



MINISTRY  
PUBLIC SERVICE AND ADMINISTRATION  
REPUBLIC OF SOUTH AFRICA

## **MEDIA ADVISORY**

**Date:** 15 September 2024

**Release:** Immediate

### **Minister Inkosi Buthelezi to Undertake Site Inspections for Integrated Service Delivery**

Minister for the Public Service and Administration, Inkosi Mzamo Buthelezi, will on Tuesday morning, September 17, 2024, kick off a series of service delivery site visits, beginning with a visit to the State Information Technology Agency (SITA), which hosts the Presidential Hotline. This initiative is part of the Integrated Public Service Month (IPSM), currently underway throughout September.

Launched in 2009, the Presidential Hotline is a toll-free number that allows citizens to lodge queries and raise complaints about government services across national, provincial, and local administrations.

In the afternoon, Minister Buthelezi will visit the 1011 Call Centre, accompanied by senior management from the Department of Public Service and Administration (DPSA), the Department of Planning, Monitoring and Evaluation (DPME), and the South African Police Service (SAPS).

The Minister's schedule for the week also includes frontline service delivery inspections and assessments at the Maponya Mall Thusong Service Centre and the Bronkhorstspuit District Hospital on September 18 and 19, 2024, respectively.

This year's IPSM theme, *"The Government that Work for You"* (#TheGovThatWork4You), reflects the 7th Administration's commitment to effectively delivering services to all South Africans. It aligns with the third priority of the Government of National Unity, which aims to build a capable, ethical, and developmental state machinery that truly works for the people.

**Details of the Minister's service delivery site visits are as follows:**

**Presidential Hotline**

Date: 17 September 2024

Time: 09:00 am – 11:00 am

Venue: SITA Centre, 459 John Vorster Dr, Centurion,  
Pretoria, 0048

**Midrand 10111 Call Centre**

Date: 17 September 2024

Time: 13: 00 pm – 15:00 pm

Venue: 345, Corporate Park,  
Midrand, 1682

**Maponya Mall Thusong Service Centre**

Date: 18 September 2024

Time: 10:00 am – 13:00 pm

Venue: Maponya Mall, 1809 Chris Hani Rd,  
Klipspruit, Soweto, 1862

**Bronkhorstspuit District Hospital**

Date: 19 September 2024

Time: 08:00 am – 12:00 pm

Venue: Bronkhorstspuit District Hospital, 1 Barney Hurwitz Ave,  
Riamarpark, Bronkhorstspuit, 1020

**For Media Enquiries:**

Mr. Yaseen Carelse

Ministry for the Public Service and Administration

064 185 6496

[yaseen.carelse@dpsa.gov.za](mailto:yaseen.carelse@dpsa.gov.za)

**Interview appointments:**

Mr. Dudley Moloji

DPSA: Deputy Director Content and Media Liaison

072 420 9946

[dudley@dpsa.gov.za](mailto:dudley@dpsa.gov.za)