



THE PRESIDENTIAL HOTLINE UPDATE: DECEMBER 2016

PROGRESS: PRESIDENTIAL HOTLINE PERFORMANCE BETWEEN APRIL 2016 AND NOVEMBER 2016

Presidential Hotline as a platform for citizens to lodge the service delivery complaints, make enquiries, offer suggestions and compliments continues to impact positively on the ordinary citizens' life. The table below sets out details of performance of the Presidential Hotline from inception in 14 September 2009 to 30 November 2016.

National Departments, Agencies and Provinces as at 30 November 2016				
Assigned to	No of Open Calls	No of Resolved Calls	Total Calls	% Resolved November 2016
National Departments and Agencies	4,042	69,485	73,527	94.50%
Provinces	4,614	59,040	63,654	92.75%
Total	8,656	128,525	137,181	93.69%

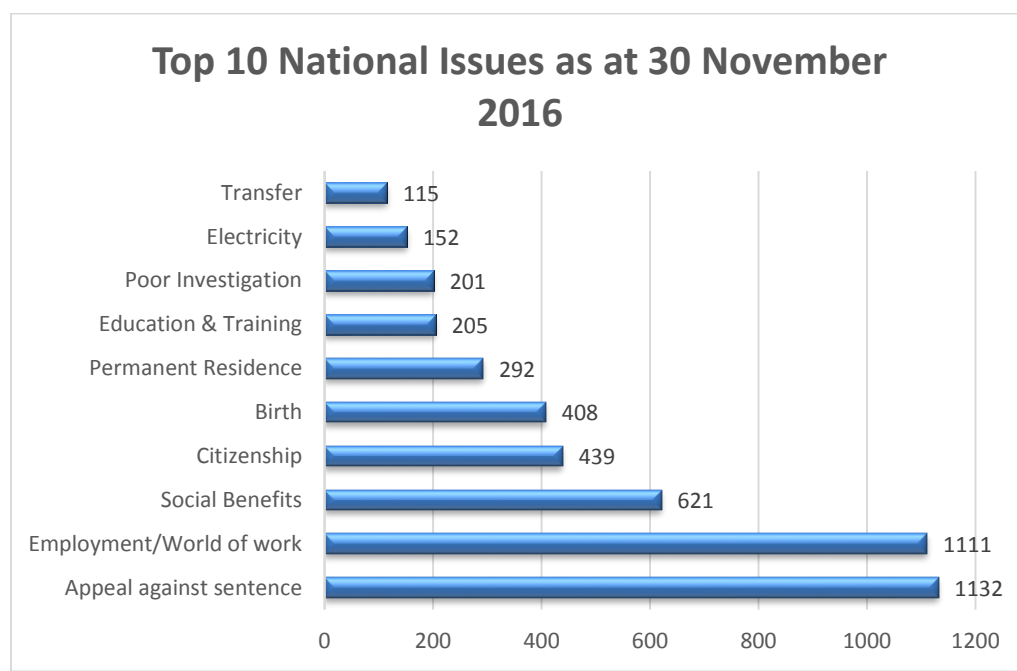
For the 137 181 cases logged as of 30 November 2016, the overall case resolution rate increased from 93.25% to 94.50% between April 2016 and November 2016, an improvement of 1.25% (an overall resolution rate of 94.50% is above required 80%). The majority of unresolved cases are with provinces and a few national departments and efforts are intensified to improve the case resolution rate further. Of the 73 527 cases referred to national departments, the Departments of Home Affairs, Labour, Justice and Constitutional Development, Human Settlement and South African Police Service (SAPS)

received high volumes of queries, and have consistently been performing well in terms of responsiveness.

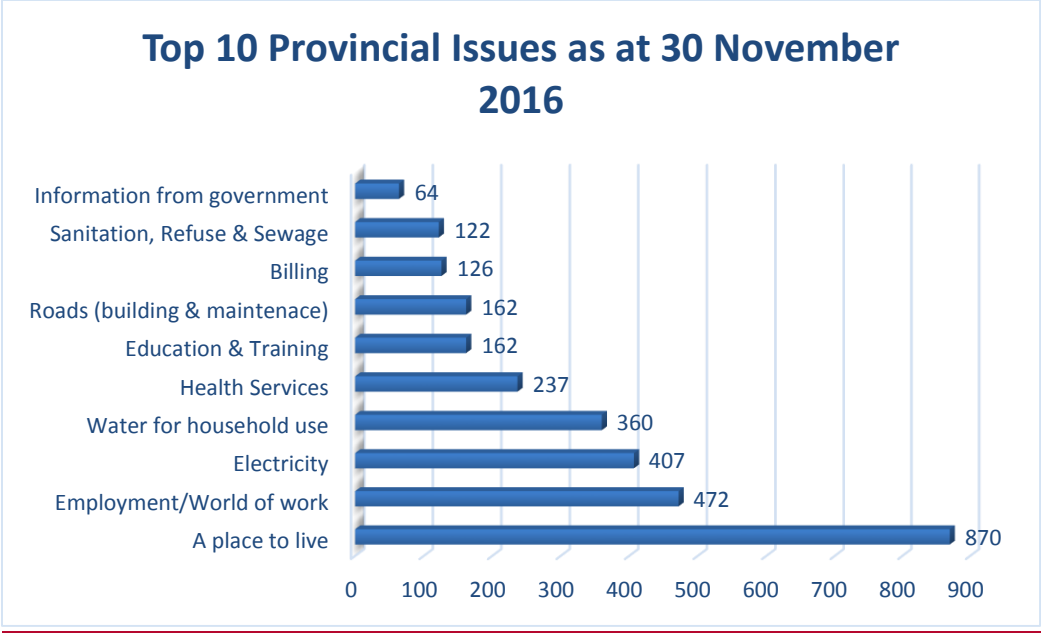
All provinces improved their case resolution rate between April 2016 and November 2016, with an average increase of 2.97%. However, this improvement is from a performance base of 89.78% in April to 92.75% as at 30 November 2016. All the provinces have above 90% (above required 80% resolution rates).

