

# Background on Thusong programme

- a. Post 1994 administration embarked on public sector transformation with the basic outputs being to transform public service delivery by redressing imbalances of the pre 1994 ERA. (White Paper on the transformation of Public Service of, 1997)
- b. The constitution of South Africa (1996) and Batho Pele principles are part of the reforms that were crafted to transform Public Service.
- c. The salience of reinforcing the public service emanates from fostering the ethics, principles and values to ensure professionalism and development oriented public service.
- d. It is against this background that Thusong Service Centre programme was initiated in 1999 in compliance with legislation governing service delivery to extend government services in an integrated manner closer to where people live, main focus on rural and under serviced communities to address the imbalances of the past.
- e. Rationale is set within the Development Communication paradigm (aims to put information needs of citizens first) e.g. face-to-face interaction between citizens & government.
- f. Aligned to the access strategy of government, the programme has been about creating access to not only government information and services, but also opportunities offered by other civil society groups, such as Business, Non-governmental Organizations, and Parastatals.
- g. Over the years, the programme has managed to provide a platform from which all sectors of our society could converge and share information, deliver services, transfer skills, create employment and business opportunities to those with entrepreneurial interests.

## Location

ALL NINE (9) PROVINCES  
ACROSS THE COUNTRY

## Operating Hours

Mon - Fri: 8:00am - 15:30pm  
Sat: 8:00am - 13:00pm Few  
selected centres and limited  
to particular service



# THUSONG

**ONE STOP SHOP CENTRE FOR  
GOVERNMENT SERVICES AND  
INFORMATION**



# Typologies of Thusong Centres

Due to varying service requirements and contexts, not all Thusong Service Centres should be of the same order. To provide a broad level differentiation between Thusong Service Centres, three types of Thusong are Hubs, satellites and mobile units. These Thusong Service Centres are differentiated according to the following characteristics:

- \* Order of service provision
- \* The variety of services offered
- \* Frequency of provision of services
- \* The associated scale/ level of infrastructure

## Key services available in Thusong centres

### Department

- \*Home Affairs
- \*SASSA
- \*Labour
- \*Others

**Contacts:**  
**(012) 473 0338**

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**ThusongServiceCentreProgramme-GCIS**  
**Website: [www.gov.za / Thusong](http://www.gov.za/Thusong)**

## Type 1 - HUB

The centre provides a high order of services by combining a wide variety of services, high frequency of service provision and high order of permanent infrastructure. It also provides access to all Anchor government services as well as other three services of the other components of a six block model.

**Access to anchor government services everyday during office hours**

## Type 2 - Satellite

It provides the intermediate order of services provision owing to potentially more limited variety of services, less frequent service provision and lower level of permanent infrastructure required. It provides access to all anchor government service as well as other three services relating to six block model

**Access to anchor government services in line with the demand and service provider resource capacity (to have human capacity in the centre at least once per month**

## Type 3 - Mobile

Provides intermediate order of service provision owing to potentially more limited variety of services and / or less frequent service provision. It provides access to all government services

**Access to anchor government services in line with the demand and service provider resource capacity (to have human capacity in the centre at least once per month**

