

Annexure B


Belief Set as the pillars of the 8 principles of Batho Pele



- **Access:** Offering integrated service delivery
- **Openness and Transparency:** Creating a culture of collaboration



- **Consultation:** Listening to customer problems
- **Redress:** Apologizing when necessary
- **Courtesy:** Service with a smile



- **Service standards:** Anticipating customer needs
- **Information:** Going beyond the call of duty
- **Value for money:** Delivering solutions