

Ntirhisano

We Care. We Act



Respond



Resolve



Grow

The Gauteng Provincial Government is implementing an integrated, comprehensive and sustainable service delivery model that seeks to radically transform interactions between government and communities to better respond to the people’s needs.

Ntirhisano is a collaborative service delivery system that aims to improve government’s service delivery capacity and build an activist public service that is responsive to the needs of the people. It further seeks to empower communities to drive their own development.

This service delivery model is anchored on three pillars – Respond, resolve and grow, which seek to respond to the community issues, resolve service delivery challenges and grow Gauteng communities.

Respond: Government timeously responds to service delivery queries, using interactive and innovative response systems. All spheres of government are working together in a single decisive intervention to respond to each community’s problems. Government is on the ground solving problems directly with communities.

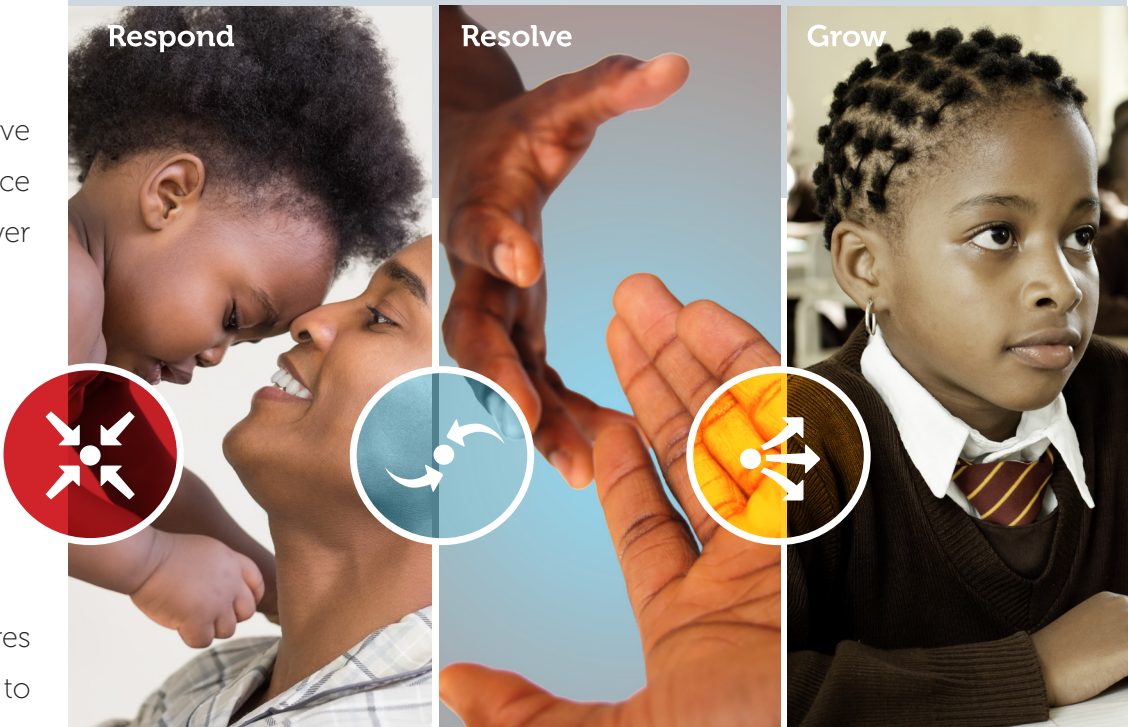
Resolve: GPG service delivery approach has been modernised and changed to meet the needs of the people. Ongoing monitoring ensures that all service delivery projects are completed in time and handed over to the rightful communities. Interventions are made where there are service delivery blockages in clinics, hospitals and housing projects.

As an activist government, the capacity for rapid response is enhanced to unblock service delivery problems and resolve community complaints, through Ntirhisano.

