**NATIONAL ASSEMBLY**

 **QUESTIONS FOR WRITTEN/ORAL REPLY**

 **QUESTION NUMBER 2016/293**

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 **Mr S Mokgalapa (DA) to ask the Minister of Cooperative Governance and Traditional Affairs:**1. Whether each metropolitan municipality has a call centre to deal with queries around municipal services and accounts; if not, why not; if so, (a) how many calls are received by each specified call centre each day, (b) how many queries are successfully dealt with each day and (c) how many staff members are employed by each specified call centre;

2. Whether each specified municipality reports on the performance of the call centre; if not, why not; if so, what have been the (a) failures and (b) successes in the last reporting period?NW301E

**Reply**1. All metropolitan municipalities have indicated that they have call centres or toll free numbers to deal with customer queries related to service delivery issues which include issues related to customer accounts queries.

(a) The number of calls received are between 200 - 4000 calls per day and all queries are resolved successfully.

(b) About 85% of queries and complaints are resolved on first contact. The remaining 15% is referred to relevant departments.

(c) Information on the number of staff employed by municipalities is still being sourced from municipalities.

2. All metropolitan municipalities present their call centre reports to provincial service delivery forums i.e. war room, operation Sukuma Sakhe (KwaZulu Natal) and Ntirisano (Gauteng).

(a) No failures on the call centres have been reported on.

(b) All municipalities have reported that the call centres are fully operational and most of the queries are being responded to effectively and efficiently.