



 govchat
GovChat today

The Citizen Engagement Report

NCOP Provincial Week
28 March - 1 April



PARLIAMENT
OF THE REPUBLIC OF SOUTH AFRICA

BACKGROUND

GovChat is the official citizen engagement platform for the South African Government. The technology platform enables real-time feedback and reporting through its mobile device ChatBot. The GovChat digital interface is available across multiple channels, namely Whatsapp, Facebook Messenger, USSD & SMS and Progressive Web Application (zero rated).

GovChat is an open government partnership initiative with the Department of Cooperative Governance & Traditional Affairs, Department of Social Development, and Department of Health. Other partners include the IEC, SALGA, and the United Nations.



cooperative governance
& traditional affairs

Department:
Cooperative Governance and Traditional Affairs
REPUBLIC OF SOUTH AFRICA



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



social development

Department:
Social Development
REPUBLIC OF SOUTH AFRICA



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY



UNITED NATIONS

CURRENT FEATURES

Find Your Ward Councilor

With the simple drop of a location pin, citizens are able to find any one of ten thousand representatives in South Africa.

Rate And Report Government Facilities

Citizens are able to rate approximately 60,000 public spaces, for example Home Affairs, offices, courts, police stations, schools and health care clinics. Citizens can rate the infrastructure and service.

Report Municipal Service Requests

Citizens are able to report any water, electricity, pothole or municipal removal issues directly to one of 257 municipalities across South Africa.

Covid-19 Related Services

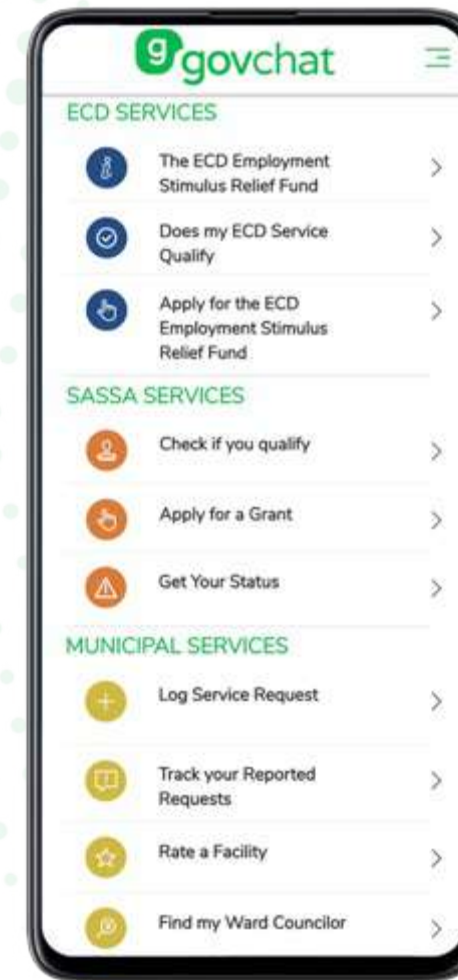
Citizens are able to conduct a self-screening test, locate their nearest testing facility, receive their test results, monitor Covid-19 symptoms as well as report any lockdown violations.

SASSA Related Services

Citizens are able to apply for a social relief of distress grant, as well as get an update on their status of their application.

ECD Services

Citizens are able to check whether their ECDs qualify and apply for the ECD Employment Stimulus Relief Fund (ECD-ESRF).



GovChat Overview

Number of GovChat Messages Processed

590,614,723

13,500,041

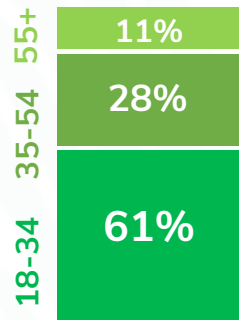
Social Relief of Distress Applications Received

114,875,995

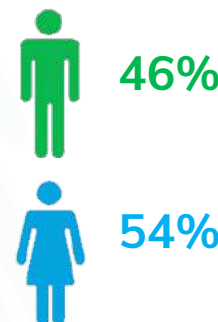
PWA Page Views



AGE



GENDER



GovChat has over

8.8 Million

active users

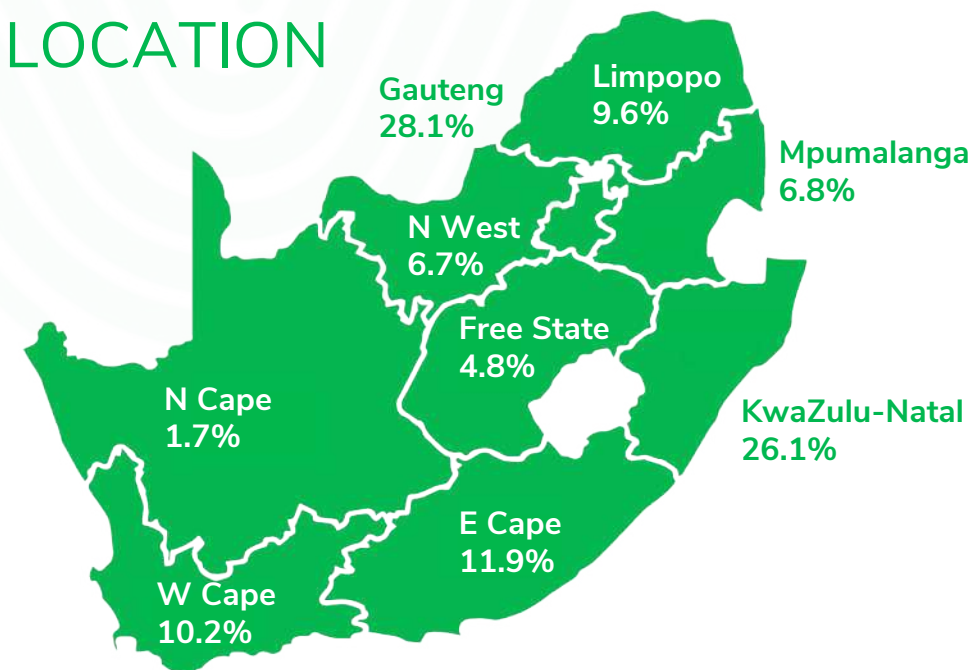
USERS BY MOBILE DEVICES

What has been surprising from GovChat's perspective is the number of users who applied for the SRD grant and make use of Apple iPhone devices.



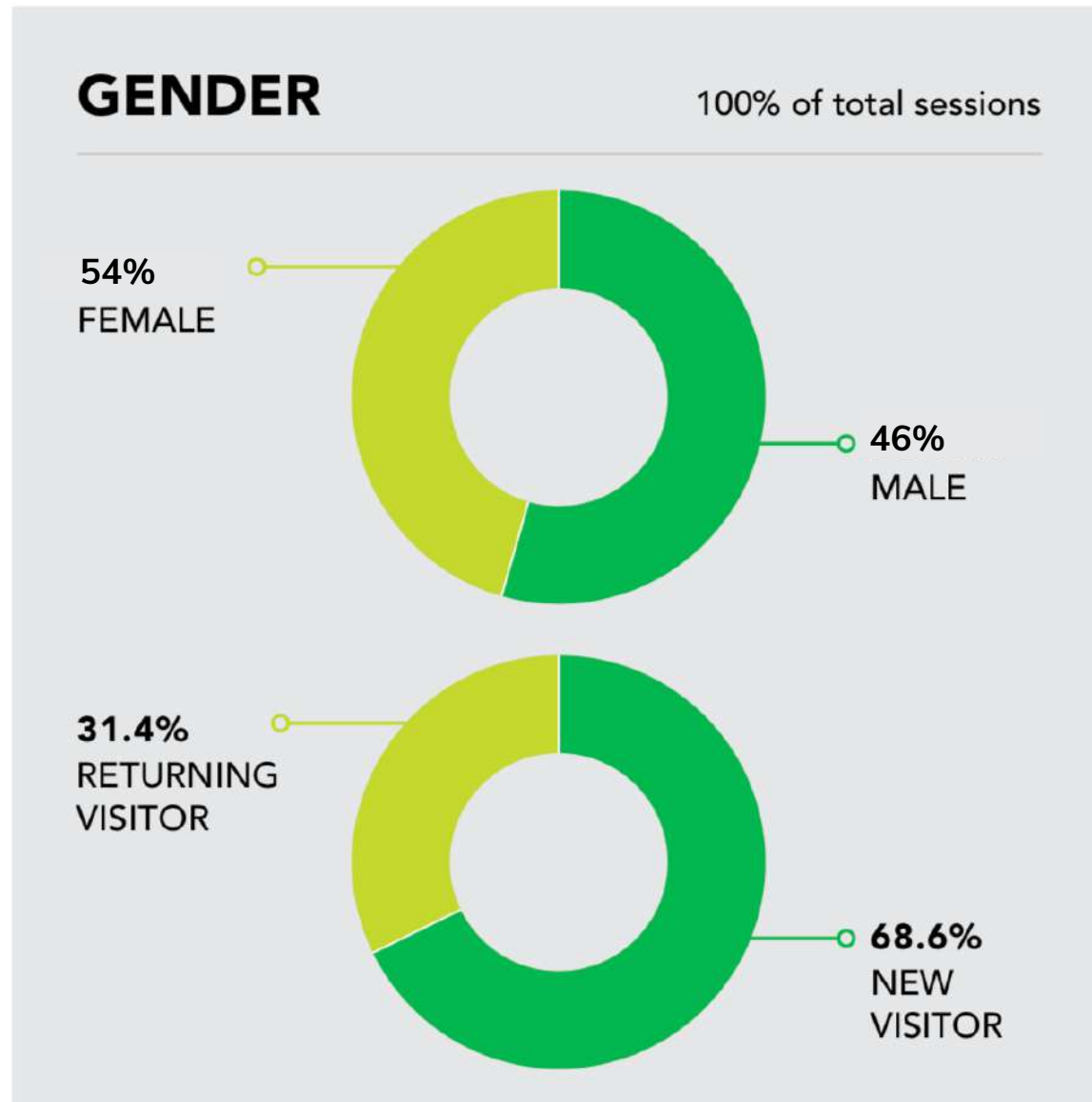
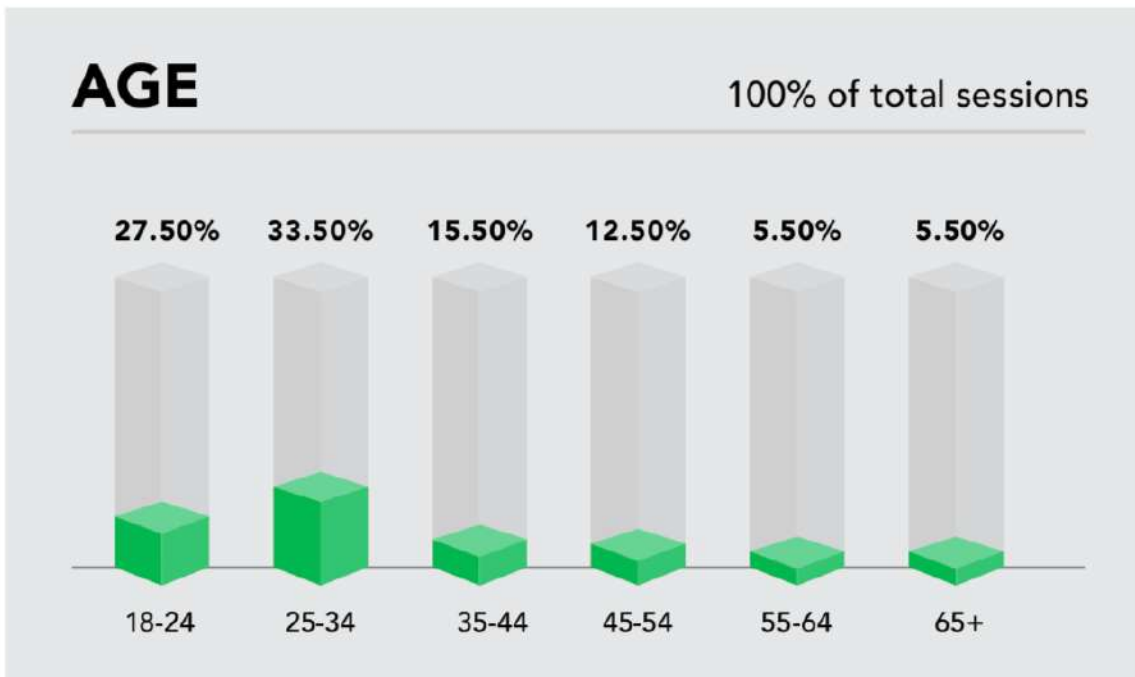
1. (Not set)
2. Samsung SM-G532F Galaxy Grand Prime+
3. Apple iPhone
4. Samsung SM-A260F Galaxy A2 Core
5. Samsung SM-J410F Galaxy J4 Core
6. Huawei DRA-LX5 Y5 Lite 2018
7. Samsung SM-A205F Galaxy A20
8. Samsung SM-J260F Galaxy A10
9. Samsung SM-A105F Galaxy A10
10. Mobicel ASTRO