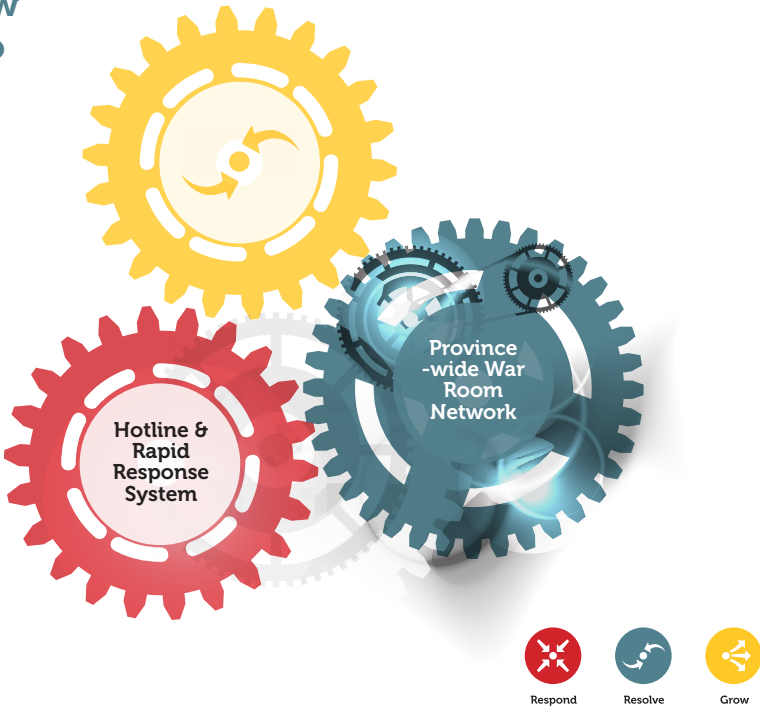
Grow: Government works with communities to find innovative sustainable solutions, leading to improved and more equitable socio-economic development.

Optimal use of resources is promoted to effect a qualitative shift in how people’s needs are identified, responded to and resolved. Equally, local partnerships are strengthened and local resources mobilised to address socio-economic needs.

The programme also ensures that community members actively participate in community development in a constructive and proactive way socio-economic needs.



This is how Ntirhisano works...



How does it work?

1. Central Information Centre

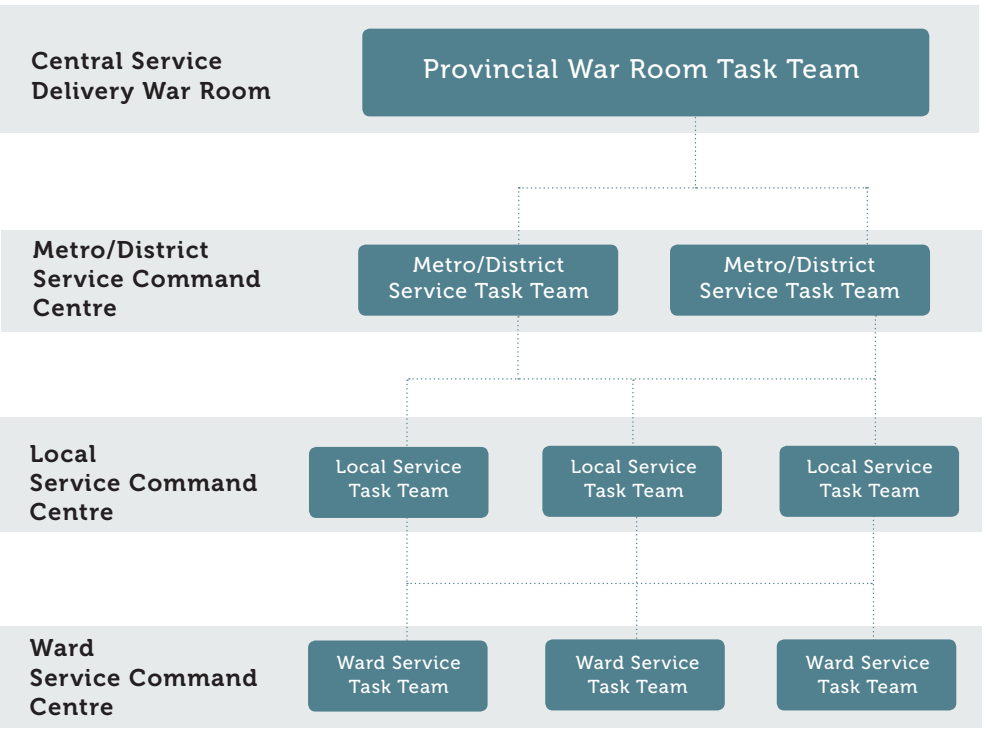
- Overall **coordination**, management, strategy, planning, monitoring and interventions based on escalations
- Knowledge & **information management** systems, dashboards, GIS mapping etc.
- Integrated **household** profiling and **response** systems
- Strategic **analysis** of data, reports and issues (Performance monitoring and expenditure data, Hotline, media, CDW reports etc.)
- **Early warnings** and hotspot analysis
- **Monitoring** and tracking systems
- **Technical support** for ward-level and other structures

