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

Thusong Service Centre Week observed
By Ntombi Mhlambi: GCIS, Free State

The Government Communication and Information System hosted an activation in Fateng Tse Ntsho at Paul Roux as part of celebrating the second annual Thusong Service Centre Week from 14 to 18 September. The week was celebrated under the theme: “Moving South Africa Forward: Taking public services to the people”. The Thusong Service Centre programme was initiated as one of the primary vehicles intended to provide access to government information and services in an integrated manner. The purpose of the activation is to profile the work that government has been doing to bring basic services nearer to the people through mobile units and also to mobilise the community to use these services. During the activation, the Department of Agriculture, Forestry and Fisheries (DAFF) vaccinated community members’ dogs for rabies.

The Chairperson of Paul Roux Community Policing Forum said, “The mobiles that come to the community hall are really of assistance as they do not have any permanent services in Paul Roux and most people cannot afford to travel to cities to access basic services.”

Fateng Tse Ntsho community members accessing information products at the Thusong Service Centre.

DAFF officials vaccinating dogs for rabies.

Teboho Mofokeng said: “I was able to vaccinate my dog for rabies today through the Thusong Service Centre mobile. Thank you government.”

Mokhele said: “I thank government for bringing services nearer to us.”

Motaung said: “I am happy that government brought services nearer to us. I would also like to urge the Department of Labour to improve their systems so they can render services to us as community members.”
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Thusong Service Centre Week launch
By Nomzamo Zondi: GCIS, KwaZulu-Natal

The Annual Thusong Service Centre Week was launched at the Dududu Thusong Service Centre in KwaZulu-Natal on 13 September, under the theme: “Services on wheels”. The launch coincided with Public Service Month theme: “Moving South Africa forward, taking public services to the people”. The day started with community members receiving a series of services exhibited by different government departments and non-governmental organisations under the Operation Sukuma Sakhe banner. The departments of health and agriculture, forestry and fisheries, and Lovelife were among the many stakeholders who offered their services and information. The Thusong Service Centre was fully operational on the day and despite the rainy weather, the community of Vulamehlo attended the launch.

The Government Communication and Information System Acting Director-General, Donald Liphoko, accompanied the Ugu District Speaker Councillor Sthembiso Cele and Vulamehlo Mayor Councillor Thabani Dube on a walkabout to the exhibition and engagement with the community where they talked about the Thusong Service Centre programme. “We are celebrating 16 years of the existence of Thusong Service Centres, Dududu Thusong Service Centre was established in 2001 and services up to 80 to 120 people a day,” said Liphoko.

The programme has over the years managed to provide a platform for all sectors of the society to share information, deliver services, transfer skills, and create employment and business opportunities to those with entrepreneurial interests. The programme has also assisted those in distress and in dire need of assistance. “Government will continue to ensure that community members have access to information and services to better their lives. In Ugu District we have a good number of Thusong Service Centres that cater for community members in rural areas,” said Councillor Cele.

Mrs Ndlovu said:
“I have learned a lot and received many services today. The South African Social Security Agency checked if my pension money is not being unlawfully deducted, the Department of Health officials checked my blood-pressure levels and found that it was high and they gave me medication. I also received lots of information products for my children to read. Special thanks to the Department of Agriculture, Forestry and Fisheries for the seedlings.”

Mmeli Shozi said:
“I love the programme and as a young person I discovered that there are many opportunities in programmes that were shared today. I have never used the Thusong Service Centre but now that I have heard that there is a telecentre, I will.

Government leaders embarking on a walkabout to various information stalls.
The Government Communication and Information System (GCIS) hosted the Thusong Service Centre Blitz in KwaThema, Daveyton, Orange Farm, Kagiso, Olievenhoutbosch and Mabopane to mark Public Service Month and promote Thusong Service Centre Week. Community members had access to services that were provided by the South African Social Security Agency (SASSA), Department of Home Affairs and many others.

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**Gauteng Thusong Service Centre Week**

The Government Communication and Information System (GCIS) hosted the Thusong Service Centre Blitz in KwaThema, Daveyton, Orange Farm, Kagiso, Olievenhoutbosch and Mabopane to mark Public Service Month and promote Thusong Service Centre Week. Community members had access to services that were provided by the South African Social Security Agency (SASSA), Department of Home Affairs and many others.
Public Service Month is aimed at integrating and aligning various service-delivery improvement programmes, interventions and institutionalising Batho Pele principles. The month also seeks to take services to the people and provides an opportunity to promote professionalism and productivity in the Public Service.

**Eastern Cape Thusong Service Centre Week**

Public Service Month is aimed at integrating and aligning various service-delivery improvement programmes, interventions and institutionalising Batho Pele principles. The month also seeks to take services to the people and provides an opportunity to promote professionalism and productivity in the Public Service.
Sterkspruit Thusong Service Centre manager promoting the centre.

Learners receiving information from the National Prosecuting Authority stall.

Learners receiving information from a business consultant stall.

Community members applying for identity documents and birth certificates at the event.

Social workers assisting people with disabilities.

South African Social Security Agency (SASSA) providing services to communities.