



THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

Presidential Hotline-Update



COMPLAINTS—ENQUIRIES—COMPLIMENTS—SUGGESTIONS

VOLUME 1, ISSUE 5

JUNE 2014

“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]

INSIDE THIS ISSUE:

| | |
|--|---|
| Background to the Presidential Hotline | 1 |
| How does it work | 2 |
| Performance from October 2012 to June 2014 | 2 |
| Examples of Actual Interventions | 3 |
| Recommendations for 2014/2015 | 4 |
| Plan for 2014/2015 | 4 |
| Contact details | 4 |

Presidential Hotline Update provides stakeholders with information on the Presidential Hotline. This is the 5th Issue, which is produced on a quarterly basis.

Background to the Presidential Hotline



President JG Zuma taking the first call of the Presidential Hotline— September 2009

The Presidential Hotline was set up to provide a mechanism to support this, by enabling citizens to report unresolved service delivery problems. 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

“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 GUIDING

PRINCIPLES:

- Giving each call the attention it deserves;
- Treating each call as if it 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: -

The Presidential Hotline – which is housed within the Department of Performance Monitoring and Evaluation (DPME) in The Presidency – receives a wide range of complaints and queries from citizens. Citizens use the toll-free 17737 number to reach the call centre, and can also communicate through letters (The Presidency, Private Bag x 1000, Pretoria, 0001), emails (President@po.gov.za) and fax (086 681 0987). It is open for use as a mechanism of last resort by ordinary citizens and entities that have received poor service from the public service.

There are 15 call agents taking calls between 06h00 and 22h00 (Mondays to Fridays) and callers have the option of speaking to a call agent in a language of their choice. All calls are logged on an automated information system, a reference number is assigned to each case and each case is assigned to a specific government department or agency to investigate and resolve. Every department and province is expected to review its hotline cases daily and to record the outcome of the investigation against each case.

Satisfaction surveys (a telephonic survey of citizens who have complaints recorded as resolved) are conducted, citizens are asked how they rate the service received from the Presidential Hotline. It has been observed that the causes for good or poor satisfaction ratings by citizens need further investigation, but citizens rate time taken to respond and feedback process during investigation as key reasons for their dissatisfaction.

The Presidential Hotline celebrated 4 years anniversary during October 2013. In celebrating the 4 years anniversary, a booklet and a video that captures positive stories from the citizens who have directly received service from the Presidential Hotline has been produced, highlighting some of the achievements (*booklet and a video can easily be accessed on the website: [www.presidency--dpme.gov.za](http://www.presidency-dpme.gov.za)*)

The DPME in the Presidency has a directorate dedicated to managing the Presidential Hotline. This team also receives correspondence-based cases from citizens (faxes, letters, emails) and ensures that these cases are also recorded and assigned for investigation. This team works closely with all departments and provinces to ensure that they are following up on the cases assigned to them. Where required, the Presidency team facilitates the creation of task teams from different departments to address complex cases. Regular analysis is done of the types of complaints received and the responsiveness of departments in solving the complaints. These issues are reported to Cabinet at least twice a year. Citizens get feedback on their complaints, either directly from the departments to whom the case was assigned, or through contacting the call centre. Since January 2012, satisfaction surveys have been conducted to assess the level of satisfaction with the service callers have received from the Hotline.

Performance from inception to June 2014

The below sets out details of performance of the PH from inception in 14 September 2009 to 30 June 2014.

| Group | No of Open Calls | No of Resolved Calls | Total Calls | % Resolved 30 June 2014 |
|---|------------------|----------------------|----------------|-------------------------|
| Ministry | 3 580 | 47 318 | 50 898 | 92.97% |
| Presidency (First Line and Second Line) | 18 | 94 518 | 94 536 | 99.98% |
| Province | 6 263 | 43 436 | 49 699 | 87.40% |
| Total | 9 861 | 185 272 | 195 133 | 94.95% |