2. Public Hotline and integrated Rapid Response System

- Streamlined **Rapid Response systems** and structures
 - Key roles for MECs, designated MMCs, Ward Councillors and intervention teams
 - Rapid response to pressing issues incl. protests
 - Linkages with departments & municipal Rapid Response managers
- Enhanced & integrated GCR-wide **case management system**
 - Cases through multiple channels, incl. Hotline, household visits, ward response centres, public walk-in centres in municipalities and departments, CDWs, Izimbizo, hotspots etc.
 - Proposed integration of GPG & metro systems
 - Location capabilities, mapping etc.
 - Links with field workers (cellphones) and local response centres
 - Resolution and escalation procedures

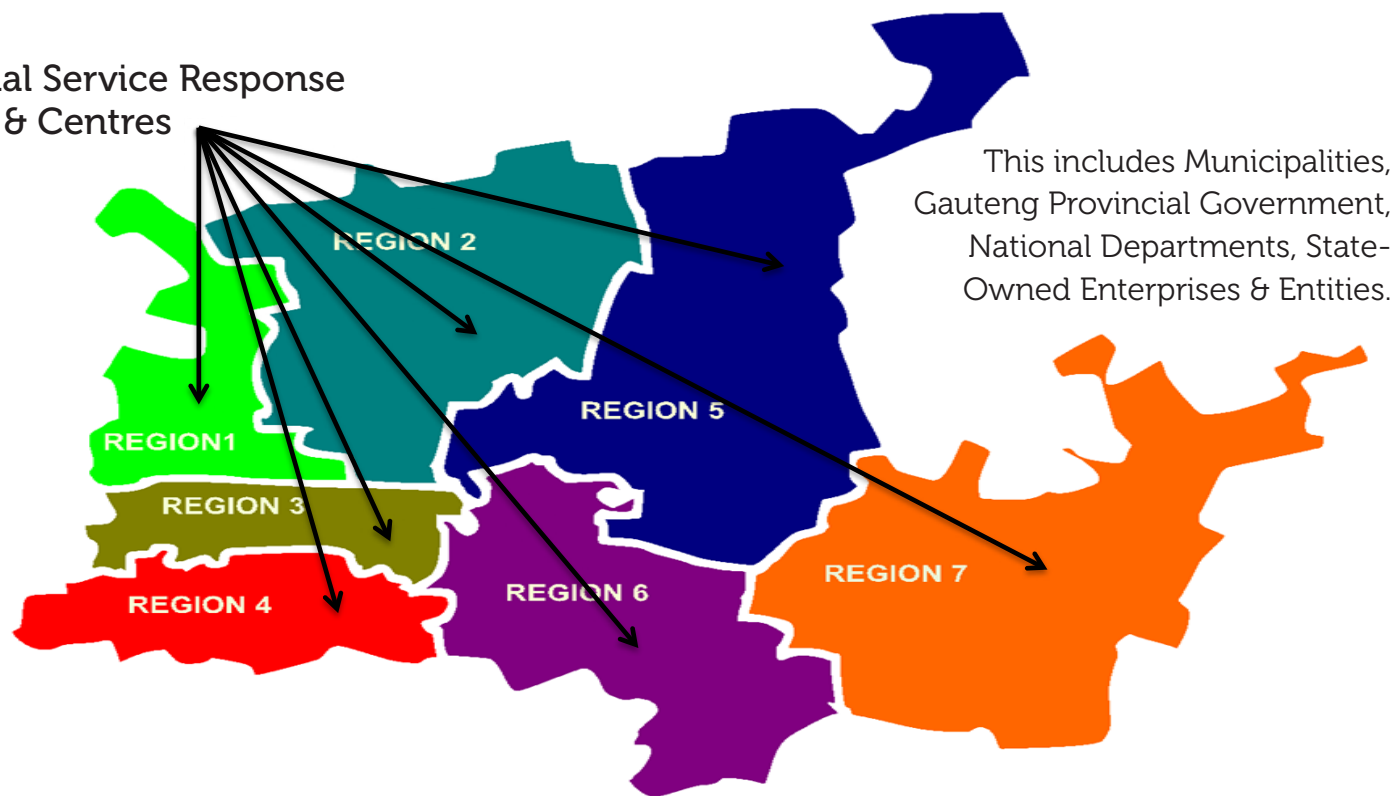
3. War Room Service Machinery

- Province ➡ Metro/District ➡ Regions/locals ➡ Wards
- **Service Response Teams:** problem-solving and action oriented structures and people tasked with service delivery responses
- **Service Response Centres:** Facilities in every ward serving as a base for activities



Gauteng War Room model: Regional Response System

Regional Service Response Teams & Centres



How it affects public service?

War Room applies to all public services, with key focus on:

- Providing **minimum services** to the poorest households
 - **Basic services:** water, sanitation, electricity, indigent policies, social grants
 - **Social wage:** ECD, education, health care, social development, food security, safety, public transport and sport and recreation etc.
- Broadening **economic participation**
 - Local economic participation esp. youth, women, poor & unemployed
 - Activation of unemployed within township economies revitalisation, SMMES & coops, skills development, EPWP and CWP and Welfare to Work
- Fighting **social ills** and building social solidarity
 - Building social movement against drugs, preventing child neglect, eradicating violence against women and children, reducing teen pregnancy.
