



DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

# Presidential Hotline-Update



COMPLAINTS—ENQUIRIES—COMPLIMENTS—SUGGESTIONS

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“This administration will insist on **putting people first** in service delivery. We will ensure **courteous and efficient service** from front-counter staff in the provision of services in **all** government departments. In this era of renewal, we will move towards a **more interactive government**. To lead by example, work has begun on the establishment of a **public liaison capacity in the Presidency**. In addition to receiving letters and emails from the public, **we will also establish a hotline** for easier access. Staff will handle each public inquiry **as if it was the only one**, following it through all the channels until it receives the attention it deserves” **President JG Zuma**. [SoNA, 2009]

**Presidential Hotline Update** provides stakeholders with information on the Presidential Hotline. This is the 7th Issue, which will be produced on a quarterly basis

## Background to the Presidential Hotline



In his State of the Nation Address in June 2009, President Jacob Zuma emphasized the need to promote a government that was responsive, interactive and effective. As head of government, he would take the lead, he said. In 2009, he established what is now known as the Presidential Hotline, a service for members of the public to raise their concerns about the service they were receiving from government departments and agencies.

The Presidential Hotline contributes to the National Development Plan, enabling the realization of a developmental, capable and ethical state that treats citizens with dignity. Weak systems of managing complaints, and inadequate resolution, posed a risk to the building of trust between citizens and government, hence the establishment of the Presidential Hotline.

The principle that guides the Presidential Hotline is that every caller should be listened to and their issue should be recorded and resolved if possible. In addition to the primary function of resolving problems, the Presidential Hotline provides valuable monitoring data and insights into the concerns of citizens and the information collected is used to improve service delivery. Improvement in citizen satisfaction is an output in the Outcome 12 delivery agreement and improving the Presidential Hotline case resolution rate is a priority initiative in the forum for South African Directors Generals plan for improving the way government works

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**“Simplifying Service Delivery”**

HOW TO LODGE A COMPLAINT:

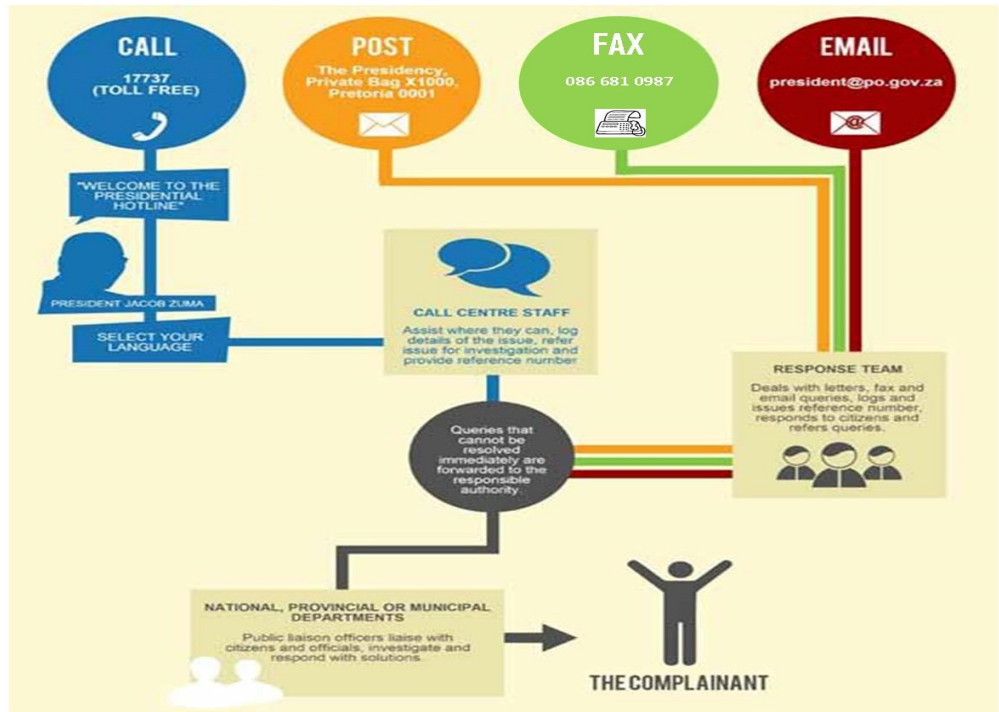
- Toll-Free Number: 17737
- Fax: 086 681 0987
- Email: President@po.gov.za
- Post: The Presidency | Department of Planning Monitoring and Evaluation, Private Bag X944, Pretoria, 0001
- Visit Offices: Room 150 Union Buildings, East Wing, Government Avenue, Pretoria

