

**MINISTRY FOR COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS**

**REPUBLIC OF SOUTH AFRICA**

**NATIONAL ASSEMBLY**

**QUESTIONS FOR WRITTEN REPLY**

**QUESTION NUMBER 2016/291**

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**291. Mr T W Mhlongo (DA) to ask the Minister of Cooperative Governance and Traditional Affairs:**

Whether each metropolitan municipality has installed any toll-free lines for citizens to make contact with the specified municipalities; if not, why not; if so, (a) how many, in each case, (b) in which areas are they situated and (c) how many calls on average from the toll-free lines reach each specified municipality in each month? NW299E

**Reply:**

Refer to the response to PQ293

**Reply:**

The responses below were received from the metropolitan municipalities:

( a ) 6 out of the 8 metropolitan municipalities operates independent fraud / corruption hotlines. The table below illustrates the response per municipality:

|  |  |
| --- | --- |
| **Metropolitan Municipality** | **Details regarding fraud / corruption hotline** |
| Buffalo City  | The municipality operates an independent fraud hotline. |
| City of Cape Town | The municipality operates an independent fraud hotline. |
| City of Johannesburg | The municipality operates an independent fraud hotline. |
| City of Tshwane | The municipality operates an independent fraud hotline. |
| Ekurhuleni  | The municipality operates an independent fraud hotline.  |
| eThekwini | The municipality operates an independent anti-corruption hotline. |
| Mangaung | The municipality does not operate an independent fraud hotline. |
| Nelson Mandela Bay | The municipality is finalising the Service Level Agreement (SLA) with the service provider with regard to the fraud hotline. As soon as the SLA agreed and signed by relevant parties, the hotline will be operational. |

 ( b ) All the 6 independent fraud hotlines are not connected to the National Anti-Corruption Hotline (NACH). There is no requirement for the independent fraud / corruption hotlines to be connected to the NACH.