



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Media Statement

Date: 05 April 2017

Limpopo Premier's Hotline shines

The Limpopo Provincial Government has established the Premier's Hotline in April 2011. Premier Chupu Stanley Mathabatha established the hotline to ensure easier access to his Office and government departments. It aims amongst others to promote caring government to the citizens, a government that is responsive, interactive and effective in dealing with complains.

Since the inception of the Hotline, the Limpopo Provincial Government received 7329 calls, with 1798 incidents reported and 1717 of these reports have been resolved. About 81 cases are still outstanding and majority of them are referred to National Departments.

The complaints are in areas of electricity, housing, water, sanitation, service provider's payments, maladministration, corruption, employment, Identity documents, tender fraud, social grants and road maintenance.

In terms of the total incidents reports from April 2011 to February 2017, the majority of these cases, namely 825, are for Provincial Departments with Capricorn District having the highest number of incidents reports amongst the five districts. A total of 131 incidents reports have been allocated to National Departments. The following are the summary of the total number of incidents reports per district municipality:-Capricorn District (274), Greater Sekhukhune District Municipality (141), Mopani District (163), Vhembe District (148) and Waterberg District (116).

The Premier's Hotline has enabled the government officials to work faster, harder and smarter to respond to the needs of the people. The hotline assist government to strengthen a good working relationship with the members of the public and to ensure clean governance and root out corruption.

Through the hotline government has improved services, accelerated service delivery to the people, root out corruption in the government departments and municipality and also ensure that tender fraud in various government departments is reported. Premier Chupu Stanley Mathabatha has made a commitment that the Hotline Report should serve in an Executive Council Meeting on a monthly basis so that EXCO can intervene on issues that need immediate intervention.

The Premier would like to thank all members of the public who take the time to call the hotline for enquiries and reporting incidents and emphasised that government will continue working together with members of the public to improve this service as it is clearly a valuable tool in keeping government in touch with the people they serve.

The Hotline operates from Monday to Friday, 06h00-22h00 and the operators speak six languages spoken in the province:-English, Afrikaans, Sepedi, Xitsonga, Tshivenda and IsiNdebele.

Premier's Hotline Toll Free: 0800 864 729

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Issued by the Office of the Premier