



### THUSONG SERVICE CENTRES DIRECTORY:

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#### EASTERN CAPE Thusong Service Centres

- CENTANE
- COFIMVABA
- KWANOPHOYI
- QUNU
- STERKSPRUIT
- TOMBO
- VIEDGIESVILLE

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#### FREE STATE Thusong Service Centres

- KOPANONG
- MOHOKARE (ZASTRON)
- NAMAHADE
- PHIRITONA

## Thusong Third Quarterly Bulletin: 2022/23 financial year

### 2022 Annual Thusong Service Centre Week

#### Observing 2022 Annual Thusong Service Centre Week

By Zukiswa Mapete

The 2022 Annual Thusong Service Centre Week took place from 19 to 23 September 2022 under the theme: “Batho Pele Revitalization – Walking the Talk”. The week is an important event in the national calendar, held to bring essential services and information closer to the people and, to rural and previously underserved communities of South Africa. It has been closely aligned to the objectives set out for Public Service Month. It has successfully focused on the important role played by these one-stop service centres in providing a critical service and information lifeline to the public on a day-to-day basis.



From providing access to government services such as applications for identity documents, birth certificates, social grants and key services provided by government departments, these centres are also key communication hubs offering full information and communications technology connectivity. Much-needed education and training development initiatives are also implemented

at these centres to uplift local communities and to equip residents with the essential skills needed to secure employment. Local economic development services in the centres offer critical advice and support to small businesses, helping them to grow and thrive in the communities they serve. The Thusong Service Centre Week has witnessed impressive celebrations of activities at other centres nationwide. Around 66 events that took place this week, ranging from open days, service drives, community radio talk-shows, and door-to-door campaigns to mention a few, all with the purpose of celebrating the Thusong Service Centres that are working hard in our communities. The week has also provided the opportunity to recognise the efforts of all those highly committed and dedicated people who are responsible for providing access to great services and information in these centres.



“Thusong Service Centres, taking services and information closer to the people”

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## GAUTENG

### Thusong Service Centres

- ATTERIDGEVILLE
- GA-RANKUWA
- HAMMANSKRAAL
- KAGISO
- KHUTSONG
- MAFATSANE
- MAMELODI
- MAPONYA URBAN MALL
- MULDRSDRIFT
- ORANGE FARM
- RATANDA
- SEBOKENG
- SOSHANGUVE
- TARLTON

The 2022 opening event of the week took place in Mbangwane Thusong Service Centre, Ehlanzeni District in Mpumalanga was graced by the Executive Mayor of Nkomazi Local Municipality, Councilor Phindile Magagula, where the focus was Agricultural Expo, which seeks to emphasise on the Economic Reconstruction and Recovery Plan targeting young people in agriculture and community at large. The expo showcased the work of various farms who are contributing to the local economic development. After that, various departments and entities exhibited and provided relevant information and services to the people of Mbangwane.



Other events such as the in-week activities were attended by GCIS provincial directors, provincial departments and municipalities, with leaders engaging with community members on various services offered by government through the Thusong Service Centres. As a norm, the celebrations had to come to an end but service delivery continued.

The Annual Thusong Service Centre Week was officially closed on 23 September 2022 in an event held at KwaNophoyi Thusong Service Centre, Alfred Nzo



District Municipality in the Eastern Cape. The day was a true reflection of revitalising Batho Pele, which saw government departments coming closer to the people



and responding to the needs of the citizens in villages around KwaBhaca. People from the surrounding villages came in numbers to receive services at their doorstep. The event was graced by the Executive Mayor of the Alfred Nzo District Municipality, Councillor Vukile Mhlembana, accompanied by the Mayor of Umzimvubu Local Municipality, Councillor Zukiswa Ndevu, Winnie Madikizela Mandela Local Municipality, Councillor Daniswa Mafumbatha, traditional leadership of the area, Office of the Eastern Cape Premier, various councillors from the Alfred Nzo District Municipality and government officials. Services such as dental, eye care, medical checkup, social services, youth business information, Smart ID applications, arts and culture showcasing, etc were offered. The Department of Agriculture donated food parcels to identified families of Ward 12 of KwaNguse area.



