

SERVICE EXCELLENCE AWARDS 2024



Preface

by Dr Harry Malila

Director-General: Western Cape

The Service Excellence Awards provide an opportunity for us to recognise excellence and our top achievers in

the Western Cape Government, Western Cape Municipalities and in the wider community. A record 146 entries were received this year. The Service Excellence Awards are designed to encourage and promote excellence in governance and service delivery and to recognise people who have lived the WCG Values: Caring, Competence, Accountability, Integrity, Innovation and Responsiveness.

The Western Cape Government values contribute towards building trust in government, especially feelings of hope for the future and in citizens a sense of themselves as worthy recipients of outstanding service. Employees who live the values consistently will gain and retain citizens' trust. Our winners exemplify our values and make us proud to be citizens of the Western Cape.

The WCG held its first awards ceremony in 2014 and the Awards to be held on 19 April 2024 are the ninth held to date. The Awards have inspired employees to go beyond what is required and to embody the ideal employee in their engagements with the public or with colleagues. Last year the Awards recognised the contribution of municipalities and citizens for the first time.

We welcome the inclusion of municipalities and citizens as recipients of the Service Excellence Awards. We recognise that municipalities face tremendous resource challenges when implementing their constitutional mandate, which is to deliver basic services to citizens with professionalism and rigour. Citizens too are doing exceptional work in their communities and are rightly recognised in these Awards.

I would like to express my appreciation to the Adjudication Panel of Heads of Department: Mr Gerhard Gerber, Chairperson for the WCG provincial categories, Mr Guy Redman and then Acting HOD Mr Yasir Ahmed. Mr Graham Pause chaired the panel for the Municipal Categories, and Ms Zanele Bila-Mupariwa (national Department of Water and Sanitation) and Mr Khalil Mullagie (SALGA).

I would like to congratulate in advance all the nominees and especially the winners. The WCG, Municipalities and citizens are contending with a constrained economic situation, including budget reductions and a high cost of living. The socio-economic environment calls for innovation, resilience, optimisation of resources and adaptability to the rapid change that has become the norm. These Awards recognise the efforts of employees and citizens who are making a difference in the lives of our citizens.

Western Cape Government, For You.