

KEYNOTE ADDRESS BY HER WORSHIP, MAYOR OF LEPELLE-NKUMPI LOCAL MUNICIPALITY, COUNCILLOR IVY MODILE PHAAHLA DURING THE OCCASSION OF LAUNCHING THE LEPELLE-NKUMPI CALL CENTRE IN LEBOWAKGOMO CIVIC CENTRE

15 JUNE 2012, LEBOWAKGOMO CIVIC CENTRE

Honourable Speaker, Mme Nakedi Sibanda-Kekana

Our Chief Whip, Ntate Veteran Campbell Molaba

Members of Provincial Legislature

Salga-Limpopo

Mayors and Speakers

District Municipality Representatives

Colleagues in the Executive Committee

Fellow Councillors

Magoshi a Rena

Municipal Manager, Ntate Freddie Ramaphakela

Our Executive Managers

Senior Managers from Sector Departments and Parastatals

Members and Ward Committees and Community Development Workers

Our Officials

Leadership of the ANC and other Political Organizations

Representatives of Business, Faith-Based Organizations and Civil Society Organizations

Women, Youth, Persons living with disabilities and community leaders present

Media Fraternity

Friends, Distinguished Guests, Comrades,

Ladies and Gentlemen

GOOD MORNING!

The government's commitment to people-centred and people-driven service delivery remains intact and strong. What drives us is our sense of responsibility in changing and improving the conditions under which our people live. In carrying out this responsibility we always seek, in consultation with the residents of Lepelle-Nkumpi innovative ways that will ensure constant contact and communication between ourselves and the people we serve.

As a result of this close working relationship, characterised by open interaction with the people, we have been able to achieve more in a short space of time in areas such the provision of water and sanitation, electricity, construction of roads and storm-water.

All these achievements would not have been possible if it was not because of the faith and confidence you have in the ANC-led government as well as the collaboration we enjoyed working with you. You have demonstrated this support in successive elections, which we won convincingly as the ANC. And this has never been taken for granted, instead it has strengthened our resolve to do more for the residents of Lepelle-Nkumpi. We are indeed humbled and encouraged by your unflinching support.

Programme Director, today on the eve of June 16, we gather here to witness one of the milestones of our municipality's effort to improve communication with the residents of Lepelle-Nkumpi municipality, the Launch of Lepelle-Nkumpi Call Centre. As Lepelle-Nkumpi municipal council, together with our residents, we have actively participated in the success of the Presidential and Premier Hotlines.

Statistics received show that as of 24 May 2012, from national Presidential Hotline, hundred and two (102) calls logged emanate from Lepelle-Nkumpi and twenty seven (27) from provincial Premier's Hotline. This means that Lepelle-Nkumpi residents are in dire need of direct contact with their government at local level. This platform, therefore, will enable residents to escalate matters quite easily.

The Call Centre focuses on improving service delivery by providing accurate, reliable and timeous information to the residents of Lepelle-Nkumpi on all services rendered by municipality. It will provide Lepelle-Nkumpi residents with a conduit through which their complaints, recommendations and opinions will be attended to.

In line with the words of the President and Premier when they launched the national and provincial Hotlines, we will handle each as if it is the last and only call. We will strengthen participatory democracy to build a responsive society, enhance existing partnerships and further building a caring public service. Through this Call Centre we will also be mobilising society to work with government in the reconstruction and development of the country, and hold government accountable in delivering on its mandate.

Programme Director, it is encouraging to note that of the total calls logged, ninety eight percent (98%) of the Presidential Hotline and hundred percent (100%) from Premier's Hotline have been resolved by our municipality. This is a clear demonstration that we are committed in meeting the service standard norms of ensuring that those who call are not taken for a ride and their matters are attended to until they are resolved. Through our Call Centre, targeted interventions will be unlocked and all complains that community members have will be resolved. We are the government of the people and we will do all in our power to make sure that we listen to our people and work together with them to fight triple challenges in order to create a better life. We will not stop until all our people are satisfied and feel that government is doing all it can to meet their needs.

In conclusion Programme director, we are calling upon all the people of Lepelle-Nkumpi to use the Call Centre as progressive tool. The efficiency of the call centre should not be measured by the number of calls received but by the

impact and difference it will make in the improvement of quality of lives of the citizens. It will also be used to work against corruption and laziness in our municipal structures and we urge all to desist from abusing the call centre.

To our officials I am saying, “Customers don’t expect you to be perfect. They expect you to fix things when they go wrong”. “Mistakes are the portals of discovery”

I THANK YOU !

KE A LEBOGA !