Eastern Cape Shows Major Improvements on Responding to Queries

The Eastern Cape is showing major improvements on the level of responses to queries made to the Presidential hotline. According to the latest report issued by the Office of the President, the Eastern Cape has moved from 4% in the year 2010 to 55% in 2013.

This is due to the interventions made by the Office of the Premier and the Presidency in cooperation with various departments within the province. According to the Senior Manager for the Presidential Hotline and Customer Care in the Province Mr Sinethemba Mashalaba, “Training of Public Liaison Officers (PLO), formation of the PLO’s Forum and conducting roadshows in conjunction with the previously poorly performing departments which are Education, Health and as well as Human Settlements”

The Office of the Premier will ensure that the ratings continue to improve. On-going support will be given to all departments and those that show lower response levels will be monitored closely.

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