



PRESIDENTIAL HOTLINE QUARTERLY UPDATE

Issue 1 / June 2015

Welcome

The Presidential Hotline was established late in 2009 to provide South Africans with a platform to lodge their service delivery complaints, make enquiries, offer suggestions and compliments

In this first issue of 2015/16, we provide progress reports on the following:

- Resolution rates (complaints resolved vs complaints received)
- Satisfaction survey outcomes

We also update you on the success or impact stories from citizens who have used the Hotline service

This issue

[Progress with number of complaints resolved](#)

[Satisfaction survey results](#)

[Impact/success stories from users of the Presidential Hotline service](#)

Number of complaints and queries received

To date 213 806 cases have been logged of which 98 212 are queries and information requests immediately dealt with, 59 592 are cases assigned to national departments and agencies and 56 002 are cases assigned to the 9 provinces.

Progress with the number of complaints resolved (resolution rate)

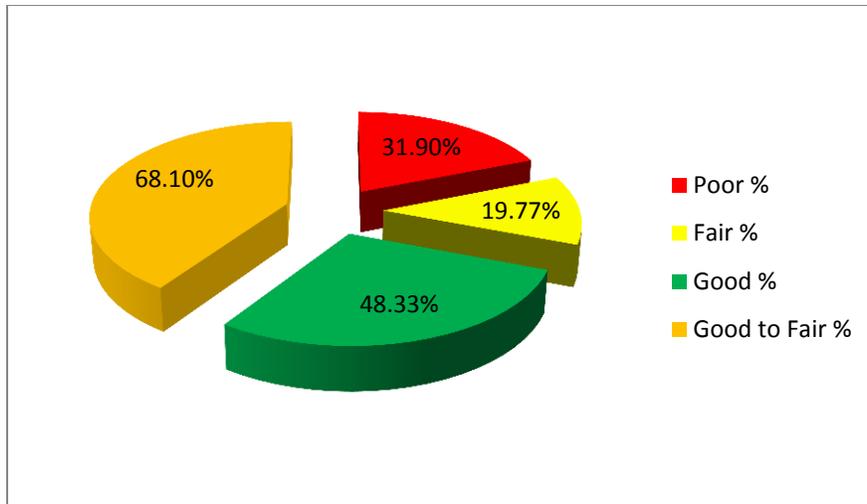
Assigned to	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved May 2015
National Departments and Agencies	4,266	55,326	59,592	92.84%
Province	6,613	49,389	56,002	88.19%
Total	10,879	104,715	115,594	90.59%

As of 31 May 2015, the number of complaints recorded as resolved by national departments and agencies was 55 326 (92.84%) and by 9 provinces was 49 389 (88.19%). The combined resolution rate by both provinces and national departments is 90.59%. Of the total complaints assigned to both departments and provinces, 10 879 are open or unresolved complaints (6 613 are for provinces and 4 266 are for national departments/agencies).

Satisfaction survey results: how citizens experience the complaints handling

Satisfaction surveys (a telephonic survey of citizens who have complaints recorded as resolved) have now been conducted for 2 years. Citizens with resolved cases are asked how they rate the service they received from the Presidential Hotline. More than 27 000 citizens were contacted to date who had their complaints recorded as resolved.

The outcomes are 31.90% (8 691) rated the overall PH service as poor, 19.77% (5 386) rated it as fair and 48.33% (13 169) rated the service as good. The Good to Fair rating of 68.10% (18 551) is slightly below the 70% benchmark



IMPACT/SUCCESS STORIES FROM THE USERS OF THE PRESIDENTIAL HOTLINE (PH)

THAMSANQA FOBO

CAPE TOWN, WESTERN CAPE

Mr Thamsanqa Fobo called the Presidential Hotline on the 10th May 2012 complaining about leaking sewerage pipes in his neighbourhood, Kwa Mandlenkosi, ward 5 in Beaufort West. He was concerned about sewerage leaking into the road and caused a health hazard to the community

After the matter was reported to the Hotline, it was referred to the Beaufort West Municipality for investigation and resolution. The Municipality worked 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 24th July 2012 complaining about the non-availability of electricity in his village which resulted in the high crime rate in the area, unhygienic state of homes, and compromised safety of the children due to paraffin and gas stoves that they use.

The Hotline collaborated with the Eastern Cape Province, Mhlontlo Municipality and Eskom officials to find out what could be done to attend to the electricity problem. Eskom ultimately prioritised the project resulting in the installation of electricity in the area. The process was completed on 25 June 2013 and the village is now electrified, including other adjacent communities. Mr Ngceke has since expressed his satisfaction for the electricity in his village following the intervention of the Presidential Hotline.

ZINTLE MLABA

UKHAHLAMBA DISTRICT, EASTERN CAPE

Ms Zintle Mlaba called the Presidential Hotline on 1 March 2012 complaining about the lack of electricity in her area. The Hotline referred the matter to the Eastern Cape Office of the Premier which then facilitated the resolution. The Ukhahlamba Municipality implemented electrification process through Eskom and the installation project was completed in January 2013. Ms Mlaba expressed gratitude about the manner in which her complaint was handled, from investigation to resolution and that the electricity has now been installed.