



# BATHO PELE

## PUTTING PEOPLE FIRST

The principles of **BATHO PELE** are designed to give all service providers a guide on how to improve customer relations and service. By following these principles, we aim to make our customers happy and derive satisfaction from knowing that we have worked to the best of our ability. At the same time, we promote our government as a quality organisation.

- We will **CONSULT** our stakeholders on the level and quality of services we provide and provide feedback
- Our **SERVICE STANDARDS** are our promise on the quality of service you may expect.
- All citizens should have equal **ACCESS** to the services to which they are entitled.
- We will treat you with **COURTESY**, dignity and respect at all times.
- We will provide you with accurate, timeous **INFORMATION** about the services you are entitled to receive.
- We will provide **REDRESS** if the promised standard of service is not delivered.
- We will be **OPEN** and **TRANSPARENT** about how we work
- We will ensure **VALUE FOR MONEY** by providing services economically and efficiently and fighting fraud and corruption
- We will reward **SERVICE EXCELLENCE** and encourage innovation to promote service excellence
- **CUSTOMER IMPACT:** We will strive towards a positive customer experience at frontline service sites and promote citizens' rights so that they may hold us accountable for the quality of services we deliver

*Should you have a service delivery complaint, call 0800 87 22 22  
or email: [callcentre@dhet.gov.za](mailto:callcentre@dhet.gov.za)*



We belong



We care



We serve