GEO-LOCATION



User Demographics

- 18-35 year olds made up 61% of total sessions, which is an indicator of the demographic group that is hardest affected by a lack of economic activity
- 35-44 year old demographic 15.5%
- 45-54 year old demographic 12.5%

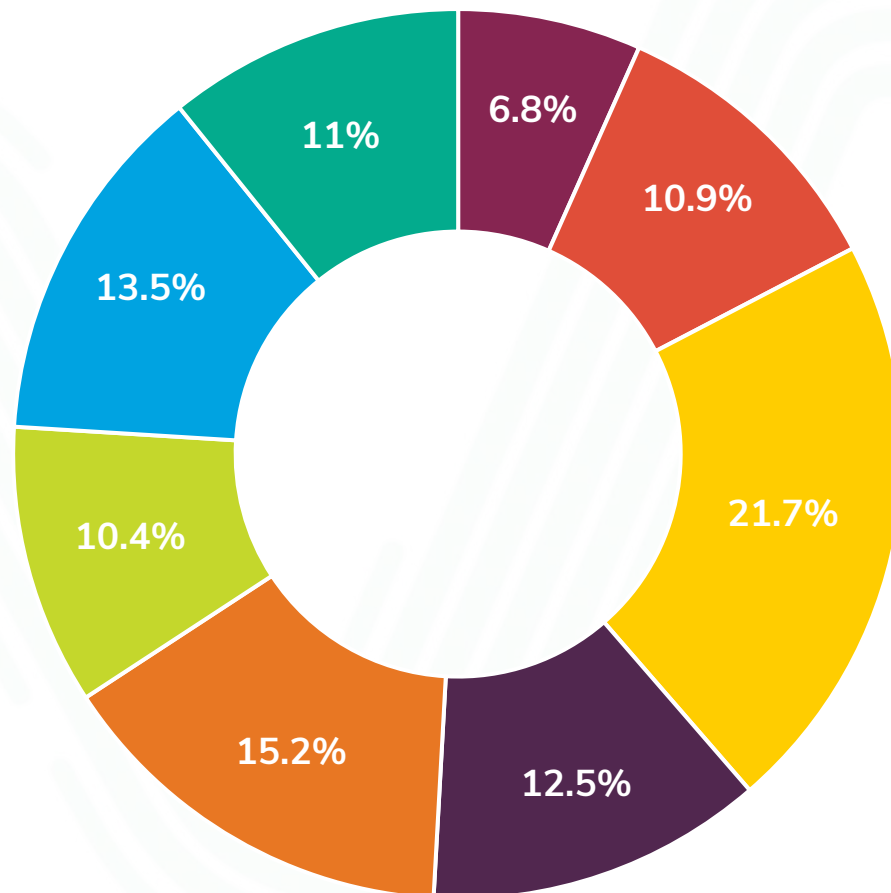


Municipal Reports

25,694

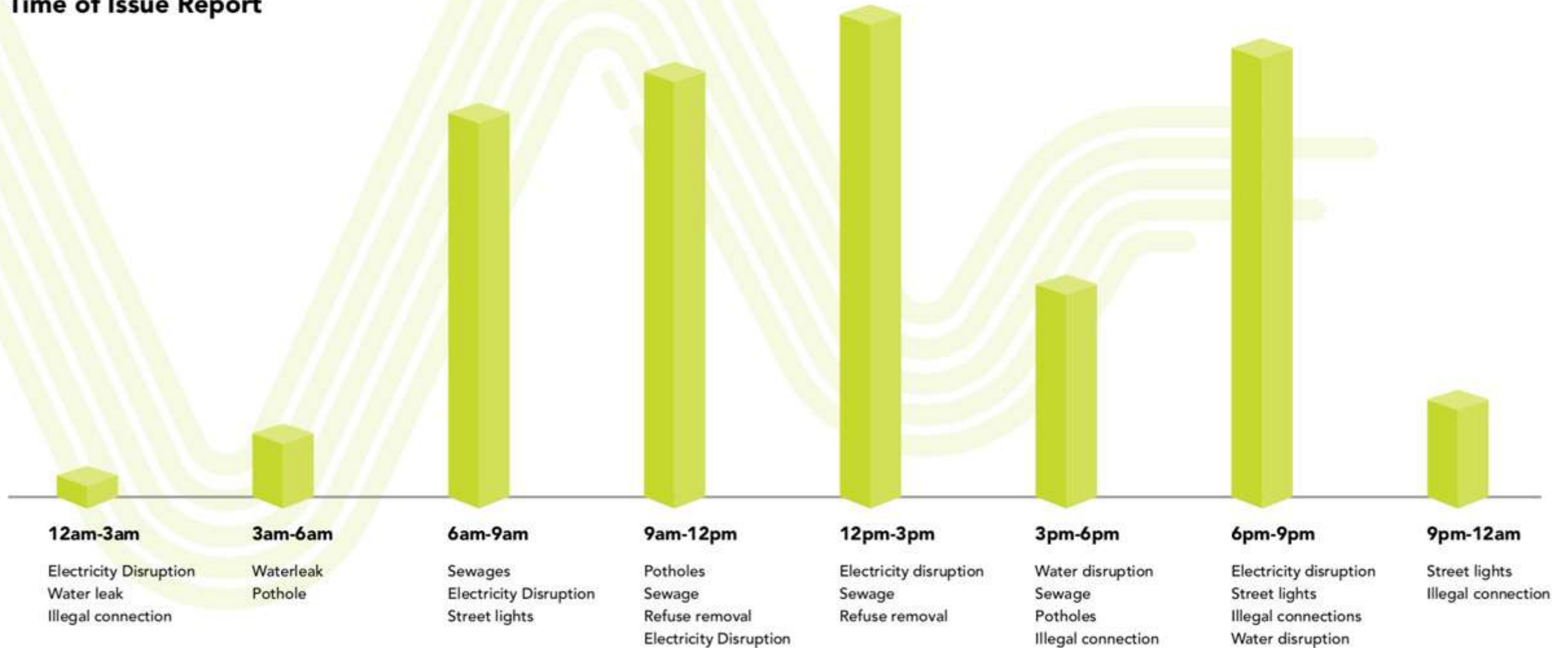
Municipal service delivery related reports have been received by GovChat

- | | |
|----------------------------------|----------------------------|
| ■ Refuse Removal (1,752) | ■ Street Lights (3,918) |
| ■ Illegal Connection (2,806) | ■ Sewage (2,682) |
| ■ Electricity Disruption (5,577) | ■ Water Disruption (3,463) |
| ■ Pothole (3,215) | ■ Water Leak (2,838) |