TOP 10 ISSUES RAISED BY MEMBERS OF THE PUBLIC BETWEEN APRIL 2016 AND NOVEMBER 2016

The graph below compares top 10 issues raised by members of the public between April 2016 and November 2016, after having contacted the Presidential Hotline. Appeal against sentence is the main issue, followed by Employment/World of work, Social Benefits, Citizenship and Birth etc.

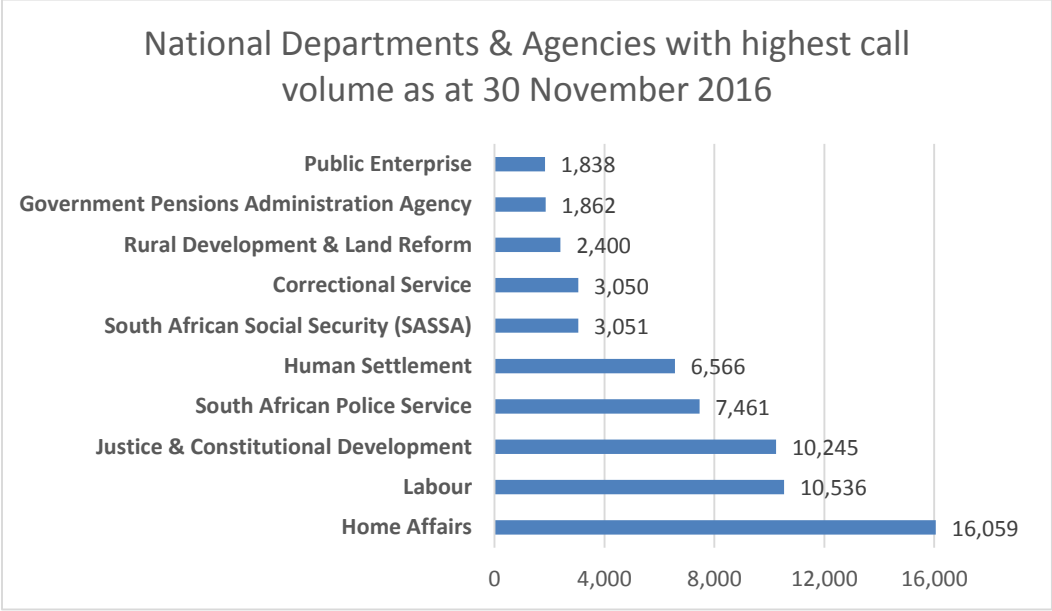


The following are top ten (10) issues raised in the provinces between April 2016 and November 2016, as recorded by the Presidential Hotline.

