

LOGGING OF SERVICE DELIVERY ISSUES

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Dear Residents

On a daily basis I am flooded with concerns about service delivery issues, whether they be burst water pipes, leaking sewage drains, power outages, potholes, malfunctioning street lights or missing manhole covers; this reality is a daily challenge for the City. Many of these issues are a result of aging infrastructure and, also sadly, criminal vandalism.

The City has service level agreements (SLAs) with each Municipal Owned Entity (MOE) to attend to these issues once they are reported and a reference number received. These entities are wholly owned by the City but have their own Boards of Directors and will only service issues within the parameters of their SLAs—a classic example of this is City Parks, whose SLA specifies that they are responsible for the maintenance of parks, street trees and cemeteries. JRA is allocated the responsibility of grass-cutting on pavements but do not have capacity to cut grass, hence they issue a work order with payment to City Parks. This is a complicated process and in my opinion, hampers service delivery. The current SLAs of the MOEs have existed for many years and, although efforts are being made to improve their service delivery, we need to work with what we have for now.

The primary method of reporting service delivery issues in the city is by calling Joburg Connect on 011 375 5555 or 0860 JOBURG (562 874). This Call Centre is managed by the Revenue Department whose agents log the calls on the SAP system and allocate them to the responsible MOE for attention.

Advancements in technology over the years have given MOEs the opportunity to streamline their operations by, for example, providing smart logging mechanisms. Some entities rose to the occasion but others, such as Pikitup and Joburg City Parks & Zoo (JCPZ), have unfortunately not embraced technology enhancements and still rely solely on Joburg Connect as their only logging mechanism.

The technology-enabled MOEs are:

City Power: Log on to www.citypower.mobi

Joburg Water: email customer@jwater.co.za

JRA: email hotline@jra.org.za or download the JRA Find & Fix App.

A document listing MOE SLAs is included to indicate, as an example, average times to resolve calls that you log—some common parameters include:

- Potholes should be attended to within 14 days;
- Water pipe bursts should be attended to within 48 hours;
- Sewage leaks should be attended to within 24 hours;
- Power outages should be restored anywhere between 1.5 hours and 7 days depending on the severity.

Please note the clock starts ticking only once the reference number is issued.

Because service delivery issues can cause great frustration to the community, you (like I) want them resolved ASAP. However, inasmuch as we may not be satisfied with the parameters of the SLAs, the MOEs are not obliged—and do not have the capacity—to deliver beyond those parameters. Inasmuch as I am willing to escalate issues that are deemed urgent/critical, it will in many instances take longer to resolve because of capacity constraints. This does not mean we must accept the status quo; we are the eyes and ears of the city and the MOEs need us to report issues timeously and accurately in order to fulfil their mandates.

In a nutshell:

- Please continue reporting service delivery issues through the above-mentioned channels;
 - ❖ obtain a reference number;
- Let us allow the MOEs a chance to attend to these matters within their SLA parameters; if not completed within the prescribed parameter, send a message to me by email or WhatsApp with the physical address of the complaint, the reference number and the nature of the complaint.

Thank you for your ongoing assistance in pursuing a better and brighter Ward 70!

Kind Regards

CLlr Caleb Finn