



Presidential Hotline (PH)

Case Study Title: The impact of the Presidential Hotline - A story of success as told by Mr Anele A. Dyongman, a resident of Uitenhage, Eastern Cape.

1. Basic Information – Complainant

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|----------------|-------------|--------------------------------|---|
| Client/Contact | Name: | Anele J Dyongman |  |
| | Designation | Student (Fort Hare University) | |

2. Basic Information – Higher Education Officials

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| Service Point Name | Call Centre and Client Services DHET | | |
| Town | Pretoria | | |
| Municipality | Tshwane | | |
| PLO/Supervisor/ Manager / Contact | Name: | Ngwako Mishack Ramoshaba |  |
| | Designation | PLO Investigator | |
| | Province: | Gauteng | |

3. TheStory

The Background

The complainant, Anele Jonathan Dyongman called the Presidential Hotline on the 20 February 2013. The student has been studying towards a social work degree through NSFAS financial aid in 2010 and 2011 but 2012 fees were not paid although a confirmation of funding was sent to him by NSFAS.

The complaint

Anele Jonathan Dyongman is a 23 year old from Uitenhage, Eastern Cape. He is the third son in a family of four children who could only manage to finance their basic education. His mother, who is also fostering 2 other children from relatives, is unemployed and they only survive from social grants.

Anele completed matric in 2008 with a B university entrance but could not study in 2009 due to financial constraints. In 2010, he registered for a Degree in Bachelor of Social Work at Fort Hare University and subsequently received NSFAS financial aid for 2010 and 2011 period which covered tuition fees, residence, meals and book allowances. Due to lack of funds and the large number of applicants, although Mr Dyongman qualified for full funding, NSFAS paid only half of his fees for the year 2012. Mr Dyongman therefore had an outstanding amount of R27, 764.20 and the registration fee of R2500 so he could not register for the year 2013 before the outstanding amount plus the 2012 registration fee was paid.

“My situation was so difficult that my mother could not even buy me food every month, and I was forced to depend on mates and family relatives for help with food and other amenities”.

Noticing that Anele was under a lot of stress and beginning to lose hope, his aunt contacted the Presidential Hotline where she was advised by the Presidential Hotline to write a formal letter which was then forwarded to the Department of Higher Education and Training (DHET). The DHET

requested his academic progress report from the University as well as other documentation needed to assess the qualifying criteria and found out the student was performing way above average and meets all other requirements to be funded under National Skills Fund (NSF). Anele was therefore funded under NSF a “Discretionary Funding” that serves to assist students with financial background such as Anele’s but who is also performing well academically His registration (late) was also covered. Payment was made on August 2013 and although this delayed receipt of June 2013 academic results, meals and book allowance Mr Dyongman finally found relief.

“The help from the Office of the President, the Department of Education, NSFAS, Fort Hare and all who played a role has made a huge difference in my life. It restored my hope and self-esteem back. I now have my meal and book allowance and all the necessary equipment I needed. I am very thankful to all for all your efforts regarding my plight. In my family I am the first person to attend University and now that my life has more meaning than before I look forward to one day plough back to my community.

Once again, many thanks to everyone who made it possible for me to get a financial aid. Please be aware that your help would be very much appreciated also for the coming year, 2014”.

The lessons for government: Lack of knowledge of where and how to access higher education and training funding remains a challenge. Most students rely on their institutions to give them this kind of information and options, but the quality of the information available is not always good.

Communication and making relevant information available to citizens about government services is an on-going process and not an event – department in general and, in this case Higher Education institutions and the responsible national department, should strengthen its communication, including the use of community radio and local newspapers, to ensure wide-spread availability of information about funding support for studies.

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