- Clean, healthy and **livable environments**
 - Refuse removal, preventing illegal dumping, greening communities, clean up campaigns
- Partnerships and **behaviour change**
 - All activities and campaigns should encourage and build community partnerships incl. **NGOs, CBOs, social solidarity and positive behavior change**

What should **YOU** do as a Gauteng Resident

- Residents will have a say on how their wards must be run by participating in the Ntirhisano war room monthly meetings that include civil society and departments representatives from all spheres of government
- Residents must use the Ntirhisano war room as a one-stop shop for any government services at their doorstep
- Residents can use the Ntirhisano war rooms at ward level to access information on planned government projects and programmes for their area from any sphere of government
- Residents will be able to register new service requests with the Ntirhisano war room i.e. any service that an individual, household and community need from any sphere of government
- Residents can use the Ntirhisano war rooms to register service delivery complaints as a result of service failures from any sphere of government
- Residents will have an opportunity to access government through the Community Workers who will be visiting their household once a month
- Residents must insist on a case number for all service requests and service delivery complaints registered with Ntirhisano war room
- Residents can call the Ntirhisano Hotline (08600-11000) or access the Ntirhisano war room website (www.gautengonline.gov.za) if they need to get more details about their ward level Ntirhisano war room

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Gauteng Hotline : 08600 11000



Contact Details

Ntirhisano Hotline:
08600-11000
hotline@gauteng.gov.za

Ekurhuleni:
0860-543-000

City of Tshwane:
012-358-9999

Sedibeng:
016-450-3000

City of Joburg:
0860-562-874

West Rand:
011-411-5000

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