



**PROVINCE OF KWAZULU-NATAL
ISIFUNDAZWE SAKWAZULU-NATALI**

ENTRY FORM FOR THE 2018/2019 PREMIER'S SERVICE EXCELLENCE AWARDS

DETAILS OF NOMINEE, MUNICIPALITY OR DEPARTMENT	
Name of Department / Municipality where nominee is employed:	
District:	
Specific name of the office where nominee is employed:	
Name of the category being entered:	
Surname:	
Full Names	
Persal No:	ID Number:
Telephone Number:	Cellphone Number:
Email:	
Municipality/Department and specific office where nominee is employed:	
Job Title:	
Signature:	Date:

DETAILS OF NOMINATOR

Name of Department / Municipality where nominator is employed:

District:

Specific office where nominator is based:

Name of the category being entered:

Surname:

Full Names

Persal / Employee No

ID Number:

Telephone Number:

Cellphone Number

Email:

Job Title

Signature:

Date:

CATEGORIES FOR THE 2018/2019 PSEA	Please Tick appropriate box
<p style="text-align: center;">1. Best Frontline Service Delivery Employee of the Year 2018/2019</p> <p>This award will be given to any individual who deals directly with citizens (the people) on a daily basis. Qualifying employees include social workers, educators, all fieldworkers, policemen and women, public liaison officers, receptionists, security personnel, etc. The employee must have performed exceptionally well in customer service delivery in the workplace</p>	
<p style="text-align: center;">2. Best General Worker of the Year 2018/2019</p> <p>This is a special individual award that caters for employees between at a level of general workers. This category wishes to recognise the outstanding public servant that could be employed at any sphere of government (national, provincial and municipal institutions) as well government service delivery points such as hospitals, police stations, etc. Qualifying colleagues for this category includes drivers, cleaners, messengers, etc.</p>	
<p style="text-align: center;">3. Best Operational Employee of the Year 2018/2019</p> <p>This is a special individual award that caters for employees who are above the level of general workers up to the level of a Deputy Manager / Deputy Director. This category includes all public servants employed at any sphere of government (national, provincial and municipal institutions) as well government service delivery points such as hospitals, police stations, etc.</p>	
<p style="text-align: center;">4. Best Senior Management Service (SMS) of the Year 2018/2019</p> <p>This category focuses on rewarding an individual Senior Management Service (SMS) including Deputy City Managers and Deputy Director General. This is a SMS member who has demonstrated exceptional skills in the application of generic management functions in planning organizing leading and control of resources (finance, physical and personnel) in his area of work. He/She must have a proven track record of skilfully leading transformation and change management project in the department. A leader who has impacted on teams in achieving strategic goals of the organisation. He /she embodies the Batho Pele values and principles practically (visible evidence); Champions professional behaviour and appearance; is organised, knowledgeable and takes initiative in executing tasks. Performance exceeds determined standards, successfully demonstrating public administration as a career of choice. Proven record of upholding good and demonstrable workplace culture and there is an understanding of workplace diversity, good and professional leadership (e.g. explains targets clearly; leads with strategies to achieve the targets; unlocks logjams; shows interest in wellbeing of subordinates). Leads by example.</p>	

<p style="text-align: center;">5. Best Provincial Department of the Year 2018/2019</p> <p>The award in this category will be conferred to an outstanding performing Provincial Department. The Department is a provincial public service institution that has demonstrated excellence in implementing Batho Pele principles and visible impact in service delivery. It has a proven record of upholding good and demonstrable workplace culture and there is an understanding of workplace diversity. Employees are satisfied and are willing to help one another. The workplace promotes a sense of belonging and encourages delivery of targets, creativity and learning. Service delivery improvement mechanisms are in place, as is a conducive working environment for all staff and service recipients (e.g. tools of trade are available; turnaround time for repairs or replacement to equipment/ furniture is very quick). The Provincial Department has a clean audit (or unqualified audit with minimum adverse recommendations) and has scored high in the MPAT report. There will no nominations for this category but finalists will be shortlisted based on their performance over the 2018/2019 financial year.</p>	<p>NO NOMINATIONS</p>
<p style="text-align: center;">6. Best Head of Department of the Year 2018/2019</p> <p>This category focuses on rewarding a provincial Head of Department or Director General who has demonstrated exceptional leadership skills/expertise with a proven track record of leading transformation and change management in the department. A visionary leader who has impacted on teams and programmes in achieving overall strategic goals of the department. There will be no nominations for this category but Heads of Departments will be shortlisted based on the MPAT scores, Auditor General’s findings as well as Ethical and professionalism reports from the Office of the Public Service Commission. There will no nominations for this category but finalists will be shortlisted based on the performance of their department over the 2018/2019 financial year.</p>	<p>NO NOMINATIONS</p>
<p style="text-align: center;">7. Best Run Municipality of the Year 2018/2019</p> <p>This award will be conferred to the outstanding performing municipality of the year. The assessment will be conducted holistically including strategic and operational, e.g. Human Resource practices, SDBIP, Supply Chain, Financial Management, etc. There will be no nominations for this category but entrants will be shortlisted based on the performance of their municipalities on, amongst others: the Auditor General’s report on the performance of the municipality, SDBIP implementation, etc. There will no nominations for this category but finalists will be shortlisted based on their performance over the 2018/2019 financial year.</p>	<p>NO NOMINATIONS</p>
<p style="text-align: center;">8. Best Municipal Manager of the Year 2018/2019</p> <p>This category focuses on rewarding the Municipal Manager (of a Metro, District or Local Municipality) who has demonstrated exceptional leadership skills/expertise with a proven track record of leading transformation and change management in the municipality. A visionary leader who has impacted on teams and programmes in achieving overall strategic goals of the municipality. There will be no nominations for this category but entrants will be shortlisted based on their performance of their Institutions on SDBIP implementation, Auditor General’s report, IDP Implementation, etc. There will no nominations for this category but finalists will be shortlisted based on the performance of their municipality over the 2018/2019 financial year.</p>	<p>NO NOMINATIONS</p>

