



Difficulties in setting access targets

- Lack of resources
- Inadequate stakeholder participation
- Inadequate buildings/ infrastructure
- Lack of know-how/ understanding by staff
- Improper planning

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Barriers to improving access

- Budgetary/ resource constraints
- Lack of skills/ capacity/ understanding
- Inadequate stakeholder participation

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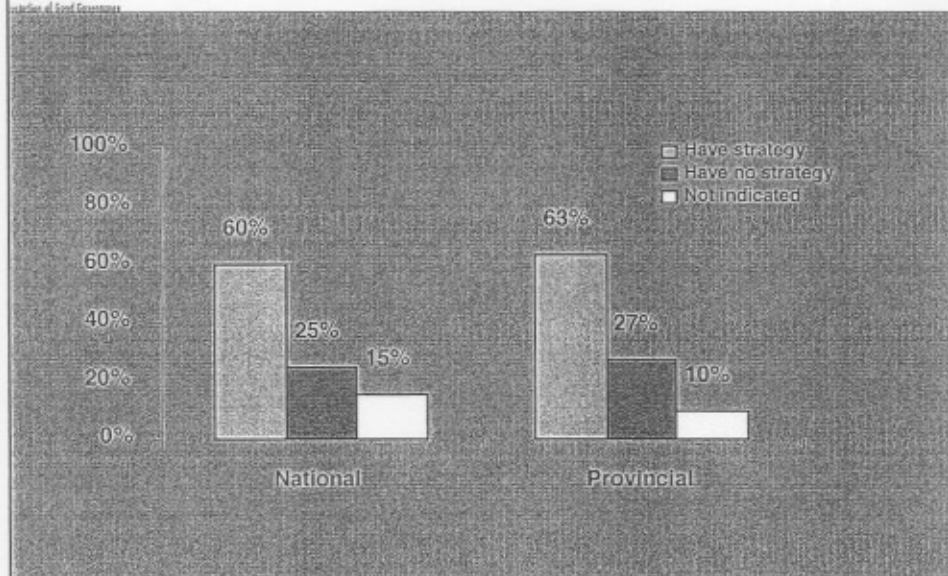
Measures to improve access

- Capacity building/ filling vacant posts
- Consultation with stakeholders
- Request for budget increase
- Public education and interaction
- Establishment of *Batho Pele* units
- Refurbishment/ erection of new buildings

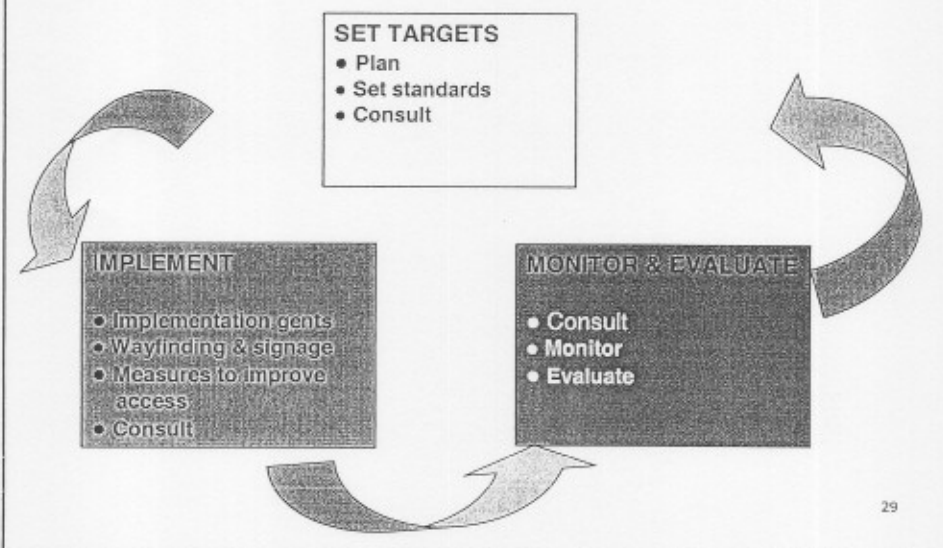
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Access for people with disabilities



Model of good practice in implementing access



Conclusion & Recommendations

- Measures to improve access- not backed by clear communication policy and strategy
 - Development of standards & targets- not all targets presented are access specific- need to:
 - (i) improve skills,
 - (ii) fill vacant posts,
 - (iii) consult: and
 - (iv) solicit funding
- 30



Conclusion & Recommendations (Cont.)

