Batho Pele Principles

Ukubonisana

Uzobuzwa ngemibono onayo ngezinhlelo zemisebenzi yokusiza umphakathi ezikhona njengamanje, futhi ungasitshela nangalezo zinhlelo zemisebenzi ongathanda zibekhona esikhathini esizayo. Kuzoxhunyanwa nayo yonke imikhakha yomphakathi. Uvo nemibono yakho izodluliselwa kubaphathi abangoNgqongqoshe kuhulumeni kazwelonke, kulabo abangoNgqongqoshe kohulumeni bezifundazwe, nakulabo abangamalungu esigungu sesishayamthetho.

Amazinga Namaqophelo Emisebenzi esiza umphakathi

Yonke iminyango yohulumeni bezifundazwe kanye nekahulumeni kazwelonke kuzolindeleka ukuthi ishicilele amaqophelo akhona okusebenza kanye nalawo amasha. Akufanele lizike igeja ngokwamazinga namaqophelo. Lawo mazinga azohlolwa, eluswe, futhi akhushulwe athuthukiswe okungenani kanye ngonyaka.

Obani Abangahlomula

Yonke iminyango kahulumeni kufanele izibekele imigomo yokufinyelelisa nokudlulisela imisebenzi yosizo kulelo nalelo lungu lomphakathi. Kufanele kube nezinhlelo eziqavile zokuthuthukisa izinga lemisebenzi yokusiza labo ababecindezelwe bancishwa amathuba enhlalakahle, amasiko, nempucuko, nalabo abancishwa amathuba ngoba bekhubazekile ngokwemizimba.

Ukuphathwa kahle nangenhlonipho

Yonke iminyango kufanele izibophezele kumazinga athile aphezulu malungana nokuphathwa komphakathi. Lawo mazinga kufanele ashicilelwe kumqulu wokuziphatha kwabasebenzi. Kufanele abe mdibi munye nalokho okungamagugu, agqanyiswe aqhakanjiswe nalapho kuqeqeshwa noma kufundiswa abasebenzi. Ubuchwepheshe nokusebenza ngokuzimisela kwabasebenzi kufanele kweluswe, kunjalo nje ukuhlukunyezwa nokungahlonishwa komphakathi akuvumelekile.

Ulwazi

Uzonikwa imininingwane egcwele ngemisebenzi yomphakathi ewusizo onelungelo lokuyithola. Imininingwane izotholakala kuleso naleso sizinda sosizo, emisakazweni nasemaphephandabeni omphakathi, nangolimi olusetshenziswa umphakathi. Amagama nezinombolo zocingo zalabo ongathintana nabo kufanele kuvele kuzo zonke izincwadi zokuxhumana ezivela eminyangweni kahlulumeni.

Ukusebenza ngendlela esobala

Unelungelo lokwazi ngenani labasebenzi eminyangweni kahulumeni, imininingwane ngalabo abasezikhundleni eziphezulu, ukusebenza kwezimali, nangokusebenza kwabasebenzi bephokophele ukuhlangabezana neqophelo nezinga lokusebenza abazibophezelele kulo. Imibiko eqondiswe emphakathini izoshicilelwa isakazwe kabanzi, idluliselwe ephalamende nakwisishayamthetho saleso naleso sifundazwe.

Ukunxephezela nokuqondisa ukungeneliseki

Kuzoqikelelwa ukuthi kube nezinhlelo nezindlela zokubhalisa nokudlulisa izikhalazo zonkungeneliseki komphakathi. Bonke abasebenzi bazoqeeqeshwa ngendlela yokwamukela, ukudlulisa kanye nokuxazulula izikhalazo zomphakathi ngendlela esheshayo nenemiphumela. Uzobikelwa ngaso sonke isikhathi ngemiphumela yezikhalazo zakho.

Zuza ukwanelisekp ngemali yakho

Ukhokha intela yomnotho, i-VAT, kanye nezinye izinhlobo zentela ukuze uxhase ukusebenza kwezinhlaka zikahulumeni. Unelungelo lokugcizelela uqiniseke ngokuthi imali yakho isetshenziswa ngendlela eyiyo, ayisaphazwa. Iminyango kahulumeni kufanele ikugunyaze ngobufakazi bemiphumela yokongeka kwemali yakho nangemiphumela ekuthuthukiseni imisebenzi esiza imiphakathi.

Ukukhuthaza ukuzithuthukisa nokubonga labo abasebenza ngokuzimisela

Ukwethula izinhlelo ezintsha nokuzithuthukisa kungezinye zezinto ezingaba wusizo olukhulu ekwenzeni umsebenzi ngendlela engcono nasekwehliseni izindleko ezihambisana nomsebenzi. Ukuveza imibono eyehlukene nokwenza izinto ngezindlela ezahlukene kungaba nomthelela omuhle ekugqugquzeleni abasebenzi ukutheni basebenze ngokuzimisela baphinde balandele imigomo ye-Batho Pele

Abasebenzi abasebenza ngokuzikhandla kufanele babongwe.

Umthelela kumakhasimende

Uma sibheka lokhu sisuke sibhekisia usizo olutholwa ngamakhasimende ngaphakathi emsebenzini nangaphandle komsebenzi. Lokhu kusiza ekusebenziseni ngokuhlanganyela imigomo eyisishagalolunye. Le migomo iba yinkomba yokuthi amakhasimende agculisekile ngosizo alutholayo kumbe kusadingeka kwenziwe kangcono. Konke lokhu kuyimizamo yokuqinisekisa ukuthi amakhasimende ayazi futhi ayakuqondisisa ukuthi angawasebenzisa ngokukhululeka amalungelo awo njengoba kubekiwe ngaphansi kwemigomo ye-Batho Pele.

HEALTH EZEMPILO KWAZULU-NATAL