

THE PRESIDENTIAL HOTLINE UPDATE: 30 MARCH 2016

PRESIDENTIAL HOTLINE OUTREACH AND AWARENESS CAMPAIGNS

PRESIDENTIAL HOTLINE TEAM ENGAGING WITH LOCAL CITIZENS OF KWA- BOKWENI DURING IMBIZO - MPUMALANGA

The Presidential Hotline participated on the Imbizo hosted by the Minister in the Presidency, Mr Jeff Radebe, in Mpumalanga (Kwa-Bokweni) at the Elijah Mango College of Education on 20 February 2016. The objective of the campaign was to motivate and encourage learners, especially those in matric. Minister Radebe interacted with learners from various schools, encouraged and reassured them that government will support them to do well and attain their National Senior Certificates. Learners had the opportunity to engage with the Minister during question and answer session.

The Presidential Hotline exhibition stall was set aimed at creating awareness and educating the community about the services it provides. It was also to respond to questions or concerns from community. Pamphlets were also distributed to parents and learners. Some community members who had already received assistance from the Presidential Hotline expressed their delight and pleasure. They expressed their wishes for the service to continue growing in dealing with the needs of the citizens. Some citizens expressed their gratitude to the President for setting up a service that will promote access and allow them to raise their service delivery concerns.



Figure 1: Minister in the Presidency (DPME) – Jeff Radebe



Figure 2: Learners & parents attending the function



Figure 3: Local musician entertaining the guests



Figure 4: Presidential Hotline exhibition stall



Figure 5: Learners engaging with the Minister – question & answer session



Figure 6: Learners engaging with the Minister – question & answer session



Figure 7: Motivational Speaker – Sindi Dlathu (TV personality - Muvhango)



Figure 8: Motivational Speaker (MC) Thami Ngobeni – Radio & TV personality

VISIT BY THE AFGHANISTAN DELEGATION TO THE PRESIDENTIAL HOTLINE

The Department of Planning Monitoring and Evaluation hosted the Afghanistan Delegation on a study tour on 14 March 2016. The Presidential Hotline was also privileged to have hosted the delegation. Part of their visit was to gather insights about the Presidential Hotline processes and systems with a view to learning and taking these to their home country. A brief demonstration was provided by the Director, Mr. Sifiso Mkhize. The presentation encompassed operational functions of the Presidential Hotline. The delegation also had the opportunity to observe the operational systems, currently in use to monitor the Call Centre in real time – including question and answer session.

“The lessons we have learnt will contribute immensely back home [Afghanistan], and we are greatly heartened by the opportunity” said the delegation.



Figure 9: Afghanistan delegation hosted by the PH



Figure 10: Brief presentation by Mr. Sifiso Mkhize

IMPACT STORIES FROM THE USERS OF THE PRESIDENTIAL HOTLINE (PH) – WESTERN CAPE

The Presidential Hotline continues to make good progress in the citizens' lives as depicted by the stories hereunder.

Ms. Cleopatra Kakaza

Ms. Cleopatra Kakaza, residing in Gugulethu - Cape Town in the Western Cape called the Presidential Hotline to ask for assistance for her child with special needs and who also was suffering from epilepsy. The child did Grade R in 2012 and had to repeat Grade R in 2013 because he could not secure a place for Grade One in any of the special needs school around Langa and Gugulethu. Throughout the year in 2013, she engaged with the Department of Education, trying to secure a place in an appropriate school for her child, some schools informed her that the child was on the waiting list. The child had to stay at home for the whole year in 2014. She decided to approach the Presidential Hotline for intervention.

“I am very grateful for the intervention - the child has since been admitted to a suitable school. I am very happy for the facilitation and resolution on the matter by the Presidential Hotline”

Ms. Nandipha Xhantibe

Ms. Nandipha Xhantibe residing in Ceres in the Western Cape, who had never been employed, but after her parents passed away she needed to get a job - but could not find it. Her church “Spiritual Liberty” wrote a letter to the Presidential Hotline to seek for assistance. After having requested for the Presidential Hotline intervention, Social Workers went to meet with her at home to assess the situation. After a month subsequent to the visit she was advised that she will be put on an Expanded Public Works Program (EPWP) effectively from September 2015.

“I am now working and very happy. The project I am working for is ending on 30 April 2016, however, because I was registered on the database for job seekers on my local Municipality, recently someone from the Local Municipality called me saying that there is a prospect for me to be enrolled for a 2 year learner-ship program. But that still has to be finalized”.

Ms. Bongiwe Malawana

Ms. Bongiwe Malawana, of Kwa-Langa in the Western Cape called the Presidential Hotline in September 2015. The reason for her call was that her father Them bani Hamilton Malawana who was staying in Kwa-Langa Hostel Quarters passed on in June 2015. They were then instructed by the Municipality to vacate the deceased's place. There was already a project in the pipeline by the Municipality to demolish the hostel houses and build new houses in N2 Gateway in Kwa-Langa. The family was informed that all members who lost their parents/bread-winners that previously owned houses would not benefit from the project. As children they were worried that we will not have a place to stay. After the intervention of the Hotline by working with all relevant stakeholders, the family was relocated to the new developed area and has expressed their delight for the resolution of their problem.

"We are currently staying in the new developed house and very happy for the assistance that we got from everybody".



Figure 11: Cleopatra Kakaza



Figure 12: Nandipha Xhantibe



Figure 13: Bongiwe Malawana