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## NORTHERN CAPE

### Thusong Service Centres

- AUGRABIES
- COLESBERG
- KGOMOTSEGO (VANZYLSRUS)
- MANNE DIPICO



## KWAZULU-NATAL Thusong Service Centres

- ARCHIE GUMEDE
- BAMSHELA
- BELGRADE
- BHOMELA
- BULWER
- DRIEFONTEIN
- DUDUDU
- DUKUZA
- EKUVUKENI
- EMONDLO
- HIGHFLATS
- IMBABAZANE
- IMPENDLE
- INHLAZUKA
- JOZINI
- KWAMADLALA
- KWAMDAKANE
- KWANZIMAKWE
- KWAXOLO
- LINDELA
- LUWAMBA
- MALANGENI
- MAPUMULO
- MBAZWANA
- PORT DUNFORD
- SONKOMBE
- TUGELA FERRY
- UMNINI
- UMSHWATHI

## Northern Cape

### Government takes services to the people

*By Masego Mollo*

The GCIS in the Northern Cape celebrated the Annual Thusong Service Centre Week from 19 to 23 September 2022 with various community awareness projects across the province, aimed at marketing and bringing government services to the people.

The programme for the week, comprising community outreaches such as taxi-rank activations and loud hailing, dialogues and exhibitions, were also aimed at promoting the Thusong Service Centre programme and marketing the services available. The Thusong Service Centres in the province are Tlhokomelo Thusong Service, Manne Dipico Thusong Service Centre in Kimberley, Kgomotsego Thusong Service Centre in Kuruman, Colesberg Thusong Service Centre in Colesberg and Augrabies Thusong Service Centre in Augrabies.

The communication activities were also an opportunity to market the various messages of government in commemoration of Public Service Month. On 14 September, a service-delivery day was conducted at the Augrabies Thusong Centre to sensitise residents and build excitement around the programme.

The commemorative events were rolled out in the Sol Plaatje, Joe Morolong, Kai !Garib and Umsobomvu local municipalities, respectively. During the events,

stakeholders presented and engaged residents on their services. Government information products were distributed.

Other activities implemented in the district were:

- 20 September 2022: Loud-hailing activation in Roodepan, to promote the dialogue scheduled for Manne Dipico Thusong Service Centre.
- 20 September 2022: An economic opportunities workshop was organised for small businesses.
- 21 September 2022: The civic education by the Independent Electoral Commission at the Van Zylsrus Intermediate School for grades 7, 8 and 9.
- 23 September 2022: An information-sharing programme with stakeholders was conducted at the Colesberg Centre to wrap up activities.

Stakeholders who participated in the week's activities comprised government departments and entities, non-governmental organisations, private sector, youth and civil society groups.



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## LIMPOPO

### Thusong Service Centres

- BABIRWA
- BOTLOKWA
- ELDORADO
- FETAKGOMO-ATOK
- MABATLANE  
(VAALWATER)
- MADIMBO
- MAKHUVA
- MAKUYA
- MAPELA
- MAPODILE
- MARULENG
- MOKWAKWAILA
- MOLETJIE
- MTITITI
- RELELA
- SELWANE

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## MPUMALANGA

### Thusong Service Centres

- BREYTEN
- CASTEEL
- DAGGAKRAAL
- LOUISVILLE
- MARAPYANE
- MATSAMO
- MBANGWANE
- MPULUZI
- PHOLA
- SAKHILE
- SIYATHEMBA
- THOLULWAZI
- VERENA
- WONDERFONTEIN

## Phiritona Thusong: Free State

### Public Servants Observe Thusong Week

*By Sekgaudi Nketle*

Thusong Service Centres ensure that communities access information and government services in line with the Batho Pele principles. They are part of government's commitment to take services to the people. The Government Communication and Information System (GCIS) joined hands with the Phiritona Thusong Service Centre to bring together different public service departments to the residents of Phiritona, Sandersville and Heilbron on 21 September 2022 at the Phiritona Thusong Service Centre.

