

## **BLOUBERG EMBARKS ON BATHO – PELE AWARENESS CAMPAIGN**

Blouberg Municipality through Corporate Services Portfolio Committee led by its chairperson Cllr Elina Sithukga is currently embarking on the Batho -Pele awareness campaign in a bid to educate people of Blouberg about services rendered by the municipality. Batho Pele principles require government institutions to provide citizens with full and accurate information about their services and regularly consult with them about service levels and quality and, as far as possible, given a choice about the services offered.

The first leg of the campaign saw chairpersons of respective portfolio committees visit various communities throughout the municipality to interact with citizens with the aim of addressing their service delivery concerns and account to them about service delivery status of the municipality and make the complaints mechanism accessible to citizen and to intensify service delivery provision by various stakeholders that include departments operating in the municipalities, NGo's and parastatals. It was pointed out that some of the services are rendered by the National Departments, Provincial Departments as well as the District Municipality.

Members of the community were also afforded an opportunity to raise their services delivery complaints. Residents complaints from various wards ranged from shortage of water to poor road conditions including the need for RDP houses and schools. All complaints were noted and commitments made whereby residents will be duly furnished with feedback and further that the reports would be submitted to concerned departments with regards to services not rendered by the municipality.

### **SERVICES RENDERED BY BLOUBERG MUNICIPALITY**

#### **TECHNICAL SERVICES – 0155057131**

Electricity, Access roads, Internal Streets and Storm Water Control and Water and Sanitation which is the direct mandate of the Capricorn District Municipality

#### **ECONOMIC DEVELOPMENT & PLANNING -0155057137**

Rezoning of sites from residential to business, Business licensing, Tourism attractions, SMMEs Support

#### **BUDGET AND TREASURY 0155057151**

Tariff structure, Development Fund, Database, Indigent register

#### **COMMUNITY SERVICES - 0155057158**

Waste Management, Environmental Management, Traffic and Licensing

#### **CORPORATE SERVICES - -0155057129**

Bursaries, Learnership programme, By-laws

#### **SPECIAL FOCUS**

Youth, Women and Children, Elders, People living with Disability, HIV/AIDS, Sport

The municipality also has in place five satellite offices where residents can access services

Alldays – 0155751144

Eldorado – 0155929927

Tolwe – 0147671594

Raweshi – 0822205975

Senwabarwana - 0155057100

The municipality also has in place Suggestion boxes, Complaints registers, Municipal Contact Centre and Social Media for the public to log in their complaints and compliments about services offered.

