

# Acting Public Works Head of Department announces winners at the Service Excellence Awards ceremony...

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Friday the 4<sup>th</sup> of May 2012 marks another day to remember as the eThekweni Regional Office spread its wings to welcome the acting Head of Department Mr Jeremy Redfearn, who graced the occasion as he officially announced the nominated two winners who will be representing the KwaZulu-Natal Department of Public Works at the Premier's Excellence Awards during July 2012. One could see with the vim and verve from Management and personnel who attended the event hailing from Head Office and all regional offices to witness as the acting Head of Department announced the gold winner.



**Mr Jeremy Redfearn during delivery of his remarks**

Let us unpack the reasons that would seek justifying why the event had to take place within a short space of time. If one would recall that from Government call around all spectrums it was a heed that government institutions should and must confine to cost-cutting measures so as to avoid financial stress which the country and the entire world recently trapped itself into. As a result of this positioning, the KwaZulu-Natal Department of Public Works also joined other institutions in responding to the call from the Treasury. However, the MEC, the entire executive leadership and management of the department saw it befitting to respond to the need to employee appraisal approach. Truly

excellent organisations are measured by their ability to achieve and sustain outstanding results for their employees, stakeholders and clientele. Therefore, service excellence as a function is one of the cornerstones of the KZN Public Works Department in ensuring that it promotes and rewards the highest standard of excellence and that we are seen as one of the very best amongst the best government department in the hospitality industry by employees and staff, stakeholders and the ordinary citizens who on daily basis flog to our shores to receiving our services. Customer Care or Service Excellence particularly in Government aims to bring professional, high-level customer service concepts into common currency with every customer service by offering a unique improvement tool to help government employees in delivering services put their customers at the core of what they do. It should not be seen as doing a client a favour when providing a service. We now cruise to the event itself....



**Ms Makhaye elucidating the background of the occasion**

The event was hosted by the EtheKwini Region and as proceedings unfolded, the Programme Director, Ms Thobile Masondo introduced Mr Duma, the General Manager for Human Resource Management, who

welcome all guests and briefly outlined the purpose of the event hereafter a background to the acknowledgement of employees was also elucidated by the Senior Manager for Human Resource Management, Ms Makhaye.

It should be understood that the process and criteria of identifying qualifying employees this announcement was and is not a just-to-do function but an exercise that requires to be undertaken by individuals with character, passion, commitment and dedication who serve in the departmental Service Delivery team.



Departmental Service Excellence Awards 2010/2011  
Gold Award Winner - Umzinyathi District Office

Departmental Service Excellence Awards 2010/2011  
Bronze Award Winner- Umkhanyakude District Office



Mr Zwane during the presentation of certificates

Mr Zamo Zwane, Senior Manager for Strategic & Partnerships was at the helm of announcing the awards winners for:

- 2008/09 Certificate of Appreciation: Midlands Region Team
- 2008/09 Bronze Award Uthungulu Region
- 2008/09 Winner Service Excellence Awards: Southern Region
- **Financial 2009/10 Gold Winner went to Amajuba District**

- **Financial 2010/11 Gold Winner that will represent the Department of Public Works at the Premier's Service Excellence Awards went to Umzinyathi District Office**

“Service Excellence Awards will continue to be used as a tool to provide all management and staff for Public Works the energy and vibe to acknowledging their effective involvement in delivery of service” remarked Mr Duma, the General Manager: Human Resource Management made positive sharing of . “Communicate effectively, unlock or unleash your creativity and care for your customers” he emphasised during his address when he acknowledged the assessors and adjudicators.



**Senior Managers who received Certificates of Appreciation for their role during the assessment and adjudication processes. (from left to right) Ms J Makhaye, Mr B Pillay and Mr Z Zwane.**

With the grace of willingness and agility to commend management and staff the MEC for Public Works, Mr Ravi Pillay managed to make it through to the ceremony. It was fathomable for the minister to stress his commitment and acknowledging that he still has more to do in making sure that he visits all regional offices as he would be pleased. Mr Pillay indicated that it is in his interest to personally and physically experience what is actually taking place at grass root level. “Public Works is going to roll-out plan to be an agent of change in the province” this was a remark of commitment by the Minister.



**MEC Ravi Pillay delivered an eloquent speech of hope and support**



He emphasised that we should not be deterred by speculations on the negative reports we uncover all around the province and beyond but urged the management and employees to continue with the good work and he will continue to restore the image of the Department. It is profound to realise the commitment the MEC has in relation to his mandate. Mr Pillay remarked during that Service Excellence Awards announcement that the Department has to claim its mandate as a service provider of choice and this has to be achieved within the three year cycle.

In closing, the General Manager for Operations, Mr Mdadane had his share to proffer a word of thanks and closing remarks. "There is a lot at stake when you lead a business, think of Public Works as business" quoted Mr Mdadane from the work of the CEO of the Johannesburg Stock Exchange. His remark was in relation to the fact that always when things get tough, then all point fingers at the Human Resource component. It was in his thought to share with all guests at the event.



**Mr Mdadane during his address**

**Mr Duma as he acknowledged assessors**

Mr Mdadane indicatively thanked all support service personnel (the programme director, the IT team, assessors, judges, communications and regional managers) in ensuring that the occasion went very well in terms of preparations. In conclusion, he lastly thanked the presence of the especially during his overloaded scheduled programme. It should also be mentioned that the General Manager got well critical on issues of concern that required urgent action and ratification within the work environment. In closure, the winners had an opportunity for a photo shoot with the MEC and the members of the Executive (EXCO). Light lunch was served for all guests.



**Ms Fikile Luthuli as she addressed the attendants, especially management and employees from Public Works on the way-forward approach on all issues related to service excellence and delivery in Government.**



**The KZN Department of Public Works Executive leadership (from left to right): Mr Duma; MEC Pillay, Mr Redfearn, Ms Linda and Mr Mdadane) beating the drum and heeding a call to all management and staff for change and revitalising the culture of Batho Pele at the Department's Service Excellence Awards ceremony held at the Lecture Hall, eThekweni Regional Office in Durban.**

As the Executive Leadership of the Department of Public Works ended the event in style by beating the drums of hope, light and change for Public Works in KwaZulu-Natal, one could tell with the ululation, the vibrancy of the lecture hall and the zeal and zest of the winners and guest around that indeed there is a foam or cloud of happiness and gaiety awaiting all of us. As long as well stay focussed and committed to the course, as Public Works, we are all on the verge of tasting the fruits of our labour for positive change and success in this Department. It is through positivity and optimism to achieve this in years to come. We hope 2012 cuddles us all together for the good and to be better for 2013.