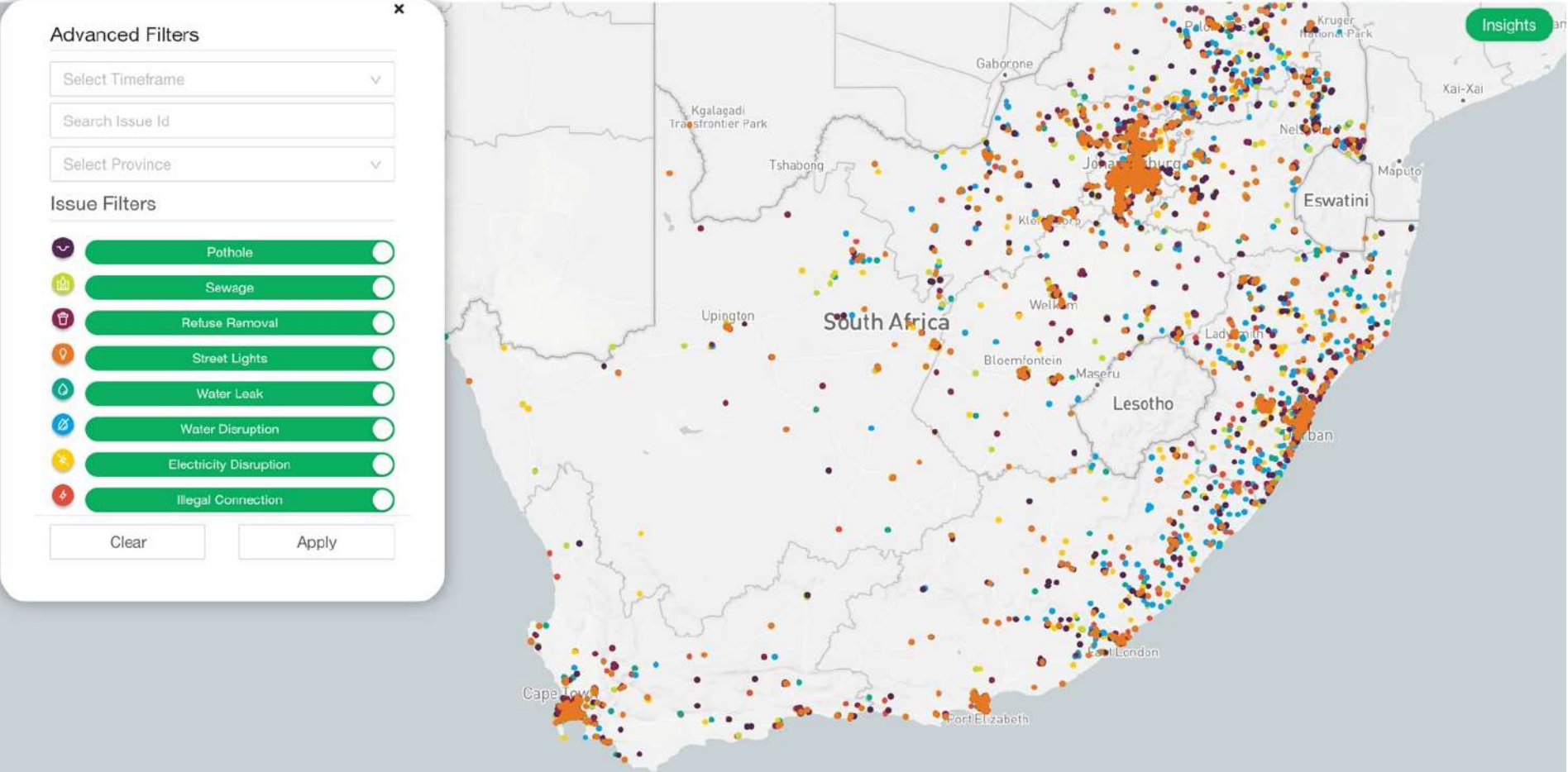


MUNICIPAL ANALYSIS

Time of Issue Report



Mapped Service Requests



TOTAL:
25,694
Municipal
Service
Requests














National Average

Citizens Rating of Government Services and Facilities














Total Number of Ratings Received: 72,242

Rated out of 5 stars

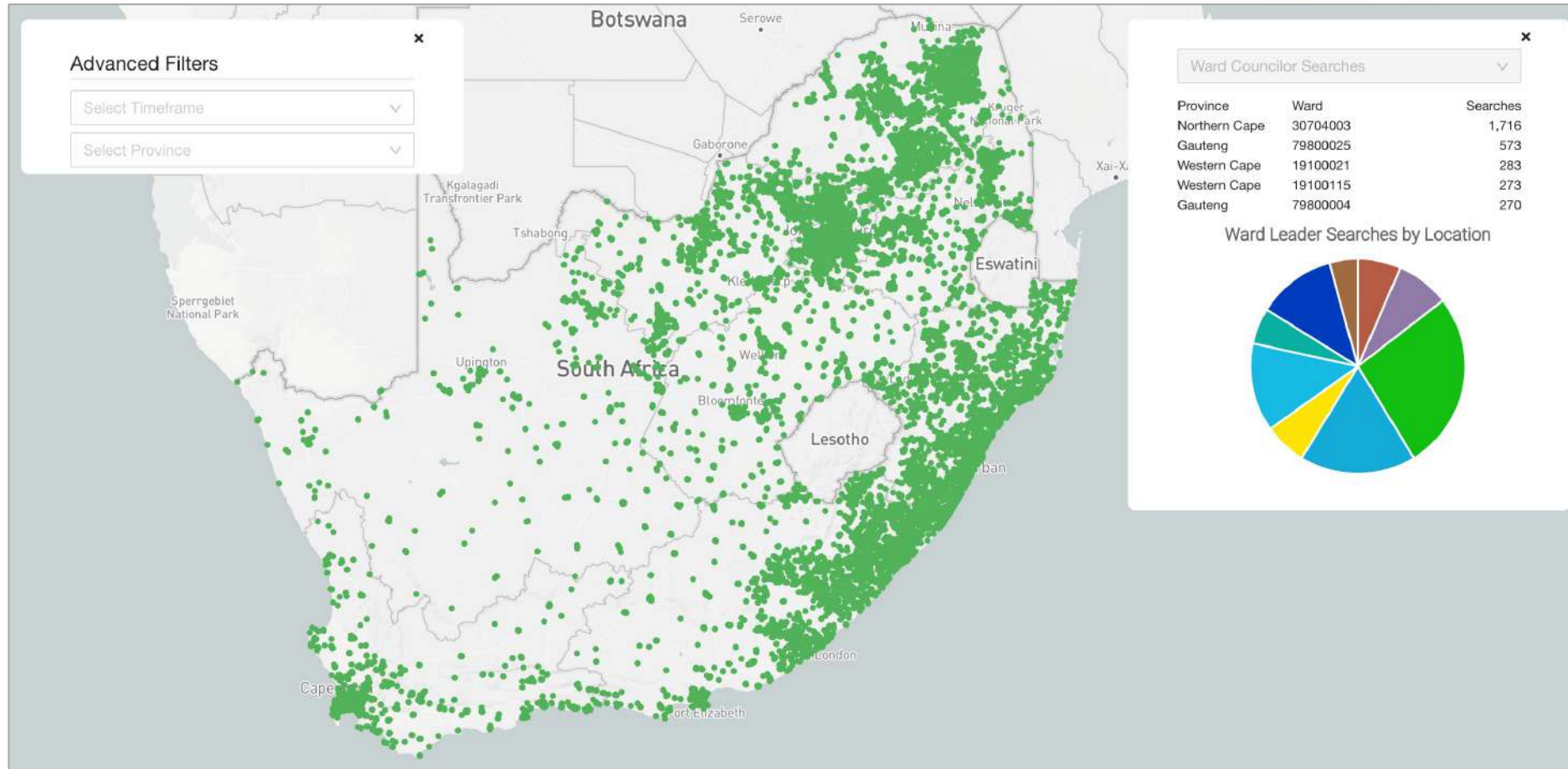
Facility Ratings (Avg)

	Courts	4.11
	ECD	4.15
	GovChat	3.83
	Health Care	3.79
	Home Affairs	3.67
	IEC	3.85
	Police Station	3.69
	Post Office	3.94
	Safe Space	4.12
	SASSA Paypoints	4.02
	SASSA Offices	3.83
	School	4.15
	Special Needs	3.82

Service Rating (Avg)

	Courts	3.89
	ECD	4.16
	GovChat	3.79
	Health Care	3.57
	Home Affairs	3.36
	IEC	3.65
	Police Station	3.46
	Post Office	3.67
	Safe Space	3.80
	SASSA Paypoints	3.80
	SASSA Offices	3.85
	School	4.03
	Special Needs	3.41

