



THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

Presidential Hotline-Update



COMPLAINTS—ENQUIRIES—COMPLIMENTS—SUGGESTIONS

VOLUME 1, ISSUE 2

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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 2nd Issue, which will be produced on a quarterly basis

Background to the Presidential Hotline



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

In his State of the Nation address on 3 June 2009, President Jacob Zuma stressed the importance of a government that is responsive, interactive and effective. 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 General plan for improving the way government works.



Pinky Gqweta

Deputy Director: Research and Knowledge Management

Tel: 012 312 0347

E-mail: pinky@po.gov.za



Bernadette Leon

Head: Presidential Hotline Frontline Service Delivery Monitoring

Tel: 012 312 0323

Email: Bernadette@po-dpme.gov.za

HOW TO LODGE A

COMPLAINT:

- Toll-Free Number: 17737
- Fax: 086 681 0987
- Email: President@po.gov.za
- Post: The Presidency | Department of Performance Monitoring and Evaluation, Private Bag X944, Pretoria, 0001

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 30 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.

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. 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 October 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 September 2013

The table below sets out details of performance of the PH from inception in 14 September 2009 to 31 September 2013.

Complaints and queries assigned to:	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved 31 September 2013
Ministry	3,277	41,892	45,169	92.75%
Presidency (First Line and Second Line)	31	87,736	87,767	99.96%
Province	6,610	37,658	44,268	85.07%
Total	9,918	167,286	177,204	94.40%

For the 177, 204 cases logged as of 30 September 2013, the overall case resolution rate is 94.40% . This is encouraging given that the Presidential Hotline started with a case resolution rate of 39% in November 2009. The majority of the 9, 918 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 41, 892 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 85.07%

Examples of how departments and the Presidential Hotline (PH) assisted citizens

Ms Bachan, after serving the Department of Education from 16 January 1978, took an early retirement on 30 April 2013. On the 5 of July 2013 her documents were received by the GPAA Regional Office in Pietermaritzburg but these had errors and had to be returned to the employer, Department of Education on 5 August 2013, who duly returned the correct documents on 2 September 2013. These were sent to Head Office on 16 September 2013 for processing.

Ms Bachan contacted the PH in April 2013 while her application was being processed, considering the time it took to fix the errors in the application, it could not take the stipulated 60 working days. Before a final payment can be done, GPAA had to requests a tax directive from SARS, which is normal procedure. All in all this case took 5 months to resolve and get money paid to Ms Bachan. Ms Bachan was paid her monthly pension together with arrears on 4 October 2013, and the gratuity/lump sum was paid on 8 October 2013 into her ABSA account. She will be paid her first single monthly pension on the 29 November 2013 and it will be paid on the last working day of every month from the said date.

Ms Ida Mafoko is the mother of 3 children, the father of the last born is a Mozambican citizen Mr Vilanculo Sebastiao who was employed by Karee Mine in Marikana and died after a short illness. Ms Mafoko is complaining that her child was excluded when Mr Sebastiao's other 2 children were paid as his beneficiaries. After a series of enquiries with the Mines HR Department Ms Mafoko was informed that the reason why her son was excluded is because they require an affidavit from the family member of the deceased confirming that the child was his. Ms Mafoko didn't know any of the deceased family members and informed the mine officials without success.

After several telephonic conversations between the Presidential Hotline, the HR Department in the mine and the complainant, the mine advised the complainant to send an affidavit of which she did. The mine approved the claim and the insurance company working with the mine processed the claim. A trustee was identified where the funds were transferred and the name of that trustee was given to the complainant within a week. The complainant confirmed that the name of the Trust Fund was given to her and the mine has paid the benefits of the child to the trust fund. The client is happy that the matter was resolved and she gets the money monthly.

Mr Vuyani Kholiwe from the Esatern Cape called the PH to seek for assistance with his application for a Foster Care Grant for his nephew, Endinakho Kholiwe. With the assistance from the PH and the Department of Social Development in the province, it was agreed that the citizen was eligible for a foster care grant and it was approved. The child is now attending a local pre school and is living a better life with the grant in place.