



MY DISTRICT TODAY



Issue no. 36/September 2016

CONTACT DETAILS OF THE GCIS PROVINCIAL OFFICES

For more information about similar programmes that are run across the country, contact one of the following provincial offices:

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OUTCOME 12: AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED, FAIR AND INCLUSIVE CITIZENSHIP.

Government takes services to the people

By Thandinkosi Zulu: GCIS, KwaZulu-Natal



Operation Sukuma Sakhe war room members visiting the GCIS stall during the Thusong Service Centre Week.



Home Affairs officials assisting clients during the Thusong Service Centre Week at Mkhuphula.



Road Accident Fund assisting a community member to lodge a claim.

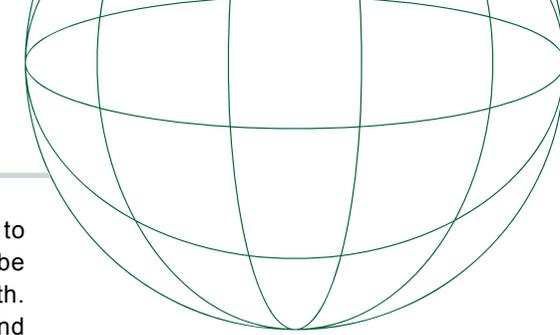
Operation Sukuma Sakhe moved into top gear in the Msinga municipalities when they rendered basic services to deep rural communities during the annual Thusong Service Centre Week at Mkhuphula One Stop Centre on 20 September 2016.

Mkhuphula One Stop Centre was opened by President Jacob Zuma in November 2011 to bring services closer to the people. Even though the one stop centre is functional, providing social services, Home Affairs, South African Social Security Agency, feeding scheme and crèche, community members still want the centre to provide services full time. One of the community members who applauded the initiative for bringing services closer to the people was Qondephi Ngubane, who came to seek support from Home Affairs officials. She claims that her date of birth was incorrectly captured and therefore she could not qualify for her pension since her age was drastically reduced.



government
communications

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REPUBLIC OF SOUTH AFRICA



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Community members at the event.



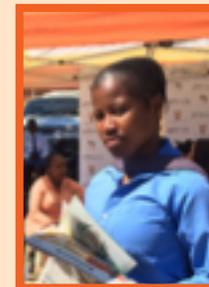
Department of Health officials distributing condoms during Mkhuphula Thusong Service Centre Week.

"I am delighted that you came today to help us. I have been struggling to be assisted about my incorrect date of birth. My siblings are getting their pension and even younger people not in my age group are getting theirs, but I cannot get it because of the irregularity of my age on my ID. I wish today that this can be sorted out since I cannot work at all and I am old and starving," said Ngubane.

The programme was able to engage with local Operation Sukuma Sakhe "war room" members who came to seek advice and support from various government departments since their ward has various issues of social ills. Because there were numerous issues that could not be resolved on the day, the team felt that there should be another visit that would be aimed at reducing the challenges faced by local people of Mkhuphula. Government Communication and Information System, together with Msinga Operation Sukuma Sakhe will engage on a Thusong Service Centre outreach after-care with comprehensive services to improve the livelihood of rural communities by bringing government services at their doorstep.



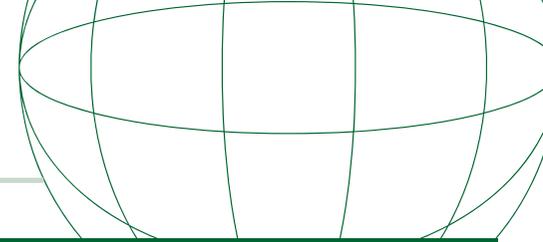
Qondephi Ngubane said:
"Coming here was a blessing to us. I have been struggling to get corrections done on my ID, which was incorrectly captured with the wrong date of birth. I trust that you will follow up on my matter until it gets resolved."



Sanelisiwe Dlamini said:
"I heard yesterday that there is ID registration. I am excited that I managed to apply for my ID and was told it will be issued in two weeks' time. I have learned that through *Vuk'uzenzele* you can get to see employment opportunities. I wish our area can get proper water supply and also at school."



Thembeke Malulwane said:
"The programme was very helpful to people since there were Home Affairs and Road Accident Fund (RAF) officials who helped a lot of people. I have learned that RAF is helpful when you were involved in a motor-vehicle accident."



Maria Cuco said:

"I came to apply for child-support grant. I am glad I was assisted without having to go to town."



Madikeledi Khaoue said:

"Today I received a lot of information from the Thusong Service Centre services, ICASA can help me to license and start my courier services business."



Shadrack said:

"I have learned to play music while in prison, like never I am now more confident of a more honest and brighter future when I am released."



Lydia Skhosana said:

"This skill has taught me more about culture and the government programmes have shown me that when you fall it is not the end but an opportunity to get up again."

OUTCOME 12: AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED, FAIR AND INCLUSIVE CITIZENSHIP.

Outreach programme to benefit community members

By Xolani Mndaweni: GCIS, North West



Community members at the event.



Dr. Kenneth Kaunda District Speaker Patrick Masiu addressing the community members at the event.



Government officials at the event.



Ward 22 Councillor Thabo Seabeng receives a Thusong Service Centre bag from Winnie Tiale.

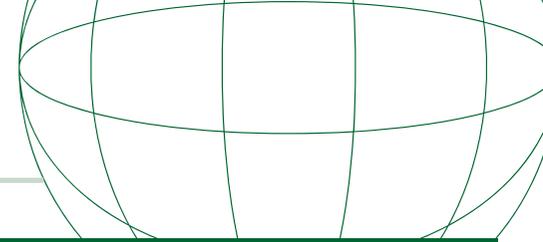


Different stakeholders providing service to community members at the event.