Ward Councillor And Traditional Leader Searches



TOTAL:
4,392
Ward
Councillor
Searches

Service Requests

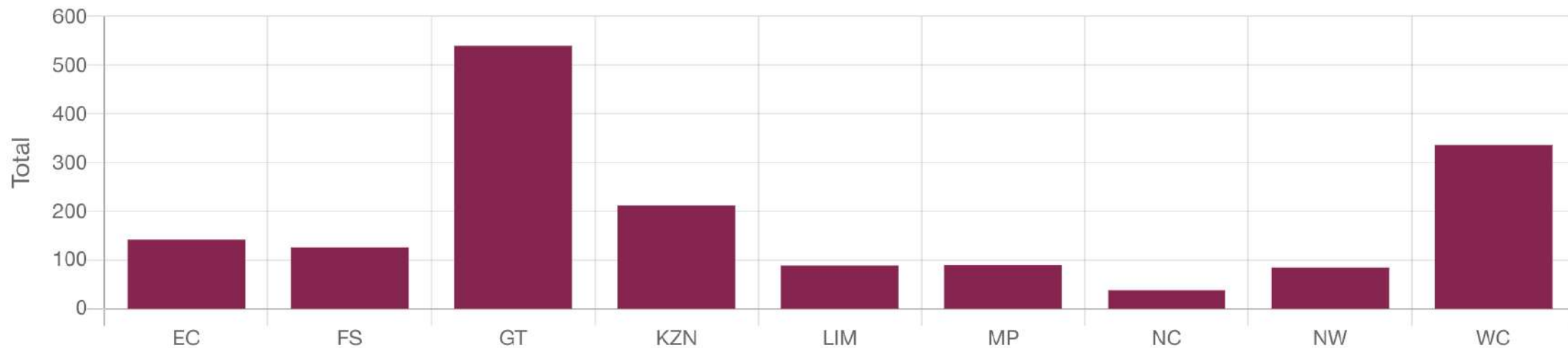
Refuse Removal

Total Refuse
Removal



1,662

Issue Types by Location



Service Requests

Electricity Disruptions and Illegal Connections

Total Electricity
Disruption

6,230

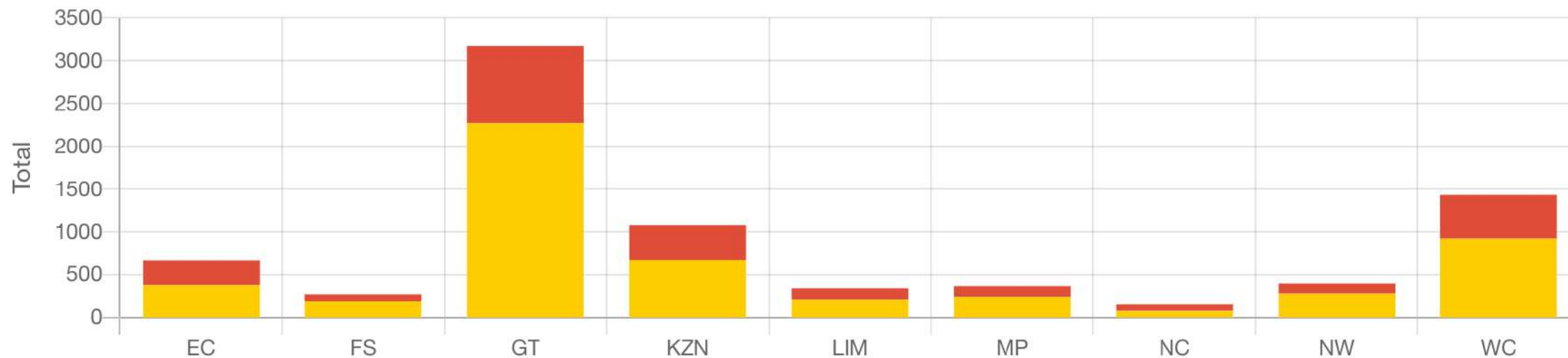


Total Illegal
Connection

2,656



Issue Types by Location



Service Requests

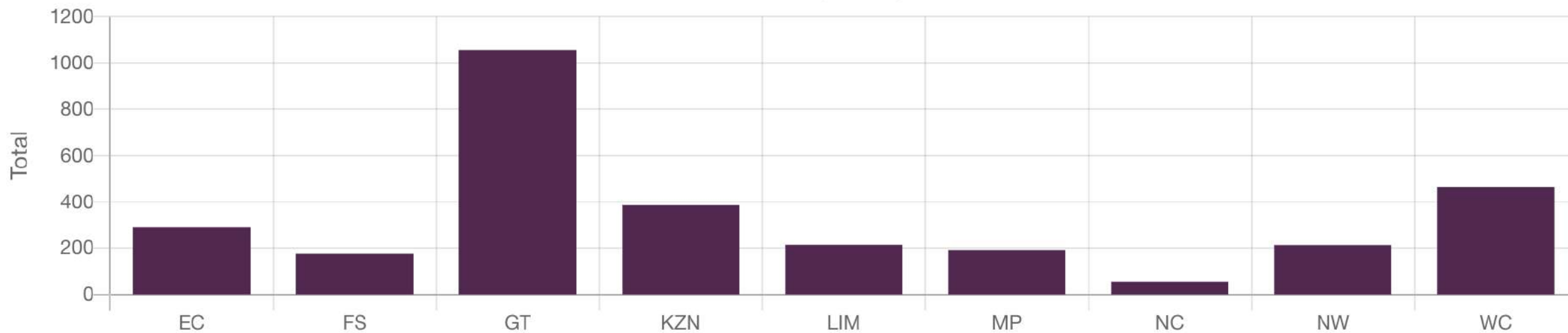
Pothole

Total Pothole

3,041



Issue Types by Location



Service Requests

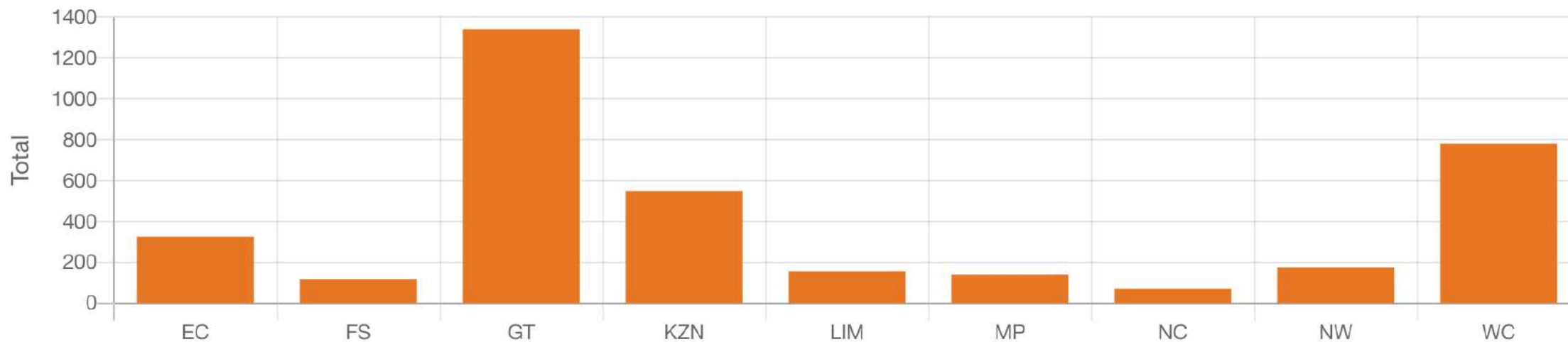
Street Lights

Total Street Lights

3,664



Issue Types by Location



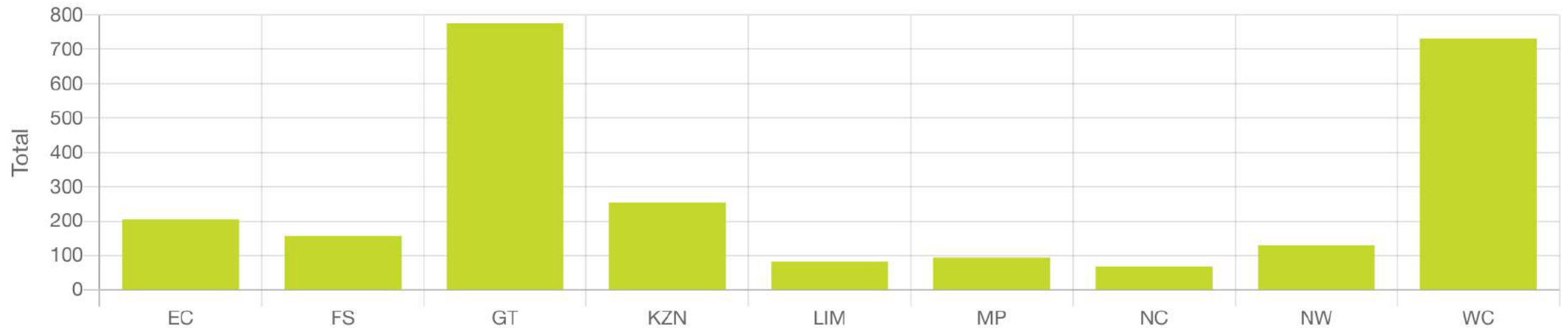
Service Requests

Sewage

Total Sewage
2,503



Issue Types by Location



Service Requests

Water Leaks and Disruptions

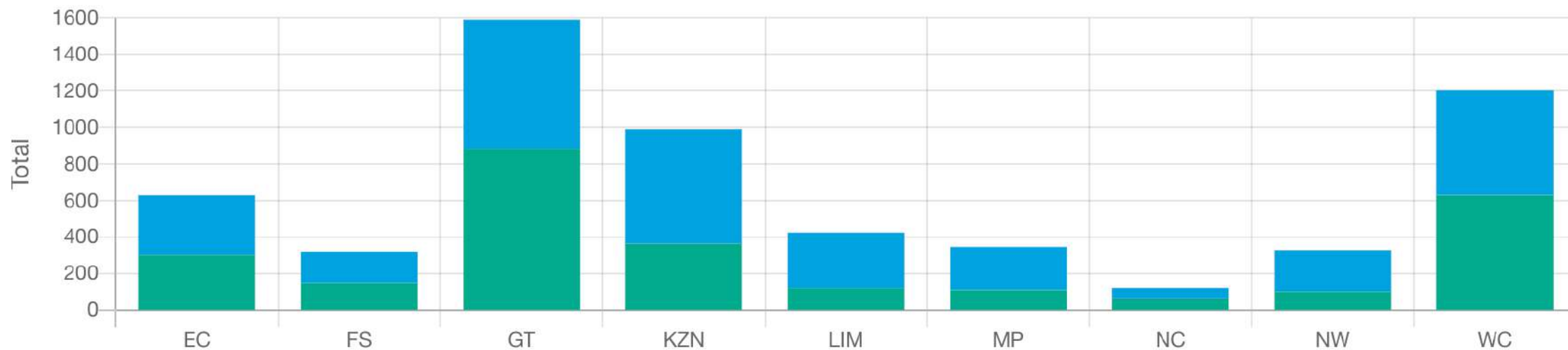
Total Water Leak
2,722



Total Water
Disruption
3,232



Issue Types by Location



Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
City of Johannesburg	568	236	214	500	348	289	764	386
City of Tshwane	187	143	96	321	235	174	674	263
City of Cape Town	367	652	279	691	527	517	789	424
Ethekwini	161	157	127	331	207	320	378	206
Ekurhuleni	170	225	132	357	189	155	524	184
Buffalo City	53	43	30	59	57	51	88	56
Nelson Mandela Bay	65	103	48	145	153	77	118	96
Manguang	39	73	42	39	50	39	62	29

Social Economic Vulnerable Areas (SRD Grant)

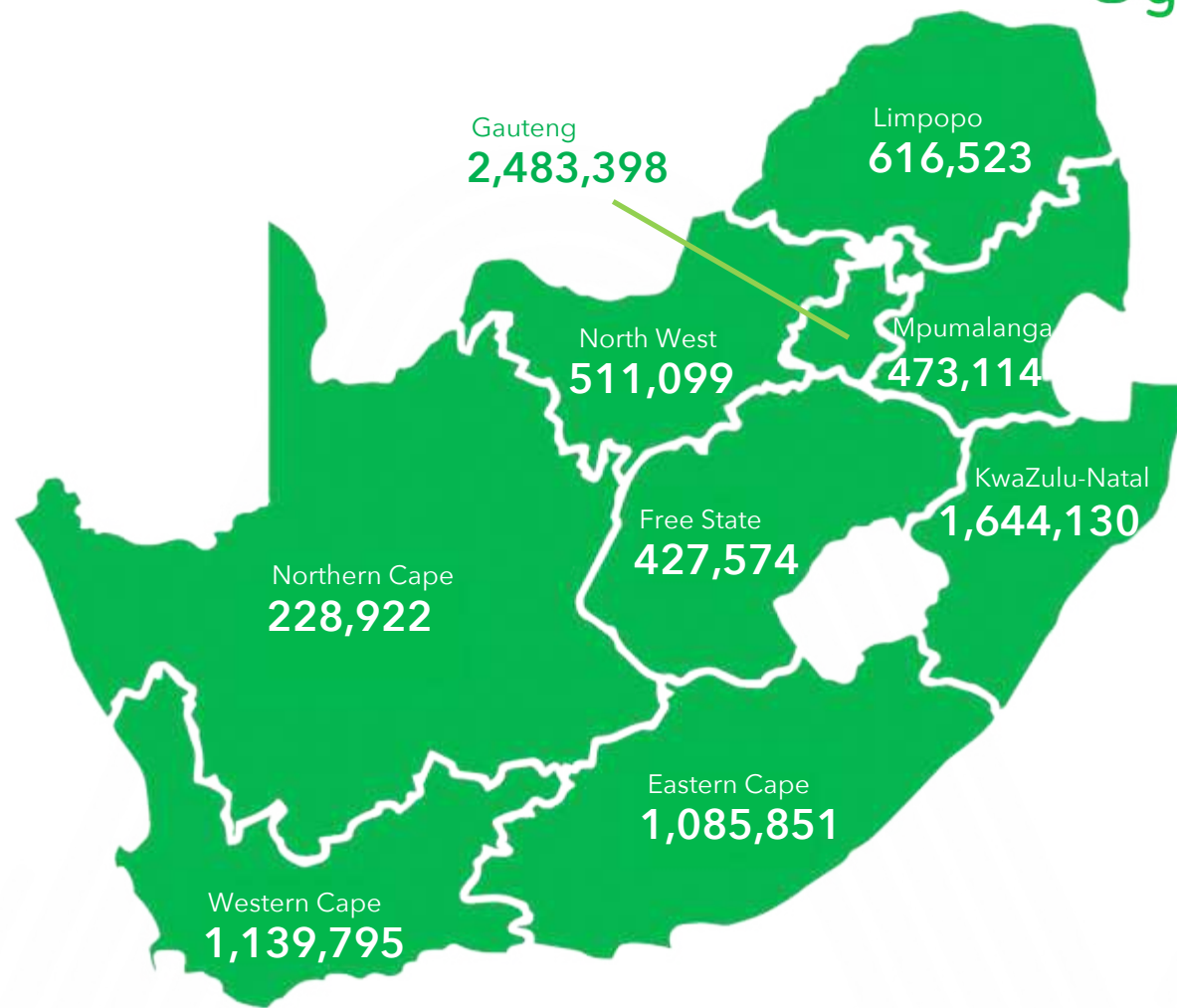
GovChat in partnership with the Department of Social Development and the South African Social Security Agency (SASSA) has digitised the Covid-19 special social relief of distress grant application.

