



DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

# Presidential Hotline-Update



COMPLAINTS—ENQUIRIES—COMPLIMENTS—SUGGESTIONS

VOLUME 1, ISSUE 6

SEPTEMBER 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 inception - September 2014	3
CSI Overview	3
Contact details	4

**Presidential Hotline Update** provides stakeholders with information on the Presidential Hotline. This is the 6th Issue, which will be produced on a quarterly basis

## Background to the Presidential Hotline



The Presidential Hotline was established as a service for members of the public to raise their concerns about poor service from government departments and agencies.

In September 2009, the President established what is now known as the Presidential Hotline. The first objective of establishing the Presidential Hotline was to provide citizens with a mechanism to lodge complaints and queries where they felt they had not received the attention they deserved from other complaints mechanisms. The

second objective was to use the Hotline to elevate the importance of complaints management in government as a whole, to ensure that complaints management is treated as a strategic issue.

Any member of the public who has a query, complaint or compliment about the public service can use the Hotline. Members of the public are encouraged to first use the complaints systems of a department or municipality and to use the Hotline when this experience is not satisfactory.

“Simplifying Service Delivery”

HOW TO LODGE A COMPLAINT:

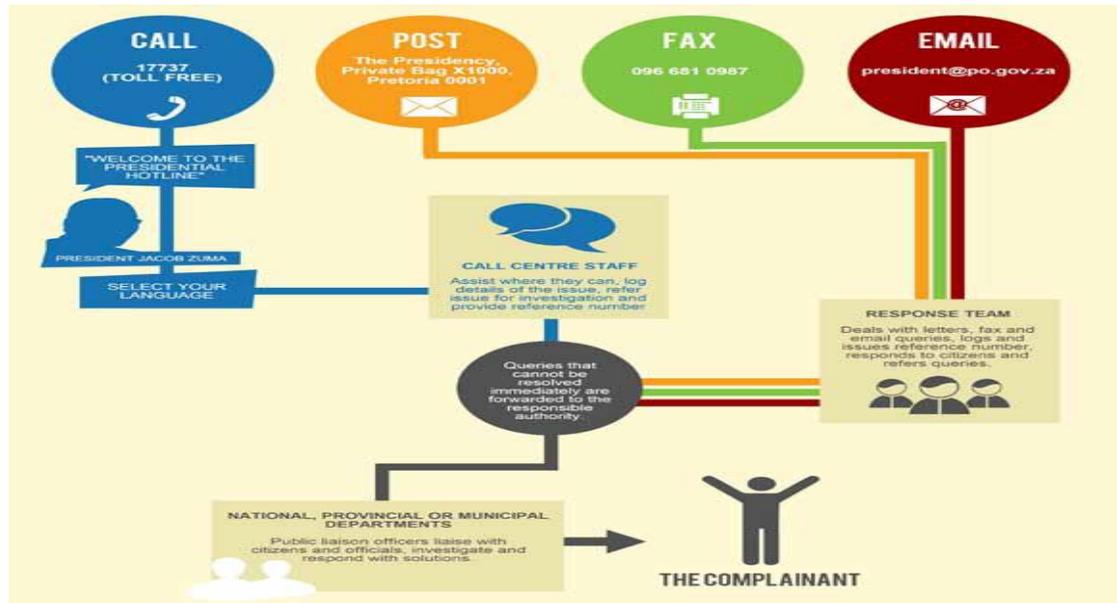
- Toll-Free Number: 17737
- Fax: 086 681 0987
- Email: [President@po.gov.za](mailto:President@po.gov.za)
- Post: The Presidency | Department of Planning Monitoring and Evaluation, Private Bag X944, Pretoria, 0001
- Visit Offices: Room 150 Union Buildings, East Wing, Government Avenue, Pretoria

PRESIDENTIAL HOTLINE GUIDING

PRINCIPLES:

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



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.

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.