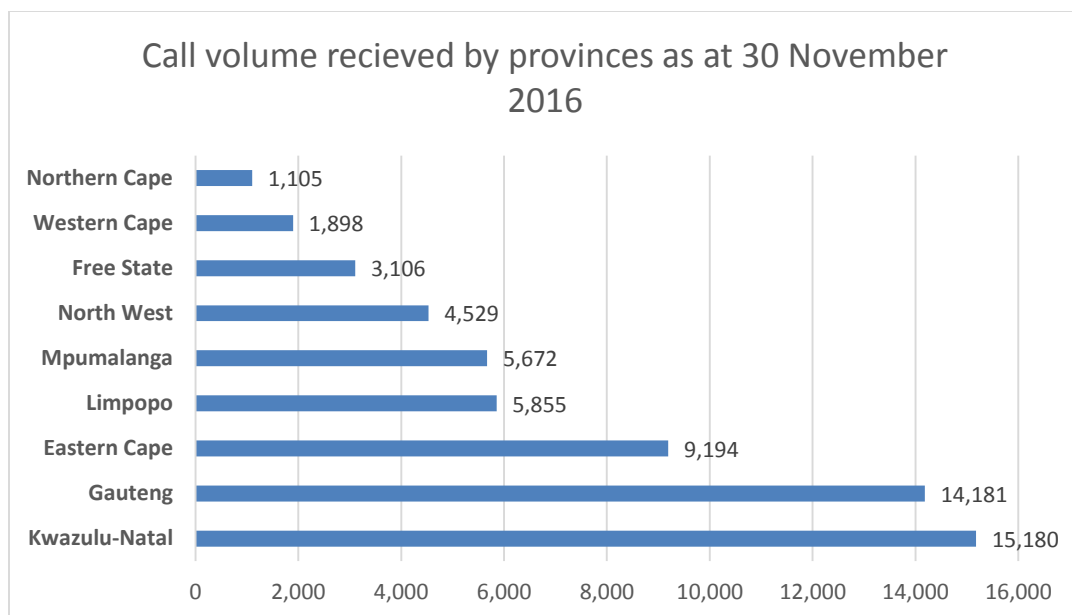


NATIONAL DEPARTMENTS & AGENCIES/PROVINCES WITH HIGHEST CALL VOLUMES AS AT 30 NOVEMBER 2016

The following are top ten (10) National Departments/Agencies with highest number of call volumes as at 30 November 2016.



The following are call volumes received by provinces between April 2016 and November 2016.



CUSTOMER SATISFACTION SURVEY AS AT 30 NOVEMBER 2016

(SUMMARY) PRESIDENTIAL HOTLINE CSS REPORT: OUTCOMES OF SATISFACTION SURVEYS NOVEMBER 2016										
Question : How would you rate the overall service of the Presidential Hotline?										
Province / Department / Agency	# of cases recorded as resolved	# of cases surveyed	% surveyed	Ratings						% Good to Fair
				Poor	%	Fair	%	Good	%	
Total	38,681	138	0.36%	46	33.33	6	4.35	86	62.32	66.67

Customer Satisfaction surveys are conducted via telephone, on an ongoing basis and results may change depending on the size of the sample over time. For this report the results are for surveys conducted up to November 2016, a total of 138 (0.36%) citizens were surveyed out of a potential 38 681 (all cases recorded as resolved by Provinces, Departments and Presidency surveyed by September 2016). At this stage the survey results are at level of the Provinces and National Departments and not Municipalities.

Resolution rate: a minimum resolution rate of 80% on average target is set by the Presidential Hotline (complaints received vs complaints recorded as resolved). Satisfaction ratings: minimum performance target of 70% good to fair score (In Outcome

12 MTSF an impact indicator is defined that Hotline satisfaction outcomes must be at least 70% fair to good scores on average.)

The results are that 86 (62.32% rated their overall satisfaction as good, 6 (4.35) as fair and 46 (33.33) as poor. These surveys are on-going.

IMPACT/SUCCESS STORIES FROM THE USERS OF THE PRESIDENTIAL HOTLINE SERVICE

Below are delighted citizens expressing their happiness about service received from the Presidential Hotline.

Ms. Karen Chertkow

Ms. Karen Chertkow contacted the Presidential Hotline in April 2016 after her application for 5 unabridged birth certificates for her family members were delayed. Every time she enquired the Department of Home Affairs (DHA) informed her that the forms had been sent to Head Office but the Head Office never received the forms, this contributed to the delay. Ms. Chertkow needed the unabridged birth certificates urgently as one of her daughters was travelling abroad and already had flight tickets. She contacted the Presidential Hotline in April 2016 for intervention, the call was assigned to DHA for investigation where they discovered that there was missing information. She provided all the information and the family was provided with the certificates on 20th May 2016.

Mr. Wanda Mvundlela

Mr. Wanda Mvundlela studied at the Libode FET College, his complaint to the Presidential Hotline was that he did not get his results of the academic course named Theory of Policing with the institution for the year 2014. When he went to the college he was told to bring his file and he did. He logged a complaint in May 2016 because they were not giving him results of the course nor feedback on why his results were missing. Mr. Mvundlela then called the Presidential Hotline to assist in the matter, who in turn engaged the province to investigate. Mr. Mvundlela was issued with his results and expressed satisfaction with the outcomes and the service he received from the Presidential Hotline.

Mr. Andile Phakade

Mr. Andile Phakade's company, Msaz Business Enterprise, was appointed by the Department of Basic Education (DBE) in the Eastern Cape as a service provider for supplying a feeding scheme to 140 schools feeding about 25000 learners in and around the Queenstown area since 2003. He said that he was paid the money for providing the service in 2003 only and was not paid the money for service rendered between the years 2004 to 2008. He repeatedly reported the matter to the Department of Basic Education between 2008 and 2013 within the Province and the promise was that there is a backlog and he will be paid soon. The Department of Education owed him R1.4 million. He asked for the Presidential Hotline to intervene. On intervention reasons for the delay were explained to him and he was paid in 2014. He expressed satisfaction at being regularly kept informed about the progress of his matter up until it was resolved.