



**MINISTRY: PUBLIC SERVICE AND ADMINISTRATION
REPUBLIC OF SOUTH AFRICA**

NATIONAL ASSEMBLY

QUESTION FOR WRITTEN REPLY

DATE: 20 OCTOBER 2017

QUESTION NO: 3240

MRS D VAN DER WALT (DA) TO ASK THE MINISTER OF PUBLIC SERVICE AND ADMINISTRATION:

- (1) With reference to her announcement during her unannounced visit to service delivery points in Polokwane in September 2017 that she will embark on unannounced visits to monitor service delivery and listen to the challenges and frustrations that communities go through on a daily basis when trying to get access to services, (a) how many visits has she completed in each case, (b) where did each visit take place, (c)(i) who accompanied her and (ii) what are the professional designations of the persons who accompanied her, (d) what is the total cost of each visit and (e) what steps will she take to ensure that communities receive the services that they complained about to her
- (2) will she release the report of her findings for each visit; if not, why not; if so, where can the public access the specified reports?

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REPLY:

- (1) **(a)** and **(b)** The unannounced visit to Front Line Service Delivery Points in and

around the area of Ga- Mamabolo on the 26th September 2017 was part of 2017 service delivery moth programme. Ga- Mamabolo is a cluster of a number of villages in ward 34, Polokwane Local Municipality. This unannounced visit formed part of annual Public Service Month coincided with the 20th Anniversary of the implementation of Batho values of “We Belong, We Care, We Serve”.

During these visits a thorough assessment of the State of Public Service Delivery such as state of health care facilities, roads infrastructure, water and sanitation, education and other community development project were done.

- (c) (i) to (ii)** Amongst other people, the Minister was accompanied by Senior Traditional Leadership led by Kgoshi Mamabolo the III, Officials from Government Communication Information Systems, Department of Public Service and Administration, Limpopo Provincial Government, Acting Major of Polokwane and Ward 34 Councillor.
- (d) The overall cost of the outreach programme will be disclosed in the Audited 2017/18 Annual Report in terms of PFMA.
- (e) The visit afforded the Community opportunity to raise service delivery issues and engaged government on the level of service delivery in the area. Front Line Service Delivery Points staff were also afforded opportunity to raise challenges they face when they render services. The issues raised during outreach programme require intervention of the three spheres of government.

Accordingly, The Ministry introduced an aftercare programme which amongst other things is aimed at ensuring that all the concerns and

service delivery issues raised by the Communities are attended to and eventually resolved. This practice include letters written to relevant departments in all three spheres of Government to inform them about pertinent issues raised by the communities.

There is a further principle adopted by the Ministry to visit the Communities after three months to monitor and evaluate if efforts are working and also if challenges have been addressed and resolved.

2. The report will be available upon request.

END