<p style="text-align: center;">9. Best Public Service Innovator of the Year 2018/2019</p> <p>This category focuses on rewarding creativity and innovation by individuals or teams within an institution. The implementation of the innovative and creative that has drastically changed the current way of doing businesses by effecting efficiency and effectiveness by improvement of service delivery. The innovation must have been implemented during the 2018/2019 financial year with proven effectiveness.</p>	
<p style="text-align: center;">10. Best Public Service Implemented Programme or Project of the Year</p> <p>This category recognises the programme/project that impacted positively in the quality of services. The programme/project should have resulted in vast improvements in the workflow, cost savings, and/or service delivery improvement thus impacting positively in the lives of the citizens. This category recognises programmes/projects that are transformational and developmental in nature resulting in visible socio-economic impact. The public is also encouraged to put forth nominations. The project must have been successfully implemented during the 2018/2019 financial year</p>	
<p style="text-align: center;">11. Most Functional War Room of the Year</p> <p>This category seeks to recognise a War Room that must demonstrate its ability to have been able to deliver on its core mandate of being an engine of service delivery and vehicle for community mobilisation during the 2018/2019 financial year.</p> <p>There will no nominations for this category but finalists will be shortlisted based on their performance over the 2018/2019 financial year.</p>	<p>NO NOMINATIONS</p>

- **Please provide a written motivation that supports your application for the category you are entering (maximum 10 pages including supporting material e.g. photos, letters etc.). Regarding the Best Public Service Implemented Programme or Project of the Year, submit evidence related to its impact.**
- **Please provide documentary evidence for each of the criteria in the selected category. Please provide both hard and scanned documents for e-filing purposes but where this is not possible at all we will still accept hard copies only.**

GENERAL INFORMATION

1. BACKGROUND

The PSEA team based NON MONETORY award scheme is an annual event that was developed in KwaZulu Natal in 1999 to encourage and reward a Batho Pele ethos with the ultimate aim of creating a culture of continuous service delivery improvement and a greater accountability to public sector customers and stakeholders within the Provincial Administration. The awards scheme is used by the Provincial Administration as a monitoring and evaluation tool for the implementation of Batho Pele programmes within all provincial departments and district municipalities within the province of KwaZulu Natal. The awards program promotes sharing of best practices, learning, rewarding good performance and gauge citizen satisfaction towards government performance

2. PURPOSE

The purpose of the Premier's Service Excellence Awards is to entrench the professionalization, recognize, reward, acknowledge and encourage excellence in the public service and make sure it matures to greater heights.

3. CRITERIA

- Excellence in service delivery improvement in the particular area of operation
- Individuals or Government institution is committed and implementing the ethos of Batho Pele principles
- Must demonstrate principles of good governance and leadership
- Demonstrate tangible service delivery improvement to citizens accompanied by customer satisfaction.
- Further demonstrate tangible impact of the service towards service beneficiaries and improving organisational performance.
- The project must be fully operational, sustainable, and lessons must easy to be replicated.

4. RULES AND GUIDELINES

- Submissions must only cover 2018/2019 financial year
- Submissions must be stapled and not bound for easy perusal.
- Submission must be in English ONLY but supporting documents can be in any of 11 South African languages
- Hand written submissions are not encouraged, from the institutions. They will only be recognised if they are from the citizens.
- Submissions must be hand delivered to Office 51, First Floor INVESCO Centre, Pietermaritzburg (next to HI-FI CORPORATION), faxed to 086 639 1837 or emailed to EXCELLENCEAWARDS@KZNPREMIER.GOV.ZA
- Please ensure that relevant evidence in line with category that you are nominating for is attached.
- Submission of concise, precise and relevant evidence is emphasised. The awarding of all categories is based on impact which must be demonstrated through evidence.
- Incomplete submissions will unfortunately not be considered.

5. ADJUDICATION PROCESS

- A multi- disciplinary and independent team of adjudicators will judge the process.
- The adjudicator's decision is final.
- Where necessary nominees will be contacted for verification either through email, telephone, face to face interview or site visit.

6. CONTACT DETAILS

For any queries, questions, clarity please contact Ms Fikile Dlamini on 033 328 1794 or 1771, fax 086 639 1877, Cell 083 634 0034, fikile.dlamini@kznpremier.gov.za or excellenceawards@kznpremier.gov.za

CLOSING DATE FOR ENTRIES: FRIDAY 02 AUGUST 2019!!!