

MAYOR SPEECH TO THE BATHO PELE EVENT AT WARD 7 DATED 30/09/2014 BY 10:00

Programme Director

The principal body of council and all Councillors present today

The Senior Traditional Leaders or their representatives

Municipal officials present

Sector departments' employees

All stakeholders

Ladies and Gentlemen, good morning

The Media fraternity

We are meeting here today at Mapekereng in ward 7, 14 years after the new re-established Groblersdal Municipality in terms of section 12 notice. We are further meeting here today to celebrating 20 years of democracy. This government of the people by the people has done a lot to our people and a lot still needs to be done.

Program director

Our people recently died in Nigeria while they were attending a church service under the leadership of DK Joshua. Let us all rise and observe a moment of silence. For me, this was a very sad moment for the people of South Africa and the ones of Elias Motsoaledi as amongst those people that died in Nigeria one is from Elias Motsoaledi in Monsterlus ward 20.

This year's celebration takes place under the theme AGE OF HOPE: Addressing service delivery challenges together for an improved quality of life

Ladies and gentlemen, in a democratic society, public services are not a privilege; they are a legitimate expectation. That is why meeting the basic needs of all citizens has been the cornerstone of our government since it was elected in 1994. This means that government institutions must optimise access to their services by all citizens, within the context of fiscal constraints and the fulfillment of competing needs.

Batho Pele is a people's driven public service improvement programme which is anchored on eight principles, which are: consultation, service standards, access to services, courtesy, information, openness and transparency, redress, and value for money.

This collective leadership before you here today is committed and will always adhere to this principles. Today we are marking 90 days in office after the disbandment of the executive of the Elias Motsoaledi Municipal Council by the African National Congress (ANC)

Public service delivery improvement is a challenge that requires much more than the commitment of the Principal body, as it also demands skills and the availability of public servants to perform their designated functions and duties from time to time. For Batho Pele to happen, this will obviously require every public servant to put his or her shoulder on the wheel, so that our people are given only the best quality of service wherever they are. Public servants as trustees of the people are expected at all times to act in accordance with various codes of good practice which governs ethics and good conduct. If public servants do not understand where government stands on various issues, this would obviously become even more difficult for ordinary citizens to understand their expectations and roles.

Therefore, we regard public servants to be the ambassadors of this government - in other words you are the first people who must offer clarifications and answers to the challenges which members of the community go through on a daily basis. Those of us who are mandated to guide and lead the machinery of the State have an enormous burden to ensure that our public service understands its role, and is well oiled to tackle the challenges at hand. The contract we have signed with the people, demands that we selflessly dedicate ourselves with equal zeal and enthusiasm to the task of building the kind of South Africa envisioned by our forebears, who laid the first foundation stone for a free and democratic South Africa.

The testimony we bear here today, highlights the many achievements and efforts we continue to make, in delivering essential services to the thousands of our people.

Programme director

Today further gives us a chance to critically examine the challenges that still lie ahead of us, in our journey to become a winning nation. Thus, we should regard this day as an opportune moment for us to receive a first hand account of the steps, government has taken to enhance service delivery to communities in line with our stated Batho Pele principles. We regard it as a fundamental constitutional right of every citizen to be afforded an opportunity to participate in their own governance,

hence we must emphasise the point that your responsibility in this democracy is not only limited to voting after every five years, but also goes to an extent of holding accountable, those you have elected to power. This is why we have always taken every opportunity available to us, to listen and to report to you whenever possible and necessary. We bear the moral and political responsibility as the African National Congress (ANC) government to ensure that our elected leaders operate in a manner responsive and consistent with the needs and aspirations of all our communities.

Therefore, Batho Pele day presents an opportunity for government to provide a detailed account on what has been done, and what still needs to be done, to better the lives of our people.

Programme director

It is against this background, especially considering the Batho Pele principles of consultation, access to services, information, openness and transparency, that Elias Matsoaledi Local Municipality applies the Presidential, walk-ins, complaints' register and suggestion boxes, among others, to access the complaints and compliments of the citizenry.

Programme director

One of Batho Pele's principles requires us to maintain constant and dynamic contact between government and the people it serves. In the main, government has mostly relied on such programmes as 'Exco meets the people' and various imbizo programmes which are intended to empower people in outlying and far flung areas. The exco will sooner come out with an outreach program to further interact with the community on issues affecting service. It is our stated intention as a Municipality to see to it that, these gatherings do not just end up as meaningless talk shows, but are instead used productively as solution driven platforms, where citizens also get solutions to some of their problems.

Programme director

In conclusion, we find it regrettable that the good work being done by this government is being tainted by few corrupt elements, within the public service which have no respect for our public resources. We believe that it is the responsibility of every public servant and members of the public to blow the

whistle each time they see officials abusing resources of the state or acting in self-interest. All provincial departments have units in place that deal with cases of fraud and corruption involving members of the public service.

We are pleased to report that so far since the presidential Hotline inception in 2009, Elias Motsoaledi have resolved service complaints in the Hotlines with 100% precision under our customer care section

Amicable resolution in this instance, means being able to answer service complainants within 72 hours as well as making follow-ups with competent sector departments or agencies.

While we should abhor any miscreant behaviour on the part of any public servant, we must at the same time find it easy to applaud those deserving officers or service points, which excel in their work by giving them due encouragement where the standard of service delivered is of a higher quality.

I now invite members of the entire Elias Motsoaledi Municipality and Heads of Department to make their statements of commitment.

THANK YOU

DANKIE

NGIYABONGA

NGIYATHOKOZA

KE YA LE BOGA