



# ORBIT College commits to the PRINCIPLES OF BATHO PELE

## 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.

## 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.

## COURTESY

Don't accept insensitive treatment:

Citizens should be treated with courtesy and consideration.

## INFORMATION

You're entitled to full particulars:

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

## ACCESS

One and all should get their fair share:

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

## REDRESS

Your complaints must spark positive action:

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

## 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.

## OPENNESS AND TRANSPARENCY

Administration must be an open book:

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