- Consultation- Level of consultation higher though there is a need to improve
- Physical access- covered groups are:
 - (i) rural communities
 - (ii) youth
 - (iii) women
 - (iv) people with disabilities

Not adequately catered for are:

- (i) pensioners
- (ii) functionally illiterate

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Conclusion & Recommendations (Cont)

- Monitoring & evaluation- Less than half of departments have M&E systems
- A need for use of M&E system. A template for monitoring compliance with *Batho Pele* developed by the DPSA could be utilised

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Redress

- Redress states that “if promised standard of service is not delivered, citizens should be offered an apology, a explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response”

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Redress

Important supporting legislation is the Promotion of Administrative Justice Act (PAJA) with its right of review or appeal and notice of the right to request reasons for administrative action

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Departments with complaints handling mechanisms

- 90% of national and 83% of provincial departments have some form of complaint handling mechanism

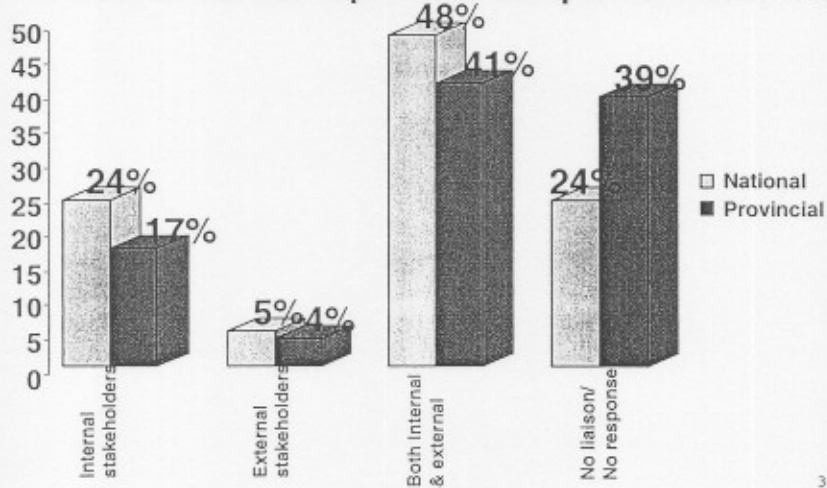
71% of national and 55% provincial departments had complaints mechanisms linked to legislation or government policies other than *Batho Pele* e.g. PAJA, and or line department specific legislation like the Patient's Rights Charter, SA Schools Act

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Development of Complaints handling Systems

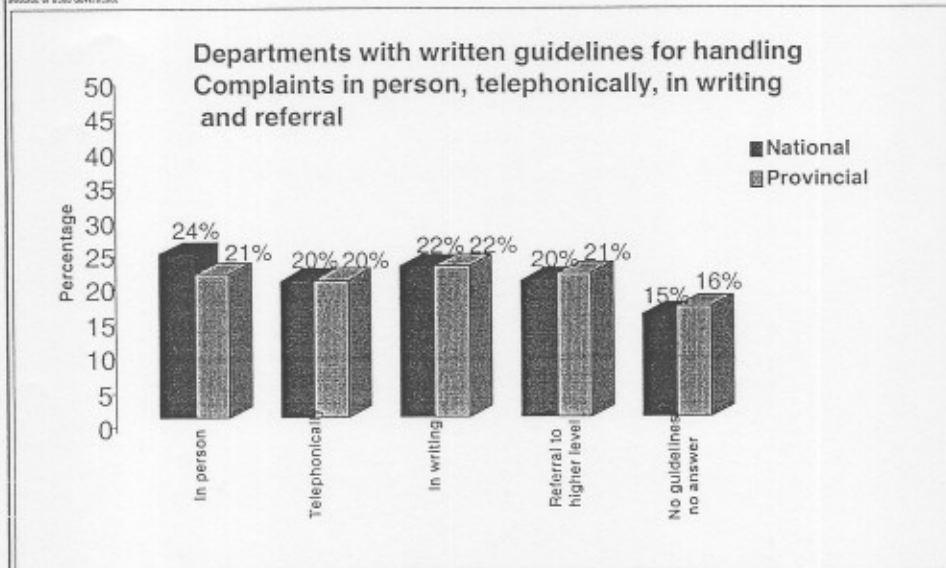
Liaison in the development of Complaints mechanisms



