



**Welcome Address delivered by Her Worship Cllr Zandile  
Gumede at the Office of the Premier's Service Excellence  
Awards Ceremony,**

**20 July 2017**

**International Convention Centre, Durban**

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- Programme Director,
- Honourable Premier – Mr Willies Mchunu,
- Government Business leaders - MEC for Economic Development,  
Environment & Tourism – Hon Sihle Zikalala,
- MEC for Social Development – Mama Weziwe Thusi,
- Acting Director General – Mr Z Mnqayi,
- Head of Departments,
- All Mayors and Municipal Managers,
- National and Provincial Batho Pele Members,
- Awards Entrants,
- Honoured guests,
- Members of the media,
- Ladies and gentlemen,
- Sanibonani

Ladies and gentlemen, it is an honour and great pleasure to be a part of this special ceremony tonight – Thank you.

We are glad to be part of this magnificent annual event which was developed in KwaZulu-Natal in 1999 to encourage and reward the Batho Pele ethos. The aim is that of creating a culture of continuous service delivery improvement and a greater accountability to public sector customers and stakeholders within the Provincial Administration.

These awards are very important even though they come with no money rewards because our Provincial Administration use them as a monitoring and evaluation tool for the implementation of Batho Pele Programmes as well as Operation Sukuma Sakhe within all provincial departments and district municipalities within the province of KZN.

Other than these awards being used as a monitoring and evaluation tool, they are also used to reward public servants who have gone an extra mile in delivering quality services to the citizenry of this province and to motivate other public servants to perform at an even higher level.

These awards are also a feeder into the National Batho Pele Excellence Awards hosted by the Department of Public Service and Administration in November of each year.

Programme Director,

The eThekweni Municipality's Vision is that: ***By 2030, the eThekweni Municipality will enjoy the reputation of being Africa's most caring and livable city.***

In order to achieve our Vision of being the most caring and livable city a Customer Care Policy has been adopted to develop structures to ensure that in our dealing with customers we demonstrate these values. This policy is based upon the National Batho Pele principles which has been translated as "People First" and emphasizes the values of "Customer First".

Our aim is that whenever customers have contact with the eThekweni Municipality they will consistently experience standards of service excellence.

Our Municipality is committed to ensuring that the human rights principles set out in our Constitution, the eight Batho Pele (People First) principles that aim to transform public service delivery as well as “getting it right the first time” are experienced whenever customers access our municipal services.

In this way we want to display our commitment to the principle of Customer First and ensure that service excellence is an integral part of the planning and delivery of all municipal services to its people.

Distinguished guests,

I want to take this opportunity and welcome you. Let me congratulate all those who were shortlisted for these awards and encourage all of us to put people first. We must serve our people and improve service delivery.

I would like to close with this quote by John Wooden – “***The true test of a man’s character is what he does when no one is watching.***”

I thank you!!!