13,500,041+

Applications received

12,000

Peak messages per minute



Migratory Addresses:

4,889,635

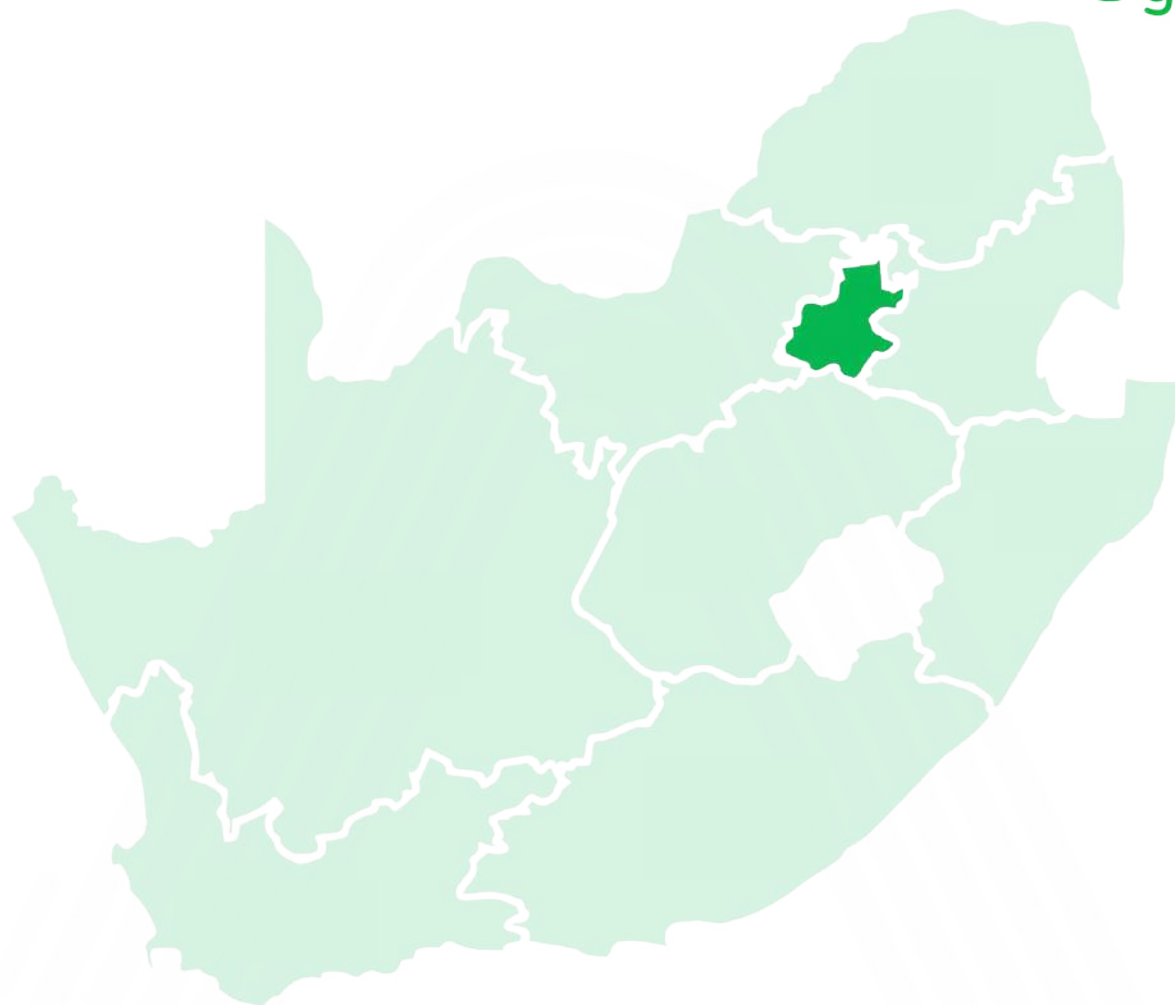
Gauteng Province

Total Applications Received:
2,483,398

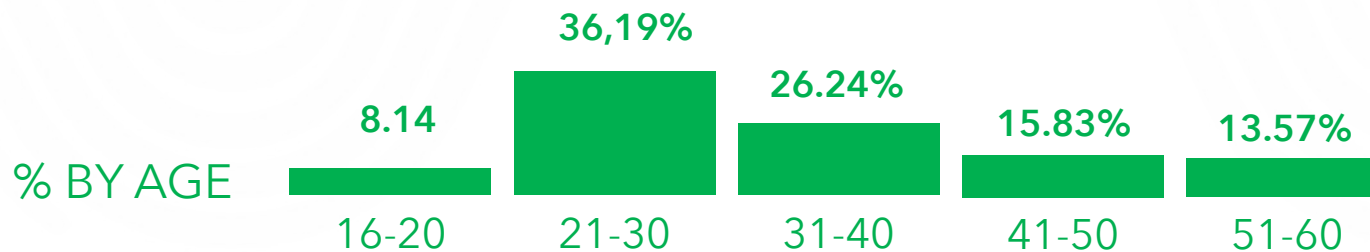
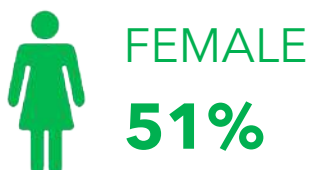
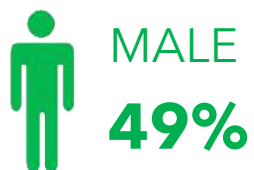
City of Johannesburg: 996,947

Ekurhuleni: 654,205

City of Tshwane: 533,194



Users by Demographic



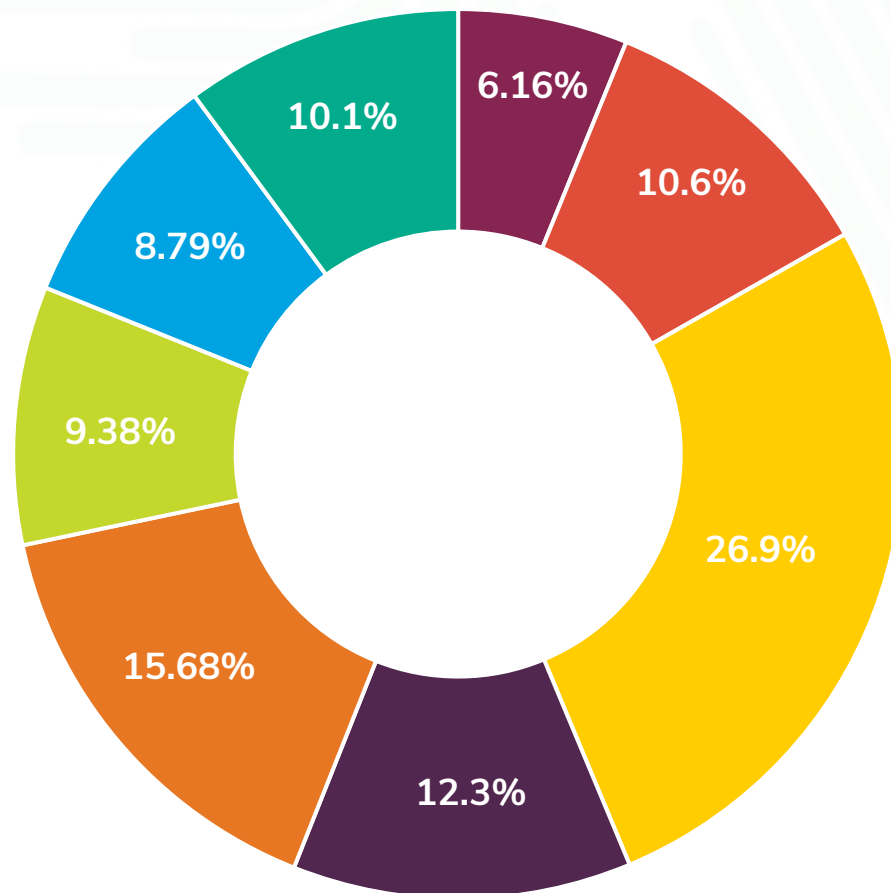
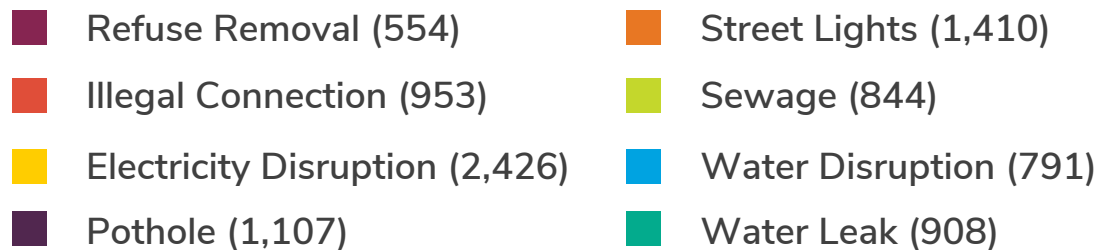
Gauteng Province

Municipal Services Reports

Province Total Count:
8,994

TOP 5 Reported Issue Types

Electricity Disruption (2,426)
Street Lights (1,410)
Pothole (1,107)
Illegal Connection (953)
Water Leak (908)



