



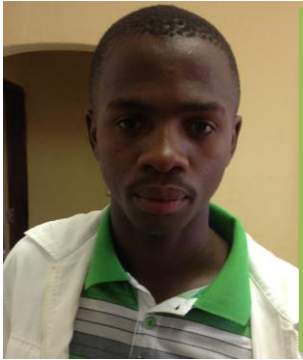
**Presidency Frontline Service Delivery Monitoring and Evaluation  
29 October  
Umzimkhulu Local Municipality**

**Deputy Minister Obed Bapela** visit Umzimkhulu area in Sisonke District Municipality to carry out an inspection on services under the programme; Frontline Service Delivery Monitoring and Evaluation



*“The Purpose of my visit in Umzimkhulu to follow up on the visit of Ministers and Department who made commitments to implement projects which will respond to the community complains and grievances. Mayor Mphabanga said whilst progress is being realized but the accessibility is still a challenge a recommendation for one stop shop a Thusong is needed”*

## “Voice of the people”



“I’m from Harding I am here at the testing ground to book for my learner’s license. The service in this office is good because it was recommended that the office here in Umzimkhulu is the best and is quicker than others.”

**Sonwabile Dlamini: Harding**



“I came to these offices to register my vehicle; the services I receive here are good and correct, I have no complains. I have been coming here for a very long time to renew my license, I don’t see any more improvement needed the offices are great”

**Khulekani Siphengana: Emfundweni**



“I am working at this site we are building new traffic and licensing offices. These new offices are bigger and will be better. This was a job opportunity for me. All the other projects of building are creating piece jobs for people and it assists them at the time financially. I have done a lot of building in the area”

**Khetha Dlamini: New City**



“We were suffering before to receive Home affairs services because the offices were in a container. I am happy cause these office are better we are sheltered, but there is no privacy with this arrangement. We as the community don't like that home affairs keeping moving from one place to another from the college and to border gate and everywhere, please build standard home affairs”

**Zanele Msomi: ward 16**



“To arrive here at the SASSA offices I have to travel on a R30 expense. I am here to check the progress on my application. We get good services according to 1<sup>st</sup> come first serve sequence, if there are a lot of us we spend long hours here. I hope that the processes to get the grants will be quicker. The staff is friendly in these offices”

**Alice Miya: Engudwini**



“The service here at SASSA is poor because there is not enough staff. There was no toilet before but now we happy there are toilet for the people. What I wish to be improved is the situation for the old people. The police station must be closer to the SASSA offices and more staff to be employed.”

**Linaman Sondzaba: Ekoki**



**Lucas Ndzingi: ext 16**

“I wish that older people here at SASSA can be accommodated better because it is a distance for them to walk to the police to get an affidavit and back. The services are ok, but we appreciate more when there is the staff from Pietermaritzburg who makes the service move much quicker.”

*Compiled by Nomzamo Zondi and Mlungisi Dlamini*



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