

Presidential hotline makes a difference

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The presidential hotline may not be glossing the front pages but it will celebrate its fifth anniversary on September 14 on the back of some telling successes.

According to the presidency, the amount of resolution cases logged by the Presidential Hotline increased since its inception in 2009 from 39% to 94.7% in 2013.

It was established to help citizens to resolve queries on government services, especially in cases where calls to local authorities or national departments were not yielding results.

However, Bonnie Ramaila, spokesperson of the Department of Performance Monitoring and Evaluation, said that no citizen was turned away even if their call was not service delivery-related.

“We make it a point to assist everyone, so if it’s not service delivery-related then we refer them to the correct people and departments to take it up.”

If the complaint or query is related to government service delivery and government business, it will be logged on an automated information system and a reference number will be provided to ensure the caller gets further attention.

“The evaluation score cards made available to the public have really helped ministers and civil servants see where their departments can improve regarding service delivery,” Ramaila said.

The hotline has attended to 46 932 cases at national department level since last year.

Queries involved issues related to the Department of Home Affairs, Labour, Human Settlements, the South African Police Services, Justice and Constitutional Development and Rural Development .

The South African Social Security Agency, Correctional Services, Public Enterprises and Basic Education also featured prominently.