

Recommendations for 2013/14

- ◆ All provinces and national departments are encouraged to ensure that appropriate case resolution systems and processes are in place so that the responsiveness of the Presidential Hotline to citizens is improved.
- ◆ Hotline information should be regularly analysed by departments, provinces, and municipalities to influence service delivery planning and implementation.
- ◆ Departments and provinces are encouraged to use the electronic case management system not only to report on progress with solving cases, but also as valuable data to determine what the trends are for concerns of citizens, both in terms of what people are concerned about and which locations these concerns emanate from.
- ◆ Monthly surveys are now conducted to assess the level of citizen satisfaction with case resolution. Departments are encouraged to pay attention to the quality of responses and not compromise on quality in the pursuit of good responsiveness figures.
- ◆ Regular performance reports per department and province to Cabinet and PCC will continue.

Plans for 2013/14

Departments and Provinces are encouraged to ensure that case resolution process is improved, progress is actively monitored by management structures and that information from the Presidential Hotline is used to inform service delivery improvement initiatives.

- ◆ Case resolution to focus on quality and not on quantity
- ◆ Technical Assistance to Departments and Provinces
- ◆ Annual PLO Forum
- ◆ Presidential Hotline Communication Products

DPME audit of Government complaint systems and hotlines with the aim of ensuring improved coordination, and reports back to Cabinet in this regard.




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THE PRESIDENCY
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF PERFORMANCE MONITORING AND EVALUATION

Presidential Hotline-Update



COMPLAINTS—ENQUIRIES—COMPLIMENTS—SUGGESTIONS

VOLUME 1, ISSUE 3

DECEMBER 2013

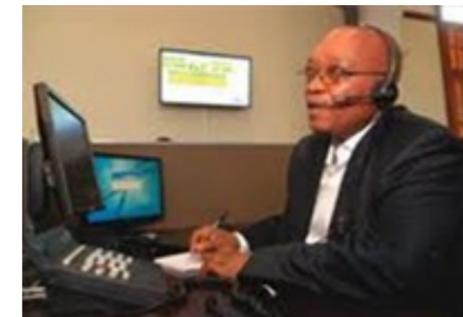
“This administration will insist on **putting people first** in service delivery. We will ensure **courteous and efficient service** from front-counter staff in the provision of services in **all** government departments. In this era of renewal, we will move towards a **more interactive government**. 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]

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Presidential Hotline Update provides stakeholders with information on the Presidential Hotline. This is the 3rd 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.

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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
- Visit Offices: Room 150 Union Buildings, East Wing, Government Avenue, Pretoria

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

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 15 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. Where required, the Presidency team facilitates the creation of task teams from different departments to address complex cases. 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 January 2012 to December 2013

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

Group	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved Dec 2013
Ministry	3512	43 420	45 932	92.35%
Presidency (First Line and Second Line)	27	90 592	90 619	99.97%
Province	6,175	39 719	45 894	85.55%
Total	9714	173 731	183 445	94.70%

For the 183 445 cases logged as of 31 December 2013, the overall case resolution rate increased from 79.89% to 94.70% between January 2012 to December 2013. This is encouraging given that the Presidential Hotline started with a case resolution rate of 39% in November 2009. The majority of the 9, 714 unresolved cases are with provinces and a few national departments and efforts will have to be intensified to improve the case resolution rate further.

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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. Departments dealing with high numbers of cases and have shown significant improvements during the period 31 January 2012 to 31 December 2013 are: Rural development (improved from 56.92% to 86.50%), South African Police Service (SAPS) (improved from 47.25% to 89.52%), Correctional Services (improved from 41.25% to 97.10%), Transport (improved from 30.42% to 90.00%), DIRCO (improved from 42.22% to 100.00%), Agriculture (improved from 62.30% to 85.00%), State Security (improved from 54.55% to 92.31%) and Public Enterprise (improved from 65.02% to 99.82%).

All provinces improved their case resolution rate between January 2012 and December 2013, with an average increase of 41.65%. However, this improvement is from a very low performance base of 44.9% in January 2012 to 86.55% as of 31 December 2013. The provinces of Gauteng, Kwazulu-Natal, Limpopo, Free State, Western Cape, Mpumalanga and Northern Cape have above 80% resolution rates. Eastern Cape and North West receive high volumes of cases and have low resolution rates. Eastern Cape has 1 417 unresolved cases and North West has 911 unresolved cases. It must be noted though that the resolution rates of these provinces is improving month-on-month, although not at the rate required to substantially address the backlog in cases.

Examples of actual interventions

Mr Paul Kgole, Director of Paul Kgole Projects Company reported a non payment of services rendered to the Department of Public Works in March 2013. He had built a swimming pool in Heidelberg. On reporting to the Presidential Hotline (PH), a meeting was set up between the Department, himself and the PH and an agreement was reached. The company was paid the amount due to it of R221 893, 46 as was due to Mr Kgole.

Ms Prem Bachan from Umzinto in KZN reported to the PH that she took an early retirement in April 2013 after having worked for the KZN Department of Education since 1978. She reported that she was struggling to get her pension fund as everytime she went to enquire she was told that her application was still being processed. To address the matter the PH worked jointly with GPAA and the investigation revealed that there were outstanding documents. After being notified she provided the necessary documentation and her application was processed effectively. The first pension payout was made on 4 October 2013. The rest she will receive on a monthly basis.

Ms Winnie Magagula from Mpumalanga reported that she had applied for an RDP house in 2005 and everytime she requested for an update she was told that she is on a waiting list. On the investigation by the Mpumalanga Department of Housing they confirmed that she was on the waiting list and was to benefit on the financial year 2012/2013. Ms Magagula was informed throughout the investigation and she received her house was built and she is now a satisfied owner of an RDP house.

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