



# You too WILL HAVE TO DO SOMETHING

The success of *Batho Pele* will depend on the active participation of all South Africans. It goes without saying that this includes every public servant. It also includes all citizens, business people, trade unions, news media, NGOs, universities, everybody and, most of all — YOU!

To help *Batho Pele* succeed, start by making the Eight Principles of Service Delivery your own. Assume ownership of them all. And then make sure that the Public Service delivers on all eight of them.

So, make the best of *Batho Pele*. It's now over to you.

## WHAT PEOPLE SAID...

"If this country is to change for the better, one of the first things to be changed is the Civil Service."

"Access to decent public services is no longer a privilege to be enjoyed by a few; it is now the rightful expectation of all citizens..."

"The transformation of our Public Service is to be judged by the practical difference people see in their everyday lives."

... AND WE AGREE

### SOME GOVERNMENT PUBLICATIONS YOU OUGHT TO READ

You can purchase any of the following documents at your local Government Printer:

- *The Constitution, Act 108 of 1996* (all eleven official languages).
- *White Paper on the Transformation of the Public Service, Government Gazette No. 16838 of 24 November 1995.*
- *Batho Pele White Paper on Transforming Public Service Delivery (English text), Government Gazette No. 18340 of 1 October 1997. OTHER LANGUAGES: Xitsonga (Gazette No. 18652). Afrikaans (Gazette No. 18653). isiZulu (Gazette No. 18654). Sesotho (Gazette No. 18668).*

## BATHO PELE MEANS:

**SERVICE**  
you have a right to expect.

**SERVICE**  
we are proud to provide.

To find out more about *Batho Pele*:  
Speak to the manager of any local  
Public Service institution.

Or contact the *Batho Pele* Team direct at the  
Department of Public Service and Administration.  
Telephone: (012) 314-7061/7268/7005/7045.  
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Web site: [www.sacs.org.za/gov/psa/psa.htm](http://www.sacs.org.za/gov/psa/psa.htm)

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# WE WANT TO TELL YOU THE GOOD NEWS FIRST!

# YOU WILL NOW COME FIRST!

FROM PAST EXPERIENCE you will remember how often you had to come second when dealing with the Civil Service.

We freely admit that we did not always do justice to our name: at times we did not treat you, our customer, in a *civil* manner; at other times we did not deliver the *service* you deserve.

But that's something of the past.

The good news is that we in the Public Service are committed to a new initiative called "*Batho Pele*". In Sesotho this means PEOPLE FIRST.

"THE PEOPLE" means you!

No longer will you be last in our queue of priorities. In future our highest priority will be to deliver services that will satisfy the people of South Africa.

To achieve this, the Public Service has already started various minor and major *Batho Pele* programmes scheduled for short, medium and long term implementation. And we will step up implementation all the time.



## No empty promises.

### The Government is adamant.

The Government has laid down strict transformation guidelines for the Public Service. The progressive remodelling of service delivery through the *Batho Pele* initiative is one of the key priorities. Bureaucrats are out. People are in.

## "People" means everybody

*Batho Pele* will deliver services to all people, and particularly to those who do not benefit from services intended for all our citizens. Traditionally disadvantaged groups include millions who live below the breadline, disabled persons and rural black women.

## What you will get now that you're first

For a change public servants will listen to you. They will treat you with consideration and respect. New systems, procedures and structures will be customer-orientated and will ensure high-quality services. Drastic action will be taken when service falls short of promises.



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