



DEPARTMENT OF EMPLOYMENT AND LABOUR

BATHO PELE PRINCIPLES

WE LIVE THE BATHO PELE PRINCIPLES:

CONSULTATIONS

Citizens should be consulted about the level and quality of the services they receive and, wherever possible, should be given a choice about the services that are offered

SERVICE STANDARDS

Citizens should be told what level and quality of service they will receive so that they are aware of what to expect

ACCESS

Citizens should have equal access to the services which they are entitled to, irrespective of the mode of access

COURTESY

Citizens should be treated with courtesy and consideration

INFORMATION

Citizens should be given full, accurate information about the services they are entitled to receive

OPENNESS AND TRANSPARENCY

Citizens should be told how national and provincial departments are run, how much they cost and who is in charge

REDRESS

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response within the set timeframe

VALUE FOR MONEY

Services should be provided economically and efficiently in order to give citizens the best possible value for money.



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