles, building materials, water tanks, as well as education support in the form of school and university fees, school uniforms and stationery. These activities have created at least tangible income and livelihood **for 1 269 local community members, including 100 full time green-preneur facilitators** and recycling staff.

Another aspect of interest is that in uMkhanyakude District alone there are 14 green-preneur facilitators and 774 active tree-preneurs.



Ms Mkhoyisile Mngomezulu, a 64 year old dedicated mother who lives at the Khula Village in the outskirts of Mtubatuba, in uMkhanyakude District has had a share of her smile. She became part of this project in the year 2009 and has since traded more than 3000 trees. Before joining the project pension grant was her main income which she used to support her 8 grandchildren. She has managed to pay R8 200 towards driving lesson fees for 3 of her grandchildren and also buy groceries through the Integrated Greening Programme. Her future plans are to trade more trees in order to be able to pay for University fees for one of her grandchildren. "I am so grateful for this project", she says. "The trees give me life and a purpose to live".

Both the youth and the elderly have benefitted from the Programme. Take for instance the story Jeminah Nyenzeleni Gwamanda from Swapo in Pietermaritzburg who used to try and sell airtime, but was unsuccessful and most of the time found herself sitting at home doing nothing. "We survived by my husband's odd jobs of collecting rusty steel to sell and also by the grant I get for my two children," says Jeminah.



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Due to the momentum gained and as a result of the foundation laid, the Programme has attracted other donors to these areas and has to date leveraged more than R60 million to support its original vision.

The love he has for growing trees has been to his benefit. "I have bought 4 bicycles, lots of groceries and cement. I have close to 2000 trees in my nursery and for the next collection of trees I will request a wheelbarrow, Jojo tank and 2 more bicycles." said Sbonelo. "I love my job of growing trees, it keeps me away from gangs with bad behaviours, after school I also go straight home because I have a job to look forward to. I also wish that Wildlands can help us, the younger generation, to understand more about the environment because we are the leaders of tomorrow. Most of us are not exposed to the conservation and environmental careers, but if we can get some guidance that will be a great help," comments Sbonelo. Magwaza, from Mthunzini in the uThungulu District, is 18 years of age and a Grade 12 student.

Lucia Masango also from Mtubatuba is one of the old beneficiaries under the Greening Programme. She is a Tree-preneur and a Food-preneur, she started planting trees in 2007. She is unemployed but manages to support her three children through the Greening Programme. To date she has traded more than 7000 trees to the value of R35 000. It is through the Integrated Greening Programme that she has been able to build an eight roomed house which is almost complete. She has also managed to pay for her daughter's school fees and also buy groceries. "Owning a house has always been my dream and now through the Greening Programme I am now living my dream", she says.



# Contact Us

## Departmental Service Excellence Awards

To enter for Departmental Service Excellence Awards that serves as a feeder to the Premier's Service Excellence Awards please contact your departmental Batho Pele Champion:

### Department of Agriculture and Rural Development

Mrs L Mahomed 033 355 9394  
Mr Jan Herbst 071 686 9991

### Department of Arts & Culture

Ms H Xaba 083 694 8218  
Mr U Govender 083 307 8950

### Department of Community Safety and Liaison

Ms S Dladla 082 467 7761  
Mr Sakhi Ngcobo 033 341 9300

### Department of Education

Mrs TPJ Khoza 033 392 1085  
Mr T Cele 082 403 6098

### Department of Health

Mrs P Ndlovu 083 658 0323  
Mr C Shawe 083 391 2453  
Mrs ZE Jaffe 083 658 0323

### Department of KZN Provincial Treasury

Mrs I Zwane 082 821 3599  
Mrs Z Ntombela 033 897 4409  
Mr M Mathe 033 897 4615

### Department of Social Development

Ms M Cele 079 528 9502  
Ms Z Gumede 033 264 2074/6

### Department of Sport and Recreation

Mrs NB Damane 083 260 7920  
Ms W Swartz 084 607 8896

### Department of Co-operative Governance & Traditional Affairs

Ms S Hassim 082 871 0897



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## Departmental Service Excellence Awards

### Department of Transport

INDUNA OF THE PROVINCE

Mr A Ntshangase 072 175 2445

### Department of Public Works

Mrs LF Luthuli 082 371 0631  
Ms T Masondo 033 260 4160  
Ms S Ndlovu 033 260 4166

### Department of Economic Development

Mr Q Mnyandu 082 773 6355  
Ms ND Zulu 033 264 2514

### Department of Human Settlement

Mr WJ Ziqubu 082 567 7418  
Ms D Dlomo 082 771 5148  
Mr Z Cele 031 336 5217

### Department of Rural Development & Land Reform

Mr S Ntombela 078 742 2419

### Department of Defence (Navy)

Ms B Naidoo 083 446 9303

### Department of Home Affairs

Mr A Matsaung 033 845 5013

### Department of Justice

Ms N Chiliza 073 144 5891  
Mr M Mtolo 076 849 0473

### Department of Correctional Services

Ms N Zikhali 083 995 8204

### SAPS

Mr V Mdunge 079 525 8062

### NPA

Ms N Ramkinsson 071 670 0229



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## Departmental Service Excellence Awards

### District Municipalities:

#### Amajuba District Municipality

Ms S Gumbi 083 773 3526

#### eThekweni Metro

Ms D Mavundla 073 306 1776

Mr Slade Pillay 083 307 3451

#### uGu District Municipality

Dr J Ngesi 082 821 7821

Mrs T Mtolo 039 688 3524

#### Umkhanyakude District Municipality

Ms T Ndwandwe 073 840 11526

#### uMzinyathi District Municipality

Mr J Hassan 082 884 1872

Mrs T Kubheka 083 737 4399

#### Uthungulu District Municipality

Ms N Dumakude 083 626 4367

#### iLembe District Municipality

Ms TT Zama 072 293 0924

Ms S Khanyile 082 862 6976

#### uMgungundlovu District Municipality

Mr S Molefe 082 253 0977

#### Sisonke District Municipality

Mrs N Khoathane 039 834 8700

#### uThukela District Municipality

Ms L Mbanjwa 082 907 3463

#### Zululand District Municipality

Ms C Mommem 084 900 5133



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