

**KEYNOTE ADDRESS BY HER WORSHIP THE MAYOR OF  
LEPELLE-NKUMPI LOCAL MUNICIPALITY COUNCILLOR IVY  
PHAAHLA ON THE OCCASSION OF BATHO PELE BUILD UP  
EVENT AT KHURENG SPORTS GROUND.**

**21 SEPTEMBER 2012.**

Programme Director;

Kgoshi Madimetja Sello Kekana wa boraro;

Chief Whip of our Council, Veteran Molaba;

Members of Executive Committee;

Fellow Councillors;

Representatives from Capricorn District Municipality and other Municipalities;

Our Traditional leaders;

Municipal Manager, Ntate Maketu Ramaphakela and Executive Managers of  
our Municipality;

Senior Managers and Managers from Sector Departments and Parastatals;

Members of Ward Committees;

Community Development Workers;

Representatives of Business, Faith-Based Organizations and Civil Society  
Organizations;

Women, Youth, People living with disabilities and community leaders present;

Friends, Distinguished Guests, Comrades;

Ladies and Gentlemen;

THOBELA!

Firstly, let me thank everybody who has freed themselves from their busy schedules to be here today. Your presence today reaffirms the view that the transformation of service delivery in the public service is a matter dear to the hearts of many.

Dear as it may be, it however, still remains an issue that needs our considerable attention and collective effort. Your presence here today is a testimony to your willingness to tackle the challenge facing this initiative.

Ka ge ba bangwe ba lena le tseba gore, Batho Pele ke polelo ya Sesotho, yeo e hlalosago gore batho ba tla pele. It has been chosen as a slogan for the service delivery initiative because it reminds us that the sole purpose of the public service is to serve the people of South Africa.

Se sengwe le se sengwe seo bashomi ba mmusho ba se dirago, ba se direla badudi ba Africa Borwa gape ba se dira legatong la batho ba Afrika Borwa. Ke ka lebaka leo bashomi ba mmusho ba ba bitsago gore ke di public servant.

Programme Director,

This Batho Pele Built Up event coincides with the National Public Servants Month. This is an initiative which is an integrated strategic national event in the calendar of the Public Service and Administration Department.

The main objective of Batho Pele service delivery programme is to instil and rebuild good ethics, morale and pride in public servants' endeavours to translate the people's contract into reality through the provision of quality services that respond to the needs of the citizens.

Lepelle-Nkumpi is fully committed to building a caring municipality for its entire people. For us to realise this, we must constantly explore ways to provide the best possible level of service to all our communities, more especially to the poor, people with disabilities, women and children.

We are committed to improving access to municipal services and to remain accountable and responsive to the public. We must also deliver on our promise to provide our citizens with excellent, efficient service to improve the quality of their lives.

We also acknowledge the support of our traditional leaders and healers, religious leaders and development stakeholders to partner with government in providing services to our people.

Government on its own will not succeed in meeting the demand for services to the communities in the whole municipality.

Programme Director;

This event provide us with an ideal opportunity to reach out and interact with our communities as well as gain first-hand experience about their concerns and frustrations, which will go a long way in demonstrating the commitment of our ANC-led government to deliver on the demands made by our people in the Freedom Charter that the “people shall govern”

Ladies and Gentlemen; our goal is to serve the interests and aspirations of society as a whole and to ensure that we protect and defend the freedom, which we have long fought for and gained.

We have to ensure that every person in this municipality, province and country has access to basic amenities and services that will allow for the full development of each and every member of our society.

Lepelle-Nkumpi has come a long way in transforming the public service and ensuring effective service delivery, which had impacted positively on the lives of the poorest of the poor, people with disabilities, women and the youth of our country.

The municipality have the development of a cadre of officials committed to the principles of Batho Pele thereby ensuring a maximum development impact to the prudent utilisation of scarce state resources.

We were able to touch the lives of our people in a number of ways to ensure that their quality of life is improved.

Programme Director;

We are also aware of public servants who do not want to go the extra mile in serving our people. These are public servants who fail in their duties to provide basic services to our communities, especially those communities that are living in the far-flung areas.

We want to indicate that such lazy public servants do not belong in the public services and are a disgrace to our government.

While we will be putting more energy in the Batho Pele programme to improve the attitude of public servants, we have no doubt that most of our public servants at the coal-face of service delivery want to serve our people well and want to be proud of their work.

Ladies and Gentlemen, our government from national to local have made a great strides in the socio-political arena, including providing quality health care for all, better public schooling, housing, water and sanitation, education, health, electricity and improved access to social services rights across our municipality, province and country.

While celebrating our achievements, we must constantly remind ourselves of the daunting challenges that lie ahead.

We must be mindful of the realities that far too many of our people are still trapped in conditions of poverty, underdevelopment and joblessness.

Many of them still do not have access to clean water, sanitation, quality health care, education and shelter.

Ladies and Gentlemen;

Government have dedicated the second decade of democracy to solving these and other problems. We have demonstrated our ability to improve the lives of all South Africans.

We must intensify our efforts to work in partnership with our communities so that they benefit from our skills and talents in a significant manner.

Our President, during the State of the Nation Address indicated that “To achieve all our goals we must hold ourselves to the highest standards of service, decency and integrity” and concluded by saying that South Africa is a nation filled with a hope born of the knowledge that if all work together, the dreams of its citizens will be achieved.

In this regard, programme director, we are leading the struggle to eradicate unemployment, inequality and poverty through inclusive economic growth.

Improving service delivery also calls for a shift away from inward-looking, bureaucratic systems, processes and attitudes, and a search for new ways of working, which put the needs of the public first.

In essence we are obliged to provide services that are better, faster and more responsive to our citizen’s needs, and therefore a complete change in the way that services are delivered.

Ladies and Gentlemen;

One of our government’s most important tasks is to build a public service capable of meeting the challenge of improving the delivery of public services to our citizens.

Access to decent public services is no longer a privilege to be enjoyed by the few; it is now the rightful expectation of all citizens, especially the majority population of our country who were previously disadvantaged and barred from enjoying such services.

That is why the guiding principle of public service transformation and reform is “service to the people”.

I am confident that all of us who are gathered here will actively participate in the Batho Pele activities throughout the municipality, district and province and contribute in a meaningful manner to improve the plight of all our people, especially those with disabilities, the elderly, children and women.

I trust that all of us will continue to forge ahead despite our challenges, We have no option but to bring about better living conditions for our people.

In conclusion Programme Director;

Implementing Batho Pele is not a once-off task. Improving service delivery is not something you do once and for all. It is a continuous, dynamic process which will go on for many years, gathering momentum at all times. It is not an easy process, especially in a public service which faces as many challenges as ours does. But we have made a start. We have made a commitment. And we mean to succeed.

**WORKING TOGETHER WE CAN ACHIEVE THESE GOALS!!**

**I THANK YOU!!**

**KE A LEBOGA!!**