

**Imperatives for Good Governance:
A Case Study of the Implementation Batho Pele Principles
at Durban Home Affairs Regional Level**

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ABSTRACT Good governance, the rule of law and systems of accountability are essential elements in guaranteeing that resources are equitably shared. These resources are to be used efficiently, effectively and economically. Prior 1994, quality service was only reserved for whites. Given this legacy, the transformation of the South African Government had to be initiated. The endeavours by the African National Congress (ANC) to deal with the ills of the past gave birth to the White Paper on the Transformation of Public Service Delivery (1997). This initiative is underpinned by these principles: consultation, service standards, access, courtesy, information, openness and transparency, redress and value for money. This paper seeks to investigate the importance of good governance. The paper adopted an interpretive qualitative, quantitative methodology. The data suggests that while initiatives are in place to ensure good governance, challenges still exist. Recommendations focus on enhanced procedures relating to Batho Pele to improve good governance.