Gauteng Province

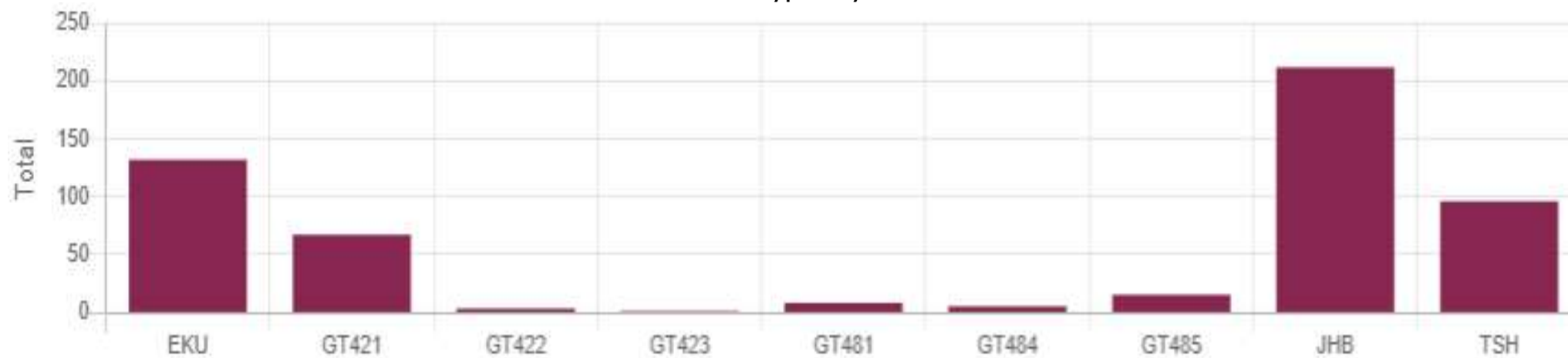
Service Requests by Type

Total Refuse
Removal



554

Issue Types by Location



Gauteng Province

Service Requests by Type

Total Electricity
Disruption

2,426

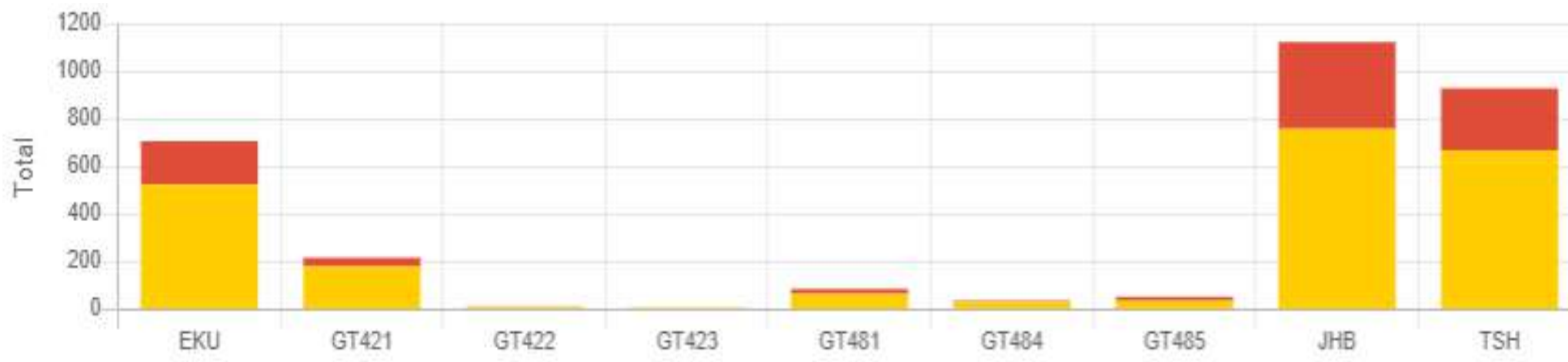


Total Illegal
Connection

953



Issue Types by Location



Gauteng Province

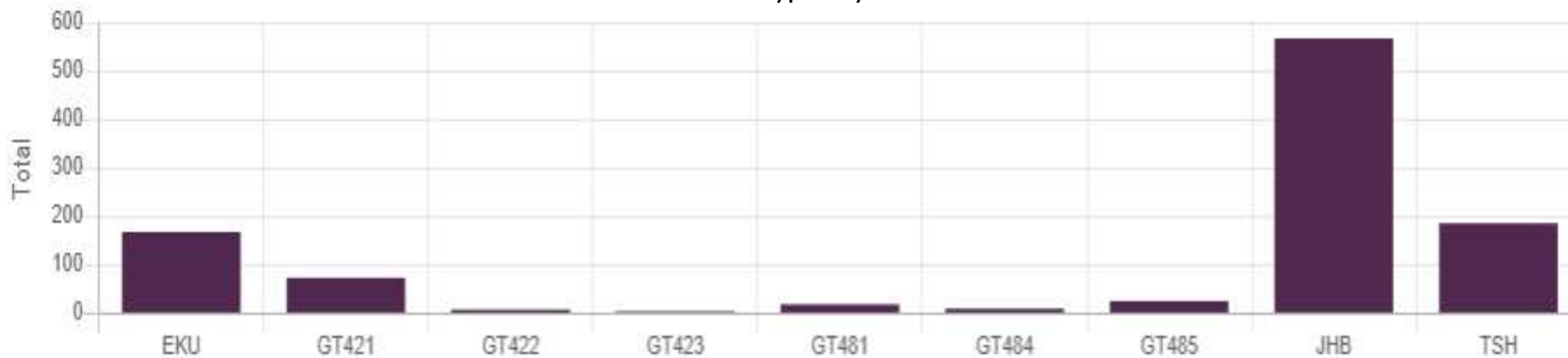
Service Requests by Type

Total Pothole

1,107



Issue Types by Location



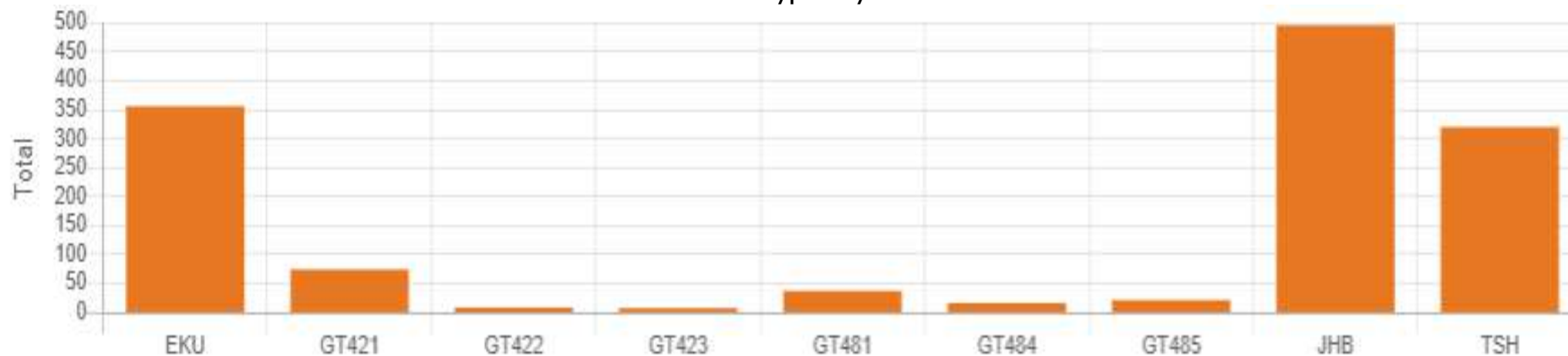
Gauteng Province

Service Requests by Type

Total Street Lights
1,410



Issue Types by Location



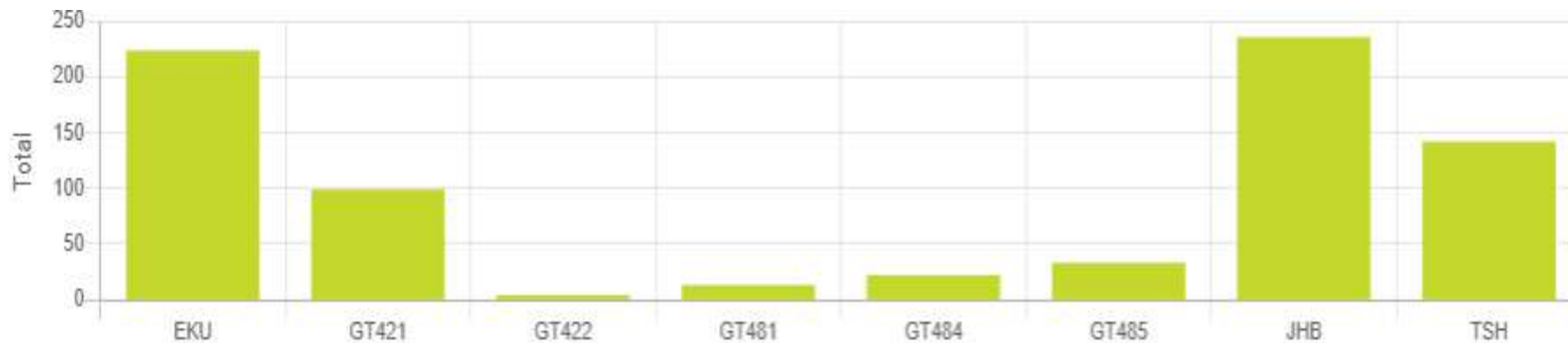
Gauteng Province

Service Requests by Type

Total Sewage
844



Issue Types by Location



Gauteng Province

Service Requests by Type

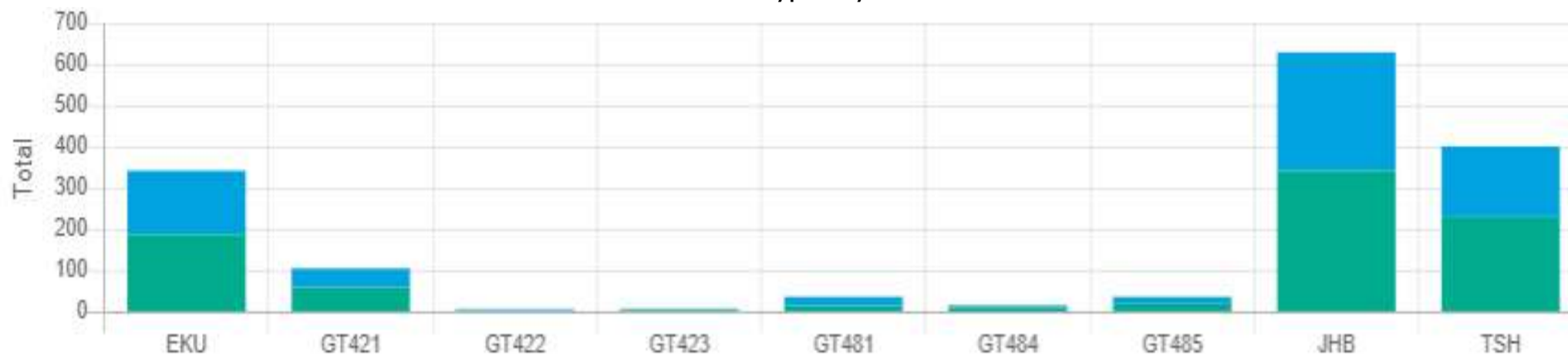
