



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 8th 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. A weak system of managing complaints, and inadequate resolutions, 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 as soon as it can. 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:

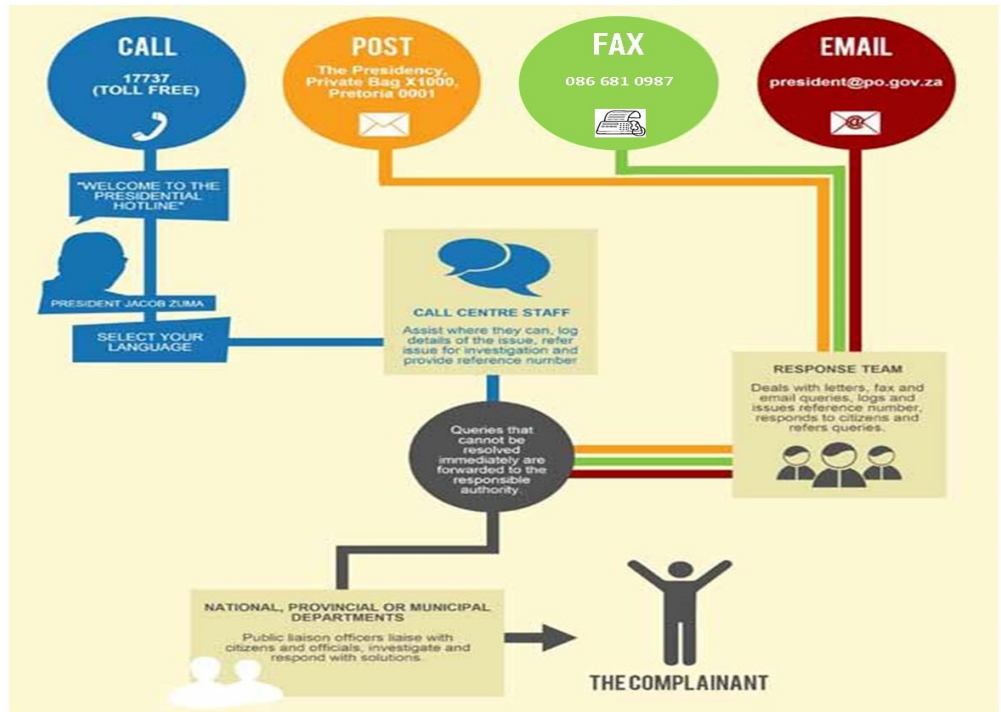
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PRESIDENTIAL HOTLINE

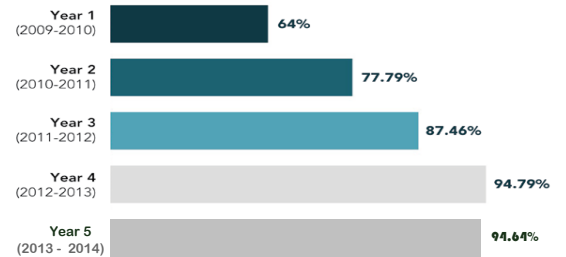
PRINCIPLES:

- 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



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.

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 the investigations and resolutions. 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 complainants 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 changed.

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

Performance since inception - March - 2015

Complaints and queries assigned to:	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved 31 March 2015
Ministry	4,354	53,857	58,211	92.52%
Presidency (First Line and Second Line)	19	97,915	97,934	99.98%
Province	6,827	48,327	55,154	87.62%
Total	11,200	200,099	211,299	94.70%

The table above sets out details of performance of the PH from inception in 14 September 2009 to 31 March 2015.

For the 211,299 cases logged as of 31 March 2015, the overall case resolution rate is 94.70%. This is encouraging given that the Presidential Hotline started with an annual case resolution rate of 64% in September 2010. The majority of the 11,200 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 58,211 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 percentage of complaints and queries resolved is now at 87.62%

Customer Satisfaction Index (CSI) Overview - 2014 - 2015

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:

Below is a pie chart showing the outcomes of the satisfaction surveys conducted in the period 2014 - 2015



“Simplifying Service Delivery”

The Presidential Hotline made a difference to me

THAMSANQA FOBO, CAPE TOWN, WESTERN CAPE

Mr. Thamsanqa Fobo called the Presidential Hotline on the 10th May 2012 complaining about the leaking sewage pipes in his neighbourhood, Kwamandlenkosi, ward 5 in Beaufort West. He was of concerned and alleged that the burst pipes run water on the road which compromised the community's welfare.

After the matter was reported to the PH it was referred to the Beaufort West Municipality for investigation and resolution. The Municipality concerned cooperated with all relevant stakeholders to ensure a speedy resolution and the pipes were fixed. Mr Fobo expressed his delight for the resolution.

GEORGE NGCEKE, MHLONTLO, EASTERN CAPE

Mr. George Ngceke called the Presidential Hotline on the 24th July 2012, to complain about the non-availability of electricity in his village. He cited the problems caused by the situation amongst which are high crime rate, unhygienic state of homes, safety of their kids due to paraffin and gas stoves that they use.

The PH collaborated with the Eastern Cape Province where the issue was taken up with Mhlontlo Municipality and Eskom officials to find out what could be done to attend to the problem. Following the engagement of relevant stakeholders, Eskom ultimately prioritized the project as a result electricity was connected in the area. The process was completed on the 25 June 2013. Ngceke's village is now electrified including other adjacent communities. Mr. George Ngceke has since expressed his satisfaction for the electricity in his village following the intervention of the Presidential Hotline.

ZINTLE MLABA, UKHAHLAMBA DISTRICT, KWA-ZULU NATAL

Ms. Zinhle Mlaba called the PH on 1st March 2012 to complain about no electricity in her area. The PH corresponded with the KZN office of the Premier which facilitated resolution. The Ukhahlamba Municipality implemented electrified resolution of the problem. The Ukhahlamba Municipality implemented electrification through Eskom as the installation was due. Zinhle Mlaba was informed on receipt of the complaint that the installation was due and the Municipality was in the process of installing electricity in the area. The process was completed in January 2013. Electricity has been installed in the area and Ms. Zinhle Mlaba is happy with the courtesy shown by the PH during the resolution process as well as installation of electricity in the area.



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