Dressed in their different cultural attire, the community of Kanana outside Orkney came in their numbers to access government services during the annual Thusong Service Centre Week outreach held in extension 13 Ward 22 on 23 September 2016. "I feel like the King of Canaan because today I am accessing government services at my doorstep," said an excited community member, Moorosi Maqhubu.

Observed under the theme: "Moving the Public Service Forward: "We Belong, We Care, We Serve", the outreach's purpose was outlined by Dr. Kenneth Kaunda District Speaker Patrick Masiu who said, "Through these services programme we aim to address services needs of our communities, ward committee offices in our district will soon become Thusong Service Centres that bring services and public participation to communities."

By the end of the day, more than 2 800 condoms were distributed, 36 people counselled and tested for HIV and AIDS, and over 389 community members accessed various services from stakeholders such as the South African Social Security Agency and the departments of social development, health and correctional services. In his closing remarks, Ward 22 Councillor Thabo Seabeng urged community members to use their ward committee offices for services and to contact the regional Government Communication and Information System office on 018 462 8519/018 487 9000 or visit www.gcis.gov.za for government programmes, services and opportunities.



Sharnea Saul said:

“I understood the message, thank you very much. I would appreciate it if the GCIS could bring the Department of Transport, Safety and Liaison to our community as we need serious police visibility in this area. There is a lot of crime and drug abuse here. There are saddening child abuse cases here. Safety measures are seriously needed in this community.”



Michael Johnson said:

“Our Thusong Service Centre was burned down during a service delivery strike. I would like to plead with my fellow residents not to burn it down again once it reopens. We need to use these services on a regular basis. Job creation is a problem in Roodepan. We need information on skills development programmes. Most of the people here are uneducated. Poverty is a serious concern here. We need information on where to go to access skills development programmes and job creation.”

OUTCOME 12: AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED, FAIR AND INCLUSIVE CITIZENSHIP.

Career expo to popularise career choices

By Masego Motshidisi: GCIS, Northern Cape



Some of the stakeholders at the Shoprite Shopping Mall.



Government Communication and Information System officials engaging with community members.



Manne Dipico Thusong Service Centre Manager Ryan van Schalkwyk addressing community members.

Government Communication and Information System in partnership with Ekupholeni and Alok Telecenter hosted a career expo to advise learners about career choices and providing information concerning the application processes of various institutions of higher learning and also available financial assistance options.

The expo gave learners the opportunity to interact with professionals from different organisations to get information on different career choices they can pursue. Learners were encouraged to apply early for enrolment and also to choose careers with high employment opportunities and also to apply for vocational and apprenticeship programmes.

“It is high time we encourage learners not to give up on pursuing their careers due to low points for entering universities, however, we encourage them to study further through vocational training as it is also one of the study programmes with high employment opportunities,” said Themba Mokoena from Ekupholeni.

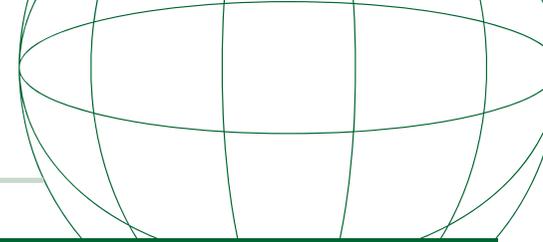


Melanie Jooste said:

“I received and understood the information about the annual Thusong Service Centre Week. Please come to our community again. We need more information on health matters. We need information on the importance of immunisation for children, safety-precautions for expectant women and to be educated about HIV and AIDS, TB and chronic diseases.”



Some of the attendees at the event.



Gloria Matlopela said:

“I am glad that today through the open day we managed to get information and learn more about different department’s products and services. These are the types of things we need from government, service delivery is very important and today we interacted with public servants to obtain direct information about their services, we can say this was from the horse’s mouth. I wish this could happen at least three or four times a year then we could be happy.”



Sibongile Moloba said:

“Thanks to the Department of Energy I was very happy with the information on energy saving especially relating to how to reduce your electricity bill. I know I have to do ironing at once, not to open the refrigerator time and again, and that a geyser needs to be switched on two hours before usage.”

OUTCOME: 12. AN EFFICIENT, EFFECTIVE AND DEVELOPMENT ORIENTED PUBLIC SERVICE AND AN EMPOWERED FAIR AND INCLUSIVE CITIZENSHIP .

Open day to celebrate Thusong Service Centre Week

By Itumeleng Bogatsu: GCIS, Gauteng



Community members visiting different government departments stalls to receive information on products and services.



Government departments and small businesses showcasing their products during the Tembisa Thusong Service Centre open day.

Tembisa Thusong Service Centre hosted an open day on 21 September 2016 to mark Thusong Service Centre Week and Public Service Month with the aim to highlight government information, services and opportunities that are available at centres and various government departments.

September marks the national Public Service Month and it coincides with the annual Thusong Service Centre Week. This year’s event was celebrated under the theme: “Moving the Public Service Forward: “We Belong, We Care, We Serve”.

Government departments responded positively to the call to be included as part of service delivery exhibitions in the centre where they showcased products and services that they provide and also gave public servants an opportunity to interact with, listen to and learn from the people they are employed to serve.

Thusong Service Centre Week encourages service providers within the centres to promote the *Batho Pele* principles when rendering services as it also empowers communities with the necessary skills and training to better their lives, through existing partnerships with government, parastatals and the private sector. Citizens have the right to complain if they are unhappy with the service they received and public servants must honour such complaints.

Public Service Month recognises public servants for upholding the *Batho Pele* principles, which require them to be polite, open and transparent, and to deliver world-class service to the public. It is also used to highlight government services, dedication, commitment and excellence in the delivery of services to the public.