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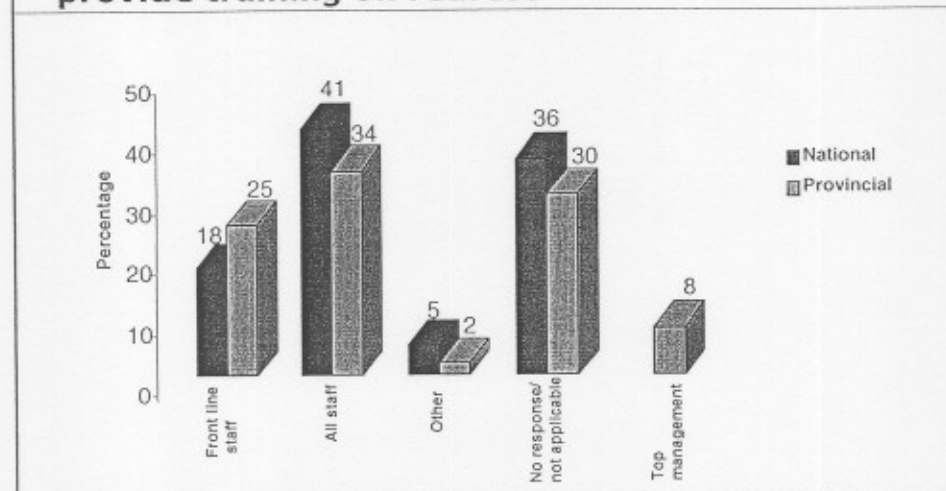