Heilbron is a small town with limited services and resources, so bringing services closer to the people is important because transport costs become a challenge when people need to access government services.

Public Service Month was observed in September to raise awareness of what it means to serve communities

and to examine the impact of government service delivery. Public servants are expected to participate in the Public Service Month to reaffirm their commitment to the community by taking on new responsibilities, put some effort in spring-cleaning their service delivery points, among other things. Awareness was raised on the benefits that Thusong Service Centres continue to provide to locals by enabling them to access services and information about opportunities that government offers.

Some of the stakeholders that were present were community development workers, South African Post Office, Department of Employment and Labour, Motor Industry Ombudsman of South Africa, Legal Aid SA, Ngwathe Local Municipality, Fezile Dabi District Municipality, Financial Sector Conduct Authority and the South African Social Security Agency.



Phiritona community members receiving briefing on services to be rendered during Thusong Service Week at Phiritona Thusong Service Centre.



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**WESTERN CAPE**  
Thusong Service Centres

- BEAUFORT WEST
- BITTERFONTEIN
- BREDASDORP
- CERES / BELLA VISTA
- CITRUSDAL
- CLANWILLIAM
- GRABOUW
- HAWSTON
- HOPEFIELD
- ILINGELETHU
- LADISMITH
- LAINGSBURG
- LANGEBAAN
- MBEKWENI
- PAARL EAST
- PLETTENBERG BAY
- MOSSEL BAY
- MURRAYSBURG
- OUDTSHOORN
- PRINCE ALBERT
- RIVERSDALE
- ROBERTSON
- SWELLENDAM
- THEMBALETHU
- UNOBUNTU
- VAN RHYNSDORP
- VREDENDAL
- WABOOMSKRAAL



Scova Khambule from Fezile Dabi District Municipality presenting on Disaster Management Services.



Grace Poshoko from Financial Sector Conduct Authority addressing the audience.



**Eric Mthimkhulu said:**

The program was a massive success and turned out beyond what we anticipated, people are happy to have the attention and enjoy integrated services from all stakeholders that we are hosting today.

“On behalf of the centre, I am grateful to the GCIS for leading the organisation of this necessary programme. We only regret the absence of the Department of Home Affairs.”



**Zandile Mngomezulu said:**

“We are happy that all the clients and community members received government services. We thank the GCIS for being around us and pulling all the strings to ensure a successful event. Government’s presence was seen and felt by the people through the Thusong Service Centre programme.”



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## NORTH WEST

Thusong Service Centres

- BOKAMOSO / JERICO
- KGETLENG RIVER
- KGOKGOJANE
- LERETLHABETSE
- LOSASANENG
- MONAKATO
- TLAKGAMENG
- TSHIDILAMOLOMO
- VICTOR TONG

## Northern Cape

### Vegetable garden for clients

By Thenjiwe Konono

Community members who access government services at the Colesberg Thusong Service Centre can now spend more time at the centre, without worrying about getting hungry, thanks to the newly launched food garden.

The vegetable garden was opened in September 2022, as part of the closing event of the Annual Thusong Service Centre Week activities.

The stakeholders at the centre, including the Department of Home Affairs, members of the Community Work Programme (CWP) and the Meals and Wheels Soup Kitchen, saw the need to establish the food garden, with the purpose of catering for people visiting the centre, in particular, the elderly and people with disabilities, as they spend many hours at the centre as a result of long queues.

CWP workers met with the representatives of the Department of Agriculture in the province, who supported the initiative and assisted with the provision of seeds.

The garden is expected to grow sweet potatoes, onions, potatoes and cabbage, and will be maintained by CWP workers, who are also responsible for cleaning the premises.

