



INTERNET ARTICLE

Department of Water and Sanitation (DWS) establishes FS walk-in centre

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The Department of Water and Sanitation (DWS) has established a walk-in centre to address service delivery issues since 2016. The aim was to supplement the call centre that is located in Head Office, Pretoria but extended with walk-in centres in all provinces to speed up the turn-around time in addressing the service delivery issues.

Issues that can be reported and resolved via the hotline are dry public boreholes, burst pipes or leaking taps, revenue, billing and debt management, business pollution, dumping of waste in or near water resources, vandalism and theft of infrastructure, sewer spillages, poor water quality and illegal water connections amongst others.

The centres are well equipped with required tools and professional agents to attend to queries and divert them to municipalities responsible. However, in some municipalities there is resistance and reluctance in responding to the queries with the misunderstanding that the department duplicates or is taking over their responsibility. This was cleared through engagements with municipalities and introduction of the agents to them. The clarifying of roles and responsibilities sets the parameters then the process is smooth sailing.

The walk-in centre operates as follows: a client logs the query and then is given a reference number. The agent will contact the municipality responsible and make them aware of the query and give them the time line to attend to it, that will then be given to the client and feedback or progress will be provided to the client and once the matter is resolved the card will be closed. The ones that are not resolved within the stipulated time will be followed up until the matter is resolved.

The Free State DWS has such a facility and it is located at the second floor of the Bloem Plaza building situated at the corner of East Burger and Charlotte Maxeke streets. The centre's operating hours are from Monday to Friday 08:00 to 16:00 and are closed during the weekends and holidays. There is also an e-mail address that can be used is info@dws.gov.za or telephone: (051) 405 9000 or toll free line: 0800 200 200. The public is encouraged to use the facility to their advantage.

Water is life and Sanitation is dignity, together we can move South Africa forward.

Kido Thoabala