Development of Complaints handling Systems



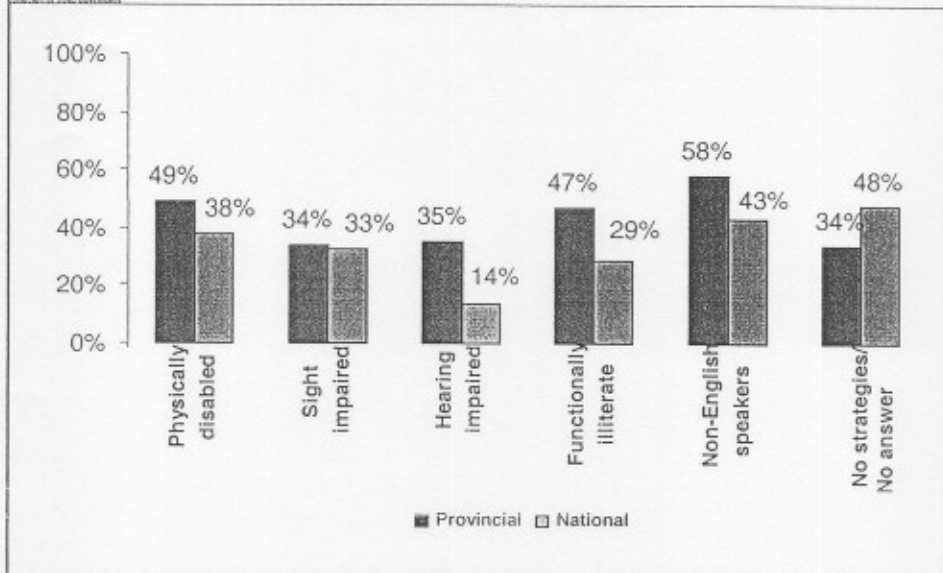
Provision of training on redress

- 59% national and 54% provincial departments provide training on redress





Accommodating people with special needs

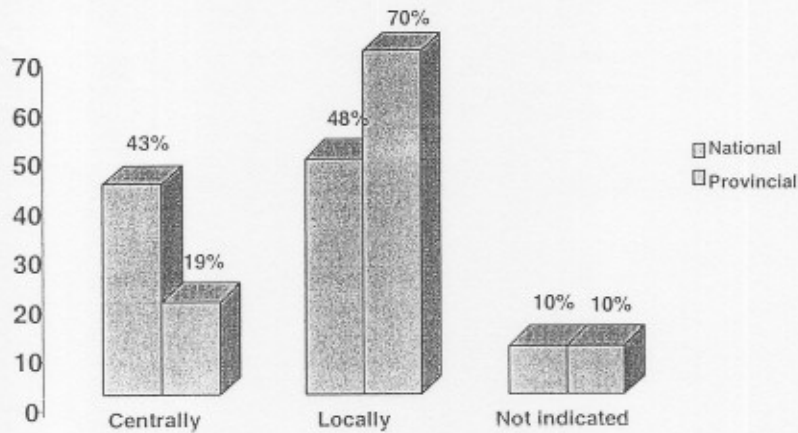


Time limits for dealing with complaints

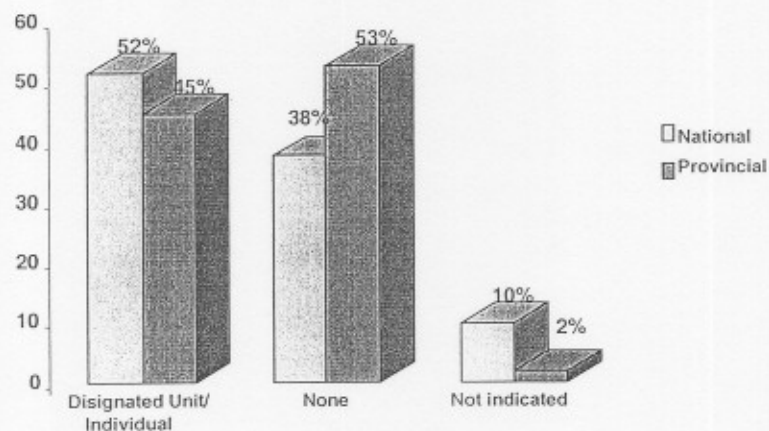
- 33% of national and 57% of provincial departments have time limits within which to deal with complaints
 - e.g 7 days acknowledge receipt and 30 days to resolve it.



Location of the departmental structure for dealing with complaints

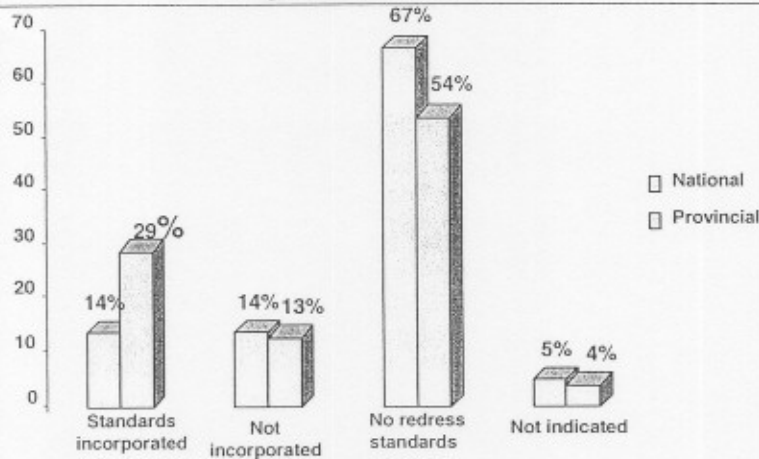


Existence of dedicated unit or individuals

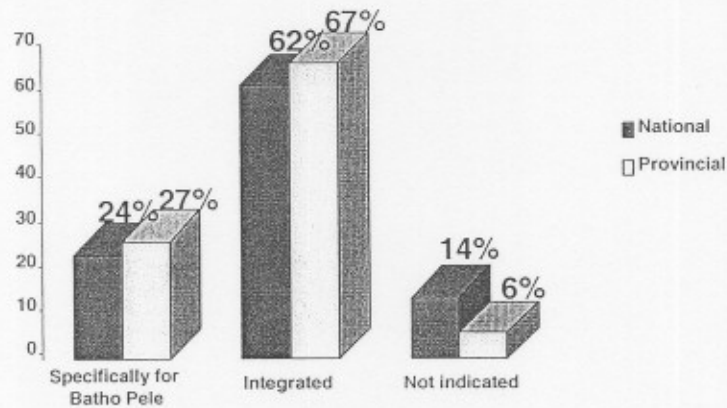




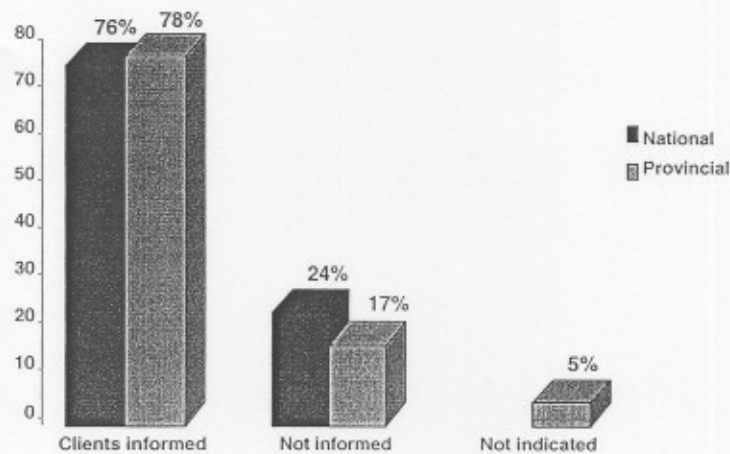
Incorporation of redress standards into performance agreements



