



# INFORMUS

SINCE 1920  
driven by  
SERVICE EXCELLENCE

FOR PSA MEMBERS: **MPUMALANGA OFFICE OF THE PREMIER**

22-03-2024

## Consultative meeting with the Office of the Premier in Mpumalanga on Provincial Presidential Hotline framework

The PSA in Mpumalanga appreciates the initiative by the Mpumalanga Office of the Premier to consult with all relevant stakeholders regarding the Provincial Presidential Hotline framework, subsequent to the mandate bestowed to the Office of the Premier, to conduct investigations about cases of poor service delivery by any state entity reported to the Department of Planning, Monitoring and Evaluation (DPME). During these engagements, the PSA requested a draft of the framework so that the Union could make their inputs, however, the Office of the Premier could not provide the draft of the framework in the meeting and committed to sending the draft to all stakeholders for their inputs as well as arranging another meeting to provide feedback.

The PSA welcomed the presentation on the number of cases reported to the hotline, the resolution rate, and the response time in dealing with the complaints, however, the PSA also raised concern about the lack of awareness of the hotline and its communication channels by communities due to the inadequate marketing of the hotline. The PSA urged the Department of Planning, Monitoring and Evaluation to come up with marketing strategies to expand the promotion of the hotline so that more citizen could have a knowledge of the hotline and be able to use it.

The Office of the Premier also presented on the crime statistics for the province which shows a drastic increase in the level of crime and corruption in the province in this current financial year. The stakeholders deliberated on the matter and agreed that the Office of the Premier will arrange continuous engagement with the law enforcement agencies and all relevant stakeholders to find ways of fighting corruption and crime in the province.

Employees who want to join the PSA can contact Thandiwe Mziyako on 0609628512, Sylvia Watkins on 0828808941 or the PSA provincial Office on 0174175000

Reuben Maleka  
GENERAL MANAGER