



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

MEDIA STATEMENT

Water and Sanitation Minister gets to grips with water interruption issues from Rand Water Board

25 September 2014

In a meeting that was intended to brief the Minister comprehensively on progress made to resolve the ongoing problem and to chart the way forward. The minister cautioned the Board to work more closely with communities and improve on its communication to timeously alert and educate communities on all matter relating to water challenges, including unforeseen water interruptions and remedial steps to be taken.

“Remember that, as a Board you have a responsibility towards the communities you serve and to close the disjuncture between your commitment to the communities and what is eventually delivered.” Minister Mokonyane said.

Tapping into positive reports of the works of Water Boards in other provinces, the Minister emphasized the need for the current Board to closely interrogate their current way of doing things and how that can be changed and adapted to the benefit of the communities it is meant to serve.

The Minister further advised Rand Water to work together more closely with its stakeholder so that looming problems can be foreseen and provided for in time. The MEC, Mayors, Ward Councilors and community leaders should be constantly engaged better while bolstering consumer education and general communication.

To this effect the Department is to set up a War-Room that involves all these stakeholders. A Hotline will also be established to ensure that constant feedback is given. A Multi-disciplinary team consisting of all relevant stakeholders will drive the content of the feedback system.

Rand Water has resolved to go into a Joint Operations Committee with stakeholders so that there will be co-ordinate effort to address the situation.

Rand Water acceded that they may have been internal issues that may have been handled better and vowed that going forth the Board will intensely improve on matters of operation.

The Board further agreed to work on restoring the confidence and hope in all the communities who were affected as well as those who are consumers of the Rand Water services.

Going forward, there will be feedback four times during the day to keep residents up to date with the latest developments in water supply issue.

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