PRESIDENTIAL HOTLINE

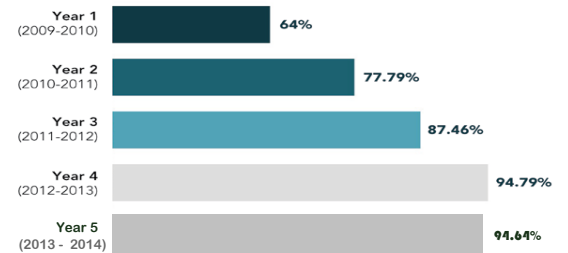
PRINCIPLES:

- Giving each call the attention it deserves;
- Treating each call as if it is the only one;
- Creating a government that is responsive, interactive and effective;
- Ensuring quicker responses to public enquiries in all government spheres;

How does it work:



Resolution rate: September as the year end month



1. COMPLAINT IS RECEIVED

If the call relates to government services, it will be logged on an automated information system and a reference number provided immediately. In others, complaints are assigned to various government departments or agencies to investigate and resolve. Complaints relating to provinces or municipalities are assigned to the Office of the Premier, which provides oversight, to be investigated and resolved. All departments and provinces have live access to the call logging and reporting system and can view the complaints assigned to them, which they must review daily.

2. PROGRESS IS TRACKED

Departments should communicate with complaints regularly to provide updates. The public can also contact the call centre to ask about progress. They must also inform the Hotline if their contact details change.

The Presidency has set a benchmark of 80% for resolving complaints. Every month a scorecard is produced assessing the performance of each department and province. These scorecards are submitted to Cabinet and to the senior management of departments. This approach has helped ensure that in the fourth year of the Hotline most departments and provinces are performing at 80% and above.

2. COMPLAINT IS RESOLVED

Departments use the reporting system to record how complaints were addressed and resolved. The Presidency conducts regular surveys asking callers if they are satisfied with the outcome. If there is reasonable cause the complaint may be reopened for further attention.

2. WHEN THE HOTLINE CAN'T ASSIST

In some cases, the Presidential Hotline is not able to resolve issues. These include:

- ◆ Unhappiness with the outcomes of legal proceedings in the courts or disciplinary and dismissal proceedings;
- ◆ Requests to fund studies
- ◆ Requests for employment

However, the Call Centre will provide contact information where possible

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## Performance since inception - December 2014

Complaints and queries assigned to:	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved 31 December 2014
Ministry	4,275	51,387	55,662	92.23%
Presidency (First Line and Second Line)	14	97,178	97,192	99.97%
Province	7,111	46,331	53,442	87.10%
<b>Total</b>	<b>11,400</b>	<b>194,896</b>	<b>206,296</b>	<b>94.57%</b>

The table above sets out details of performance of the PH from inception in 14 September 2009 to 31 December 2014.

For the 206,296 cases logged as of 31 December 2014, the overall case resolution rate is 94.57% . This is encouraging given that the Presidential Hotline started with a case resolution rate of 64% in September 2010. The majority of the 11,400 unresolved cases are with provinces and a few national departments and efforts will have to be intensified to improve the case resolution rate further.

