



agriculture & rural development

Department:
Agriculture and Rural Development
PROVINCE OF KWAZULU-NATAL

EMPLOYEES HONOURED AT AWARDS

The KZN Department of Agriculture and Rural Development held its annual Service Excellence Awards in conjunction with the Long Service Awards on 20 May 2019 at the Cedara Sportsground. These awards were to appreciate and recognise the sterling work done by the Departmental employees, in accelerating service delivery to the people of KwaZulu-Natal for the 2018/19 financial year and to acknowledge those who have served the Department for a long period.

The purpose of the National Batho Pele Excellence Awards are to showcase and reward Public Servants for excellent rendition, to promote a new culture of dedication and integrity, to encourage delivery of quality services and to open platforms for the public service to evaluate government performance.

These awards are based on the Batho Pele principles, which speak to:

1. Consultation with citizens about the level and quality of public services they are entitled to
2. Providing quality service standards
3. Equal access of citizens to services they are entitled to
4. Treating citizens with courtesy and consideration
5. Providing accurate information about the service standards they are entitled to
6. Openness and transparency
7. Redressing the promised standard of service
8. Encouraging innovation and rewarding excellence
9. Measuring the service delivery impact

"This year's awards come at a crucial time as we celebrate 25 years into democracy and the beginning of the 6th Administration going forward. Today we are here to celebrate those who have gone beyond the call of duty and shown dedication and commitment by showing Batho Pele principles, which means, "Putting people first." We are proud of our employees and their work and also believe that the Department will not achieve anything without them." said Mr Myeza.

The following categories were awarded:

- Best Front-line Employee of the Year
- Best Operational Employee of the Year
- Best Batho Pele team of the Year
- Best General Worker of the Year
- Best Public Service creative / innovation of the Year
- Best Implemented Project of the Year
- Overall Batho Pele winner of the Year
- Best SMS Leader

The Batho Pele programme continues to be a programme that supports its belief as summarized by the slogan **“WE BELONG, WE CARE, WE SERVE.”** This slogan is one that emphasises to employees that they BELONG and are part of the public service and should work together and respect fellow colleagues, and encourages them to CARE for the public service as they serve their customers with excellence, and provide them with a service that surpasses their expectations.

The long serving employees of the Department who have served over 10 to 40 years were recognized for their long-standing service and dedication to the public service.















