



ORBIT COLLEGE COMMITS TO THE BATHO PELE PRINCIPLES

CONSULTATION

You can tell us what you want from us:

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

VALUE FOR MONEY

Your Money should be employed wisely:

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

ACCESS

One and all should get their fair share:

All citizens should have equal access to the service to which they are entitled

COURTESY

Don't accept insensitive treatment:

Citizens should be treated with courtesy and consideration

INFORMATION

You are entitled to full particulars:

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

SERVICE STANDARDS

Insist that our promises are kept:

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

OPENNESS AND TRANSPARENCY

Administration must be open book:

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

REDRESS

Your complaints must spark positive action:

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