Structure of a *Batho Pele* budget



procedures



Existence of methods for recording complaints

- 67% of the national and 63% of the provincial departments have methods for recording complaint



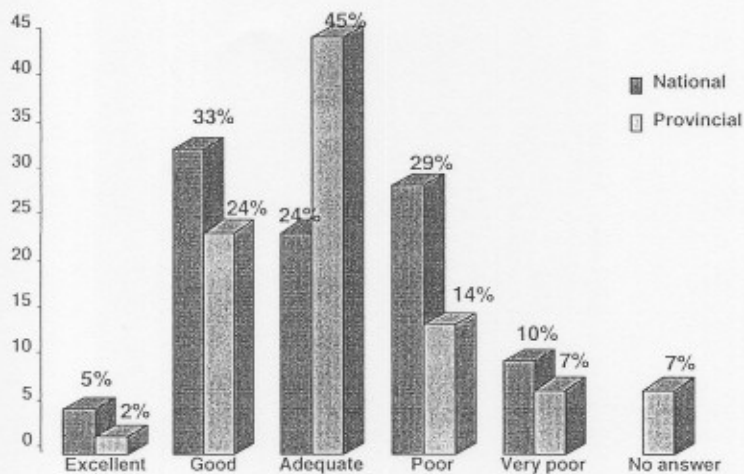
Systems to monitor and evaluate redress

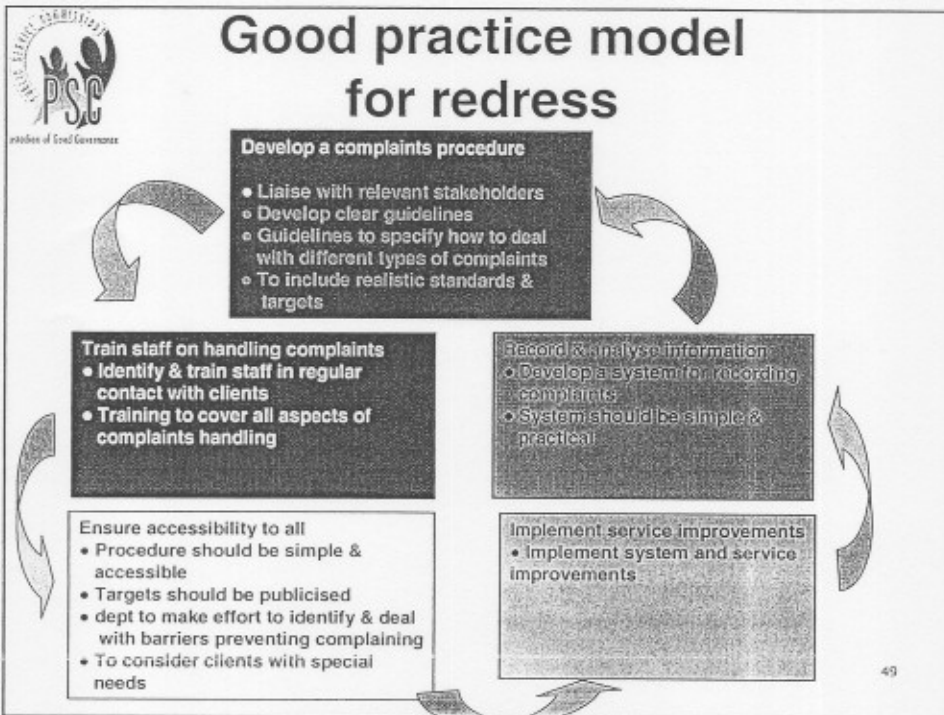
- Only 29% of national and 18% of provincial departments had a redress specific M&E system
- The rest the departments that had an M&E system, it was a department-wide system (14% of national and 28% of provincial a department)

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How departments rated themselves





Conclusions & Recommendations

- Three broad areas requiring further attention:
 1. Need to formalise complaint handling systems
 2. Strengthen the implementation of the M&E system
 3. Review of these systems on a regular basis

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