Of the 55,662 cases referred to national departments, the Departments of Home Affairs, Justice and South African Police Services (SAPS) can be singled out as departments that receive high volumes of queries, but have consistently been performing well in terms of responsiveness. All provinces improved their case resolution rate and the overall % of complaints and queries resolved is now at 87.10%

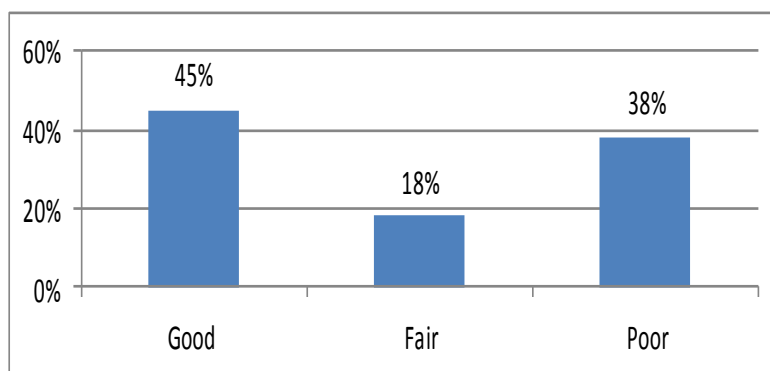
## Customer Satisfaction Index (CSI) Overview - 3rd Quarter 2014

The purpose of the CSI is to improve on the quality of the service we render to the citizens by conducting a satisfaction survey to determine the level of satisfaction.

Given the positive improvement in the complaints resolution reported by departments and provinces, the focus has to shift to ensuring that the quality and speed of resolution of the complaints and queries are improved. Hence, the Citizen satisfaction Index (a survey), CSI, is used as a tool to assess the quality of service that is rendered by the Presidential Hotline (PH) to the citizens. It is a survey to determine the level of satisfaction of the citizens who had contacted the PH and who have cases recorded as resolved.

### Overall summary of all satisfaction surveys conducted:

During October to December 2014, a total of 1205 Presidential users agreed to participate in the customer satisfaction survey. The outcomes of the survey were that 38% of the users rated the PH satisfaction as poor, 18% as fair and 45% as good. The lowest ratings from the citizens are for “communication”- some citizens complain that there is insufficient communication during the investigation process and “time” taken to resolve their complaints.



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## The Presidential Hotline made a difference to me



**THAMSANQA RASMENI,  
FREEDOM SQUARE,  
BLOEMFONTEIN, FREE  
STATE**

With the help of the Hotline, Thamsanqa Rasmeni has a healthier environment. He called the municipality about a sewage problem. 'They came to fix it, but the same problem re-emerged. They installed new pipes but the problem was worse. That's when I emailed the Presidential Hotline. Someone came to fix the drain and the Hotline called later to find out if it was fixed. I am thankful that I was assisted, as well as my neighbors.'



**WINNIE MABINDA, MEAD-  
OWLANDS, SOWETO,  
GAUTENG**

Low water pressure has been a persistent problem for Mrs Winnie Mabinda, from Zone

4. When water pressure is low she and her family can't access water for drinking, cooking or bathing. This has affected her neighbors too. After trying for three years to get help from various authorities, she contacted the Presidential Hotline and the water pressure problem was attended to.

Soweto resident Winnie Mabinda is very pleased that after three years her water pressure problem has been fixed.



**SHARON ADAMS, CAPE  
TOWN, WESTERN CAPE**

Ms Sharon Adams called the Presidential Hotline on the 11 November 2011. She had been trying previously to apply for a Tax Clearance Certificate from her local South African Revenue (SARS) office but there were eminent delays due to technicalities.

Only after she contacted the Presidential Hotline was her SARS complaint followed up and properly dealt with.

Sharon also reiterated that she has also recommended and will continue to recommend the PH to all who need help with government service delivery related issues.



### **Pinky Gqweta**

Deputy Director: Research and Knowledge Management

Tel: 012 312 0347

E-mail: pinky@po-dpme.gov.za

### **Bernadette Leon**

Head: Presidential Hotline Frontline Service Delivery Monitoring

Tel: 012 312 0323

Email: Bernadette@po-dpme.gov.za