Total Water Leak
908



Total Water
Disruption
791



Issue Types by Location



Gauteng Province

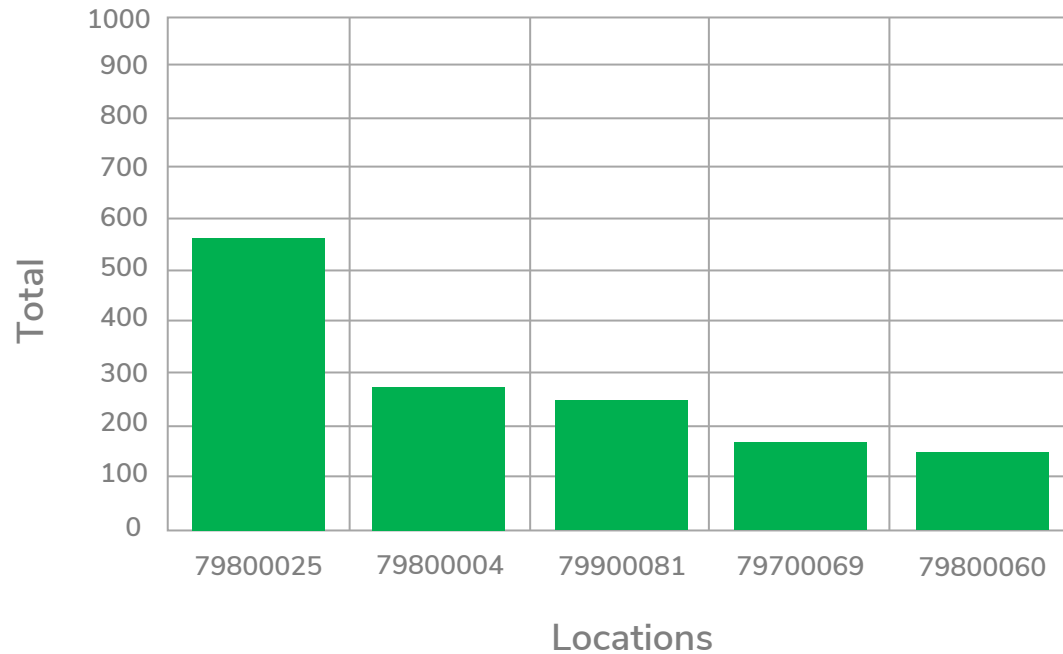
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
City of Johannesburg Metropolitan Municipality	568	236	212	496	343	287	757	368
City of Tshwane Metropolitan Municipality	185	142	96	320	229	172	668	261
Ekurhuleni Metropolitan Municipality	167	224	132	356	187	155	523	184

Gauteng Province

Ward Councillor Searches

Total: 879

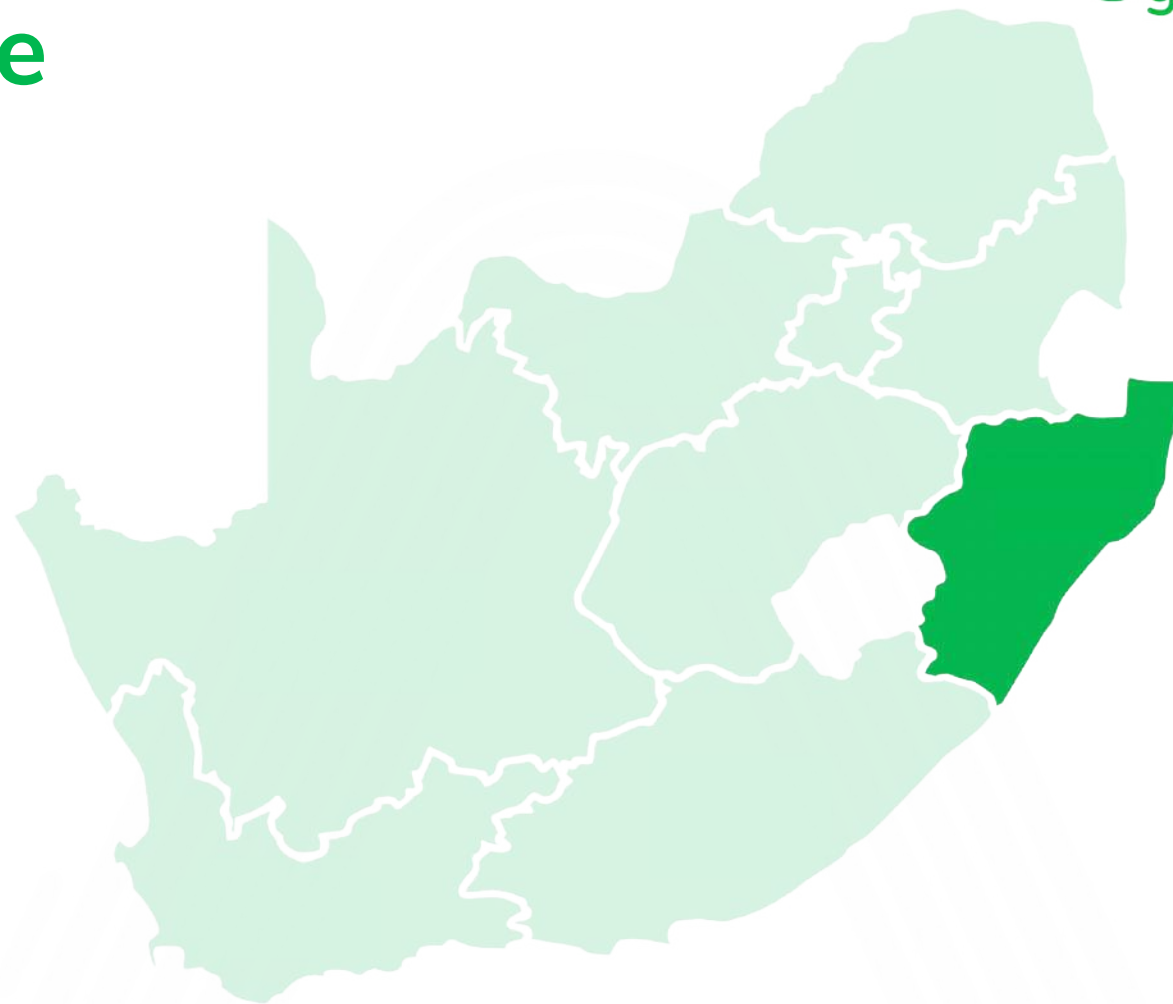


Kwazulu-Natal Province

Total Applications Received:

1,644,130

Ethekwini: 687,457



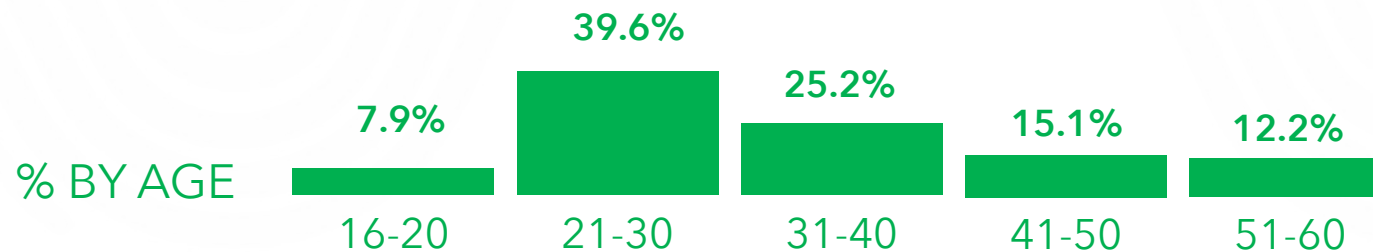
Users by Demographic



MALE
49%



FEMALE
51%



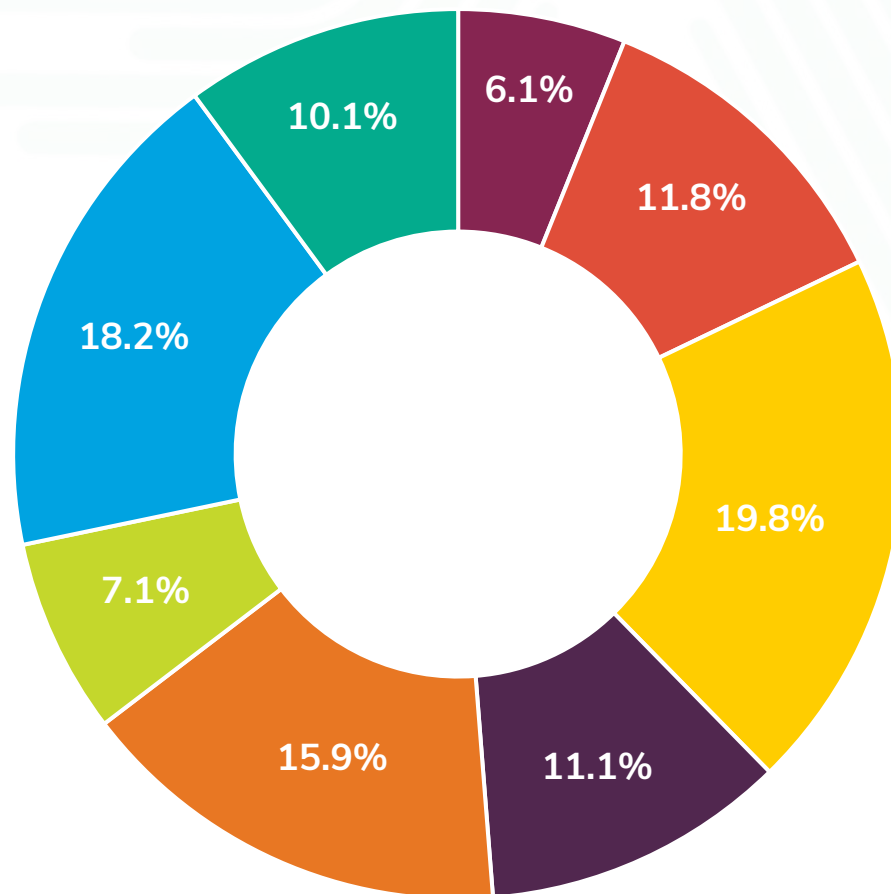
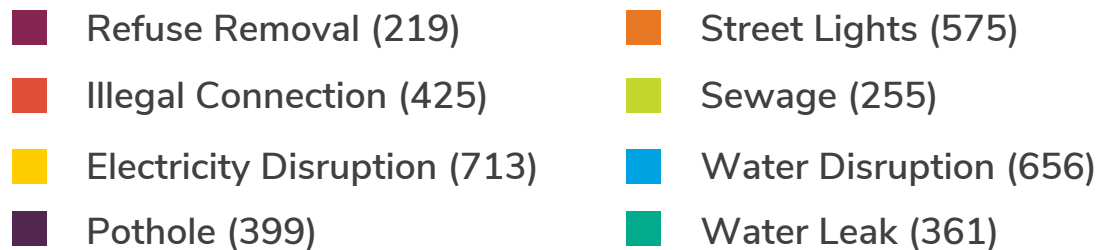
Kwazulu-Natal Province

