

Public servants off to government school says Sisulu

All workers employed by the state are required to sign the service charter and to attend the school of government, Public Service and Administration Minister Lindiwe Sisulu said on Thursday (29 August).



Lindiwe Sisulu (Image: GCIS)

"No one will be employed in future without attending the school of government. The reason why we established the school because we want a particular culture of public service," Sisulu said. She was speaking to reporters at the launch of the service charter at Gallagher Estate in Midrand.

"It compels state departments to set service standards," Sisulu said. "[You] have always indicated that we need a responsive state. This is our attempt to prove it to you. [The charter] continues towards fast-tracking service delivery," she added.

All levels of workers, from gardeners to engineers, would attend the school, which was set to open on 21 October. The school is intended to professionalise the service rendered by public servants.

"It is only when everyone is professionalised that they will be able to offer good service," Sisulu said.

Goal is better service

The school's curriculum was still "a work in progress" but would include teaching the values of the Constitution. Sisulu said that the effects of the charter would not be seen overnight. "You've got to allow a progressive realisation of these things."

Speaking at a New Age business briefing earlier, Sisulu said the charter showed that the government had committed itself creating an environment conducive to public service, she said.

"We are here to commit ourselves - we would like to hear from the people that we serve what they think about this step because we would like you to support us," she said.

Sisulu also launched the Batho Pele call-centre help-line, intended to improve public service. The call-centre would allow people to call in if they wanted to report bad service or needed help or information about public services, like tender processes.

She called the centre during the briefing but, ironically, was put on hold in her first attempt. At the second attempt she got through and spoke to an operator who explained what the service offers.

Various unions, including the Democratic Nursing Organisation of SA, the SA Democratic Teachers Union and the SA Policing Union, were present at the launch and confirmed their commitment to the charter.

Source: Sapa via I-Net Bridge

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