

**SECTION HR 40**

**AMAHLATHI**  
**MUNICIPALITY**

**POLICY ON**

**GOOD**

**ADMINISTRATION**

## SECTION HR 40

### POLICY ON GOOD ADMINISTRATION

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## **SECTION HR 40**

### **POLICY ON GOOD ADMINISTRATION**

#### **1. Good Administration**

##### **1.1 Dealing with the Public**

1.1.1 In their dealing with the public, public servants shall respect the principles laid down in the Code of Good Administrative Conduct and the Batho Pele principles.

1.1.2 Officials must ensure that the public can contact them personally, by telephone, via mail, per fax or per e-mail.

##### **2.2 Courtesy**

1.2.1 The official shall be service minded, courteous and accessible in relations with the public.

1.2.2 Members of the public must be treated in a friendly manner and with an understanding of and sympathy for their needs.

1.2.3 Waiting times for members of the public should be minimised as far as possible.

1.2.4 Pregnant women, members of the public accompanied by small children or the infirm, severely handicapped persons and members of the public with obvious health problems should receive preferential treatment, and should not be exposed to long waiting times. Every waiting area should contain a clearly visible notice to this effect.

1.2.5 If the official is not responsible for the matter concerned, he or she shall direct the member of the public to the responsible official.

1.2.6 The official shall alert the member of the public to any errors or omissions in documents or applications, and shall provide an opportunity to rectify them.

##### **1.3 Correspondence**

1.3.1 When answering correspondence, telephone calls and e-mail, the official shall be as helpful as possible, and shall reply as completely and accurately as possible to questions that were asked.

- 1.3.2 Every communication to the Administration shall receive an acknowledgement of receipt within two weeks, except if a substantive reply can be sent within a shorter period.
- 1.3.3 An acknowledgement of receipt shall contain the name and contact particulars of the official who is dealing with the matter, and shall contain the name of the subdivision or section to which the official belongs.
- 1.3.4 If a letter is addressed to an Administration that has no competence to deal with the matter, it shall ensure that the document is transferred without delay to the competent Administration.

The Administration that received the document first, shall inform the member of the public of the referral. The competent Administration shall issue an acknowledgement of receipt of the document to the member of the public.

#### **1.4 Keeping Records**

- 1.4.1 An Administration shall keep adequate records of its incoming and outgoing mail, and of the measures it takes in every case.
- 1.4.2 Every separate matter shall have a separate file.
- 1.4.3 All current matters shall be diarised to ensure that matters are followed up and that matters are dealt with at the appropriate time.

#### **1.5 Access to Information**

- 1.5.1 Requests for access to documents shall be referred to the Authorising Officer of the public body.
- 1.5.2 An official shall respect the privacy of members of the public, and shall not disclose information pertaining to a member of the public without the written instruction of the Authorising Officer.
- 1.5.3 Members of the public have the right to know how the Administration dealt with similar matters in the past.

#### **1.6 Impartiality**

- 1.6.1 An administrator shall abstain from being involved in an administrative action in which the administrator or any of

his/her family, relatives, friends or acquaintances has any interest of any nature.

1.6.2 An Administrator shall immediately report any person who attempts to bribe or otherwise unduly influence the outcome of an administrative action.

1.6.3 An Administrator shall immediately report any fellow Administrator or functionary who acts in a corrupt manner or otherwise misuses his/her power.

## **1.7 Be Consistent**

1.7.1 The official shall be consistent in his/her decisions. The official shall follow the Administration's normal guidelines and policies in taking decisions, unless there are legitimate grounds for departing from those practices. The ground for departing from standard practices shall be recorded in writing.

1.7.2 The official shall respect the legitimate and reasonable expectations that members of the public have in the light of how the Administration has acted in the past.

## **1.8 Advice**

1.8.1 The official shall, where necessary, advise the public on how matters, which comes into his/her remit, are to be pursued and how to proceed in dealing with the matter.

1.8.2 The official shall inform a member of the public of the best way to structure an application in order to accelerate the decision making process, including any alternative procedure available that may be more efficient or cost effective.

1.8.3 The official shall assist members of the public with the completing of forms and with the submissions of applications.

1.8.4 The official shall provide a member of the public with all the necessary documentation required to complete a transaction.

1.8.5 An Administration should provide its customers with brochures, leaflets or similar material containing information regarding the services the Administration provides, including

the procedures, guidelines, criteria used in providing the service, and the time it will take.

## **1.9 Procedures**

- 1.9.1 Procedures followed by the Administration must comply with the Promotion of Administrative Justice Act.
- 1.9.2 All procedures, policies, guidelines and criteria used in decision-making, must be made known to the public.
- 1.9.3 Officials shall follow procedures laid down in policies as far as is reasonable possible.
- 1.9.4 When a procedure appears to be inadequate, the officials shall take steps to have them changed.
- 1.9.5 When an Administration introduces new procedures and schemes, it should be carefully planned. The Administration should run pilot tests as far as possible, and should ensure that staff is properly trained to handle the new procedures.