Municipal Services Reports

Province Total Count:
3,603

TOP 5 Reported Issue Types

Electricity Disruption (713)
Water Disruption (656)
Street Lights (575)
Illegal Connection (425)
Pothole (399)



Kwazulu-Natal Province

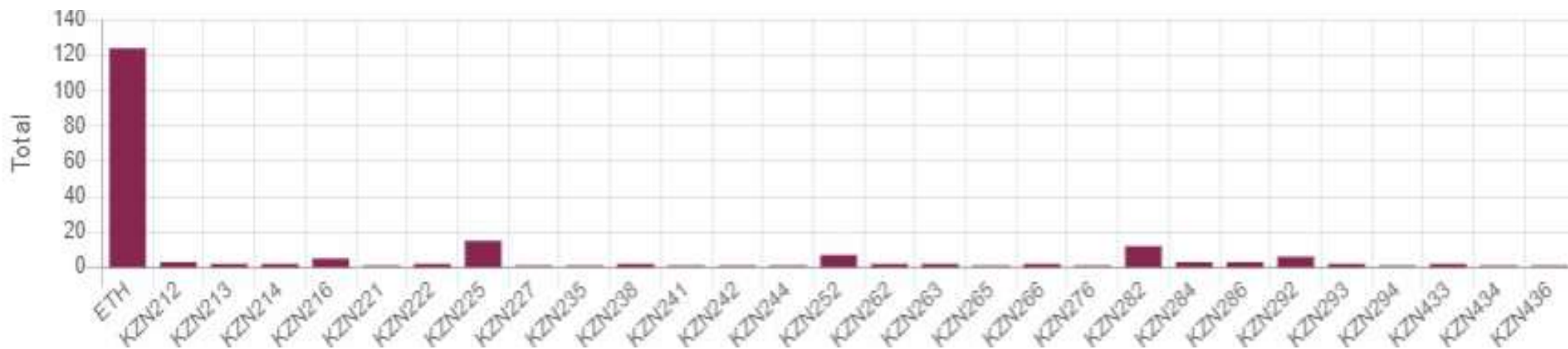
Service Requests by Type

Total Refuse
Removal



219

Issue Types by Location



Kwazulu-Natal Province

Service Requests by Type

Total Electricity
Disruption



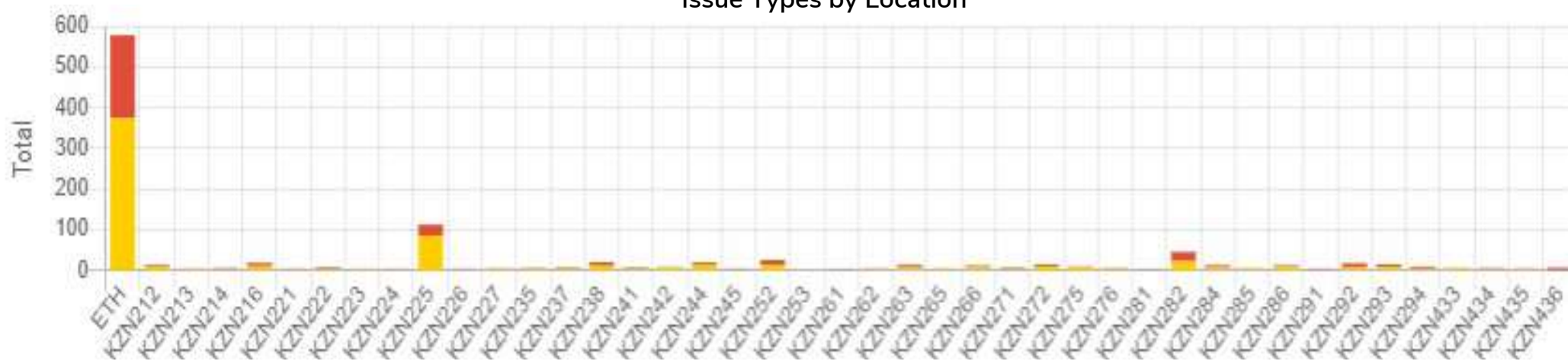
713

Total Illegal
Connection



425

Issue Types by Location



Kwazulu-Natal Province

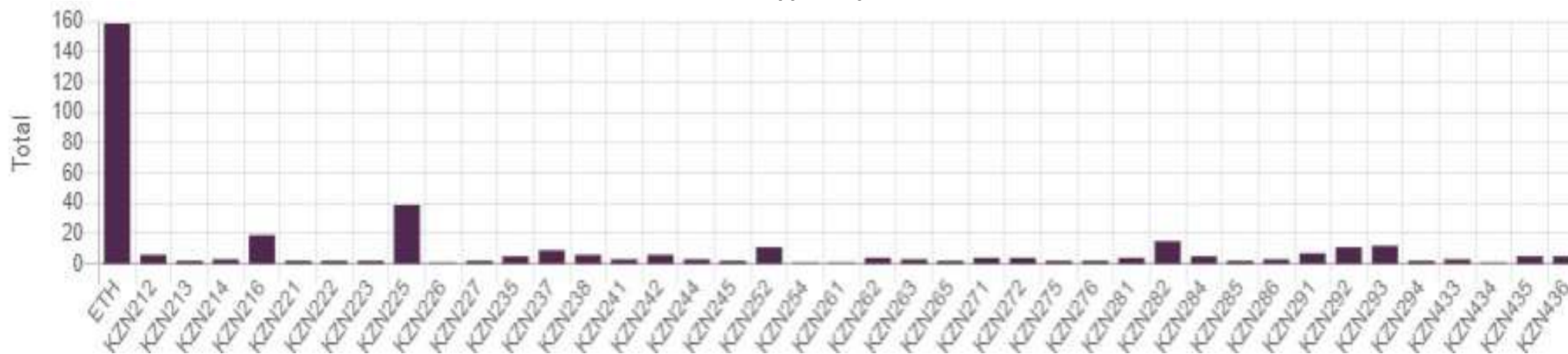
Service Requests by Type

Total Pothole

399



Issue Types by Location



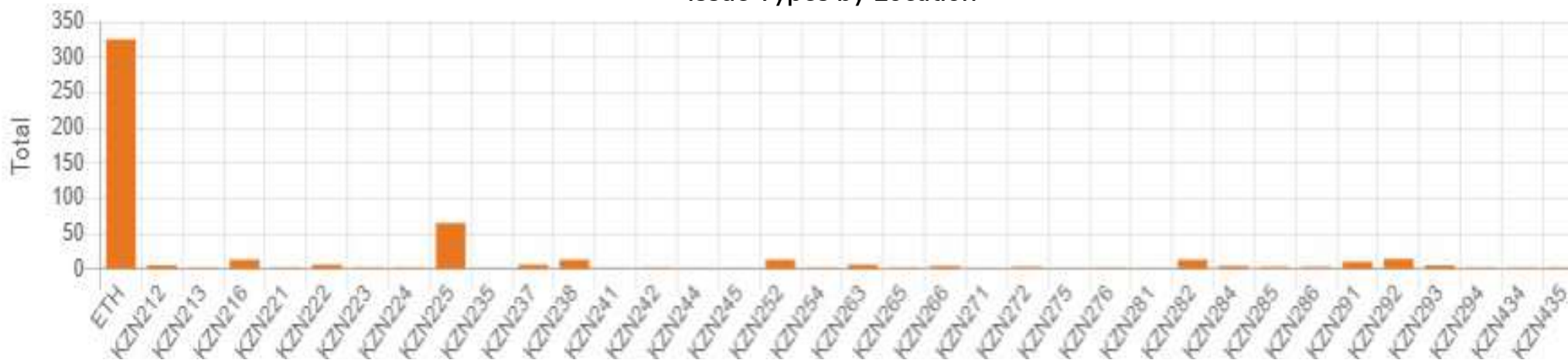
Kwazulu-Natal Province

Service Requests by Type

Total Street Lights
575



Issue Types by Location



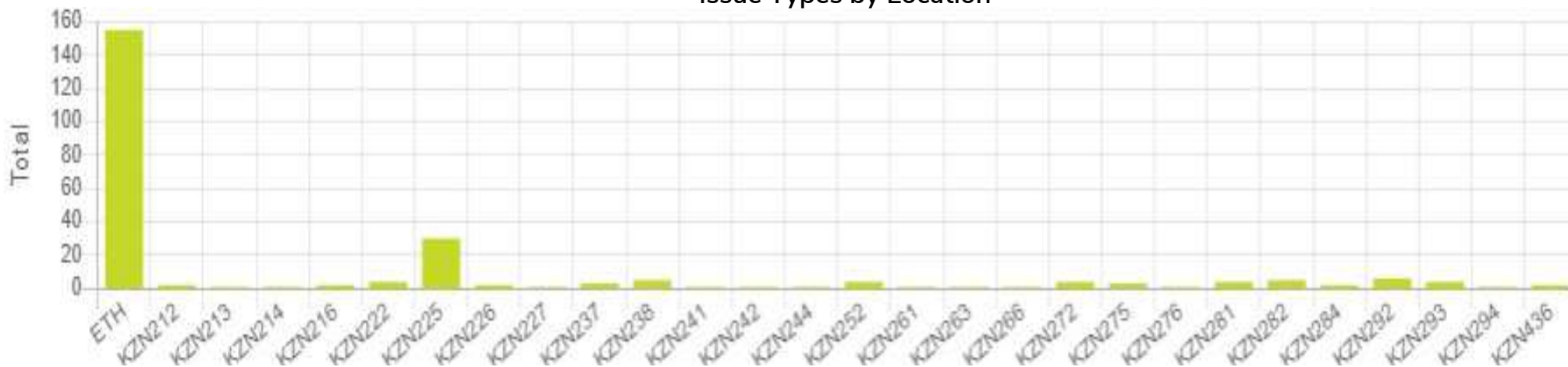
Kwazulu-Natal Province