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. 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

## Performance from inception - September 2014

Complaints and queries assigned to:	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved 31 September 2014
Ministry	3,908	49,366	53,274	92.66%
Presidency (First Line and Second Line)	11	96,069	96,080	99.99%
Province	6,786	44,807	51,593	86.85%
<b>Total</b>	<b>10,705</b>	<b>190,242</b>	<b>200,947</b>	<b>94.67%</b>

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

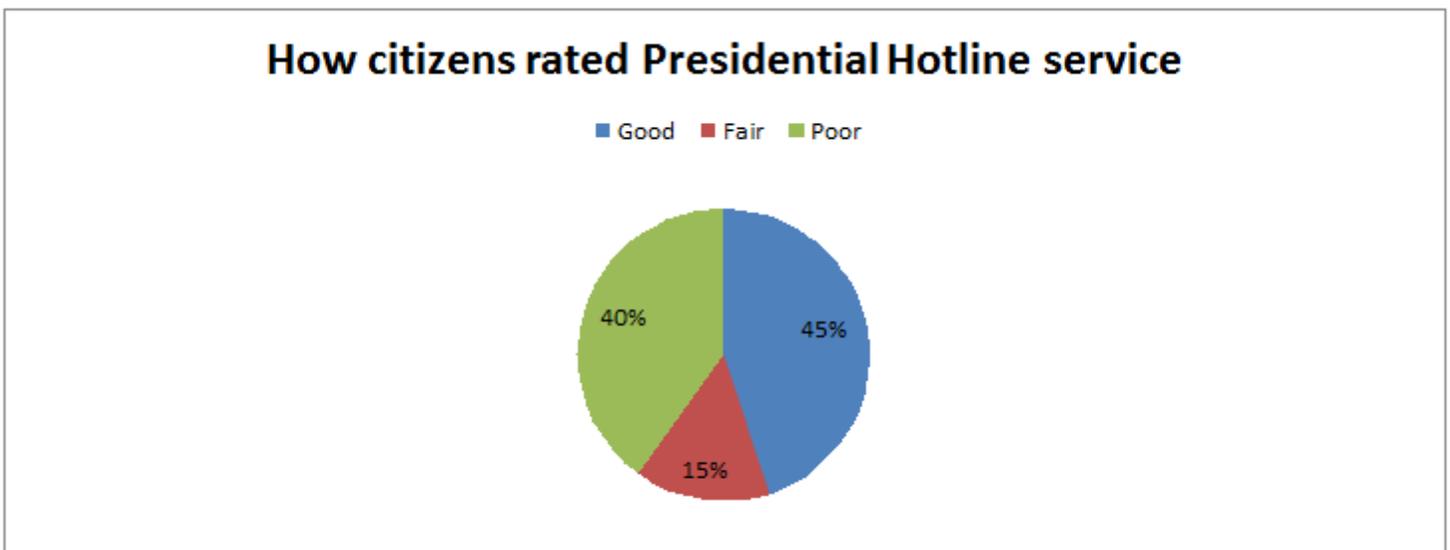
For the 200, 947 cases logged as of 30 September 2013, the overall case resolution rate is 94.67% . This is encouraging given that the Presidential Hotline started with a case resolution rate of 39% in November 2009. The majority of the 10,705 unresolved cases are with provinces and a few national departments and efforts will have to be intensified to improve the case resolution rate further.

Of the 53,274 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

## Customer Satisfaction Index (CSI) Overview

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.



Of the citizens successfully surveyed, 45 % rated the overall satisfaction as good, 15% rated the overall satisfaction as fair whilst 40% indicated dissatisfaction with the overall rating of Presidential Hotline.

**“Simplifying Service Delivery”**

## The Presidential Hotline made a difference to me



**GODFREY MOENG, THABANCHU**  
Free State

With the streetlights working again, Godfrey Moeng feels his community is safer.

'I had a problem. The streetlights were not working for three weeks. Crime was increasing, with rape and robbery, and four murders. I contacted the municipality and provincial offices and I was sent from pillar to post. Then I called the Presidential Hotline and within a day or two I was helped. Street lights were working and my issue was resolved.



**LINA MABENA, EMBALENHLE,**  
Secunda, Mpumalanga

Regular feedback from the public liaison officer in the Department of Human Settlements has ensured that Lina Mabena's home in Gert Sibande District has been completed.

'My late mother applied for an RDP house. Building of the house commenced and it was left half way. I went to the municipality to enquire, but the answer was not satisfactory. I called the Presidential Hotline. The Hotline followed up. They told me to expect people to come to complete the house and they did. We have the house today as a result of the Presidential Hotline's intervention.'



**OBED MARUBYANE,**  
RATSIEPANE VILLAGE,  
Hammanskraal, Gauteng

Frustrated by the lack of a proper road, Obed Marubyane called the Presidential Hotline. People in the community had to walk a long way, because vehicles could not get to the village. With the assistance of the Hotline, the construction of a new road was fast-tracked. He thanked the Hotline team for their courtesy, constant communication and feedback on progress.



### **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