

'Hold representatives accountable for delivery'

NADINE FORD-KRITZINGER

THE time has come for communities to hold their public representatives accountable for service delivery.

This was said by city of Cape Town's mayoral committee member for Area Central, councillor Siyabulela Mamkeli, who presented the Organisational Development and Transformation Plan (ODTP) to residents in Bishop Lavis.

He also said what it meant for them in terms of enhanced service delivery.

Residents were also able to engage with the city's representatives at the service delivery expo held on Friday.

Mamkeli was clear that, in line with the ODTP, it was time for the government to go out to the people and not vice versa. He said that the time had come for communities to hold their public representatives accountable for service delivery.

Housing was high up on the list of queries raised by residents at the expo. A large number of residents made use of the opportunity to ask about housing opportunities and added their details to the housing database. A number of residents also engaged with metro police in terms of how and where to report crime.

"I am pleased that local residents took time out to visit the expo and access the city's services and information that was available. I urge residents to make use of the opportunities presented to them at these roadshows. We found that our library services stand proved popular at the expo. As parents we cannot over-emphasise the importance of education for our children.

"A number of the city's libraries have been upgraded to provide service to our

children, therefore I urge you to enrol your children at the local library."

The city outlined the expanded public works project chances that were available and residents were asked to register on the city's database at the sub-council offices in order to take these up.

"I would like to emphasise the need for good working relationships between the city officials, our service delivery champions, and the communities who are our customers, in ensuring we treat each other with respect and dignity.

"This can be achieved when we adhere to the city's values of service excellence, by being accountable, building trust and serving customers with integrity."

The area-based service delivery model included roads infrastructure, health services and sports and recreational services, among others. It was not just about basic services like water, electricity, and sanitation.

"It is no longer business as usual at the city of Cape Town. The city's transformation plan is enabling us to bring the government closer to our communities as we work towards becoming a more customer-focused organisation. I am committed to continuing my engagements with the community and stakeholders of this area to make a difference.

"I would also like to acknowledge the ward councillors and thank them for working with me to enhance service delivery for our residents in Bishop Lavis. Working together will help us to be even more successful. It was heart-warming to see residents in Bishop Lavis getting excited about the ODTP and embracing it," Mamkeli said.

nadinef@thenewage.co.za



SERVICE DELIVERY EXPO: Councillor Siyabulela Mamkeli engaged with residents of Bishop Lavis. PICTURE: FACEBOOK