For the 195, 133 cases logged as of 30 June 2014, the overall case resolution rate increased from 79.89% to 94.95% between January 2012 to June 2014. This is encouraging given that the Presidential Hotline started with a case resolution rate of 39% in November 2009. The majority of the 9,861 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 50 898 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. Departments dealing with high numbers of cases and have shown significant improvements in the period 31 January 2012 to 30 June 2014 are: Rural Development (improved from 56.92% to 85.85%), South African Police Service (SAPS) (improved from 47.25 to 91.28%), Correctional Services (improved from 41.25% to 99.64%), Transport (improved from 30.42% to 93.58%), DIRCO (improved from 42.22% to 98.15%), Agriculture (improved from 62.30% to 78.38%), State Security (improved from 54.55% to 100%) and Public Enterprise (improved from 65.02% to 88.09 %).

All provinces improved their case resolution rate between January 2012 and June 2014, with an average increase of 40.16%. However, this improvement is from a very low performance base of 44.9% in January 2012 to 87.59% as of 30 June 2014. The provinces of Gauteng, Kwazulu-Natal, Limpopo, Free State, Western Cape, Mpumalanga and Northern Cape have above 80% resolution rates. Eastern Cape and North West receive high volumes of cases and have low resolution rates. Eastern Cape has 1 751 unresolved cases and North West has 784 unresolved cases. It must be noted though that the resolution rates of these provinces is improving month-on-month, although not at the rate required to substantially address the backlog in cases.

Examples of actual interventions

- ◆ The complainant, Ms. Winnie Mabinda called the Presidential Hotline on the 19 July 2010. The citizen had a query about the water pressure in her area, Meadowlands Zone 4. The water pressure was very low as a result they were constantly without water. They had made numerous attempts to Johannesburg water about the problem in the past 3 years but the matter had not been resolved. Johannesburg water said the fault is not with them. After intervention by the PH and necessary follow-ups were made the matter was resolved to the satisfaction of the client.
- ◆ The complainant, Ms. Nozipho Gloria Khambule, called the Presidential Hotline on the 06 September 2012. The caller could not get an ID Book from Home Affairs because she lost her birth certificate. The caller was told that she won't be assisted, if she does not have the original birth certificate, even though she stated that she had lost it. Case was investigated and the caller got assistance in getting an ID. The complainant's ID application process was finalized. The client collected her Identity Document on 18 December 2013
- ◆ The complainant, Ms. Linah Mabena, called the Presidential Hotline on behalf of her mother [Nzabenzeni Roselina Mabena] on 19 November 2012. The complainant raised her dissatisfaction about the delay on finishing building structure of their RDP house. The foundation was laid in July 2012. The official in the province made investigation about the matter with the Inspector of the area and reached agreement that the contractor would complete the house as matter of urgency. Follow ups were made with the Contractor and managed to finish the house within 14 days. Development on the matter was confirmed with

Recommendations for 2014/15

- ◆ To ensure that appropriate case resolution systems and processes are in place so that the responsiveness of the Presidential Hotline to citizens is improved nationally.
- ◆ Regular analysis of information by departments, provinces, and municipalities to influence service delivery planning and implementation.
- ◆ Use the electronic case management system not only to report on progress with solving cases, but also as valuable data to determine what the trends are for concerns of citizens, both in terms of what people are concerned about and which locations these concerns emanate from.
- ◆ Monthly surveys are conducted to assess the level of citizen satisfaction with case resolution. Departments are encouraged to pay attention to the quality of responses and not compromise on quality in the pursuit of good responsiveness figures.
- ◆ Regular performance reports per department and province to Cabinet and PCC will continue.

Plans for 2014/15

Departments and Provinces are encouraged to ensure that case resolution process is improved, progress is actively monitored by management structures and that information from the Presidential Hotline is used to inform service delivery improvement initiatives.

- ◆ Enhancing the quality of resolution
- ◆ Strengthen case capturing process including monitoring and oversight of quality assurance
- ◆ Draw inspiration from testimonials of others through success stories and case studies
- ◆ Customer Satisfaction Survey across provinces and national departments
- ◆ Communication products—develop pamphlets and posters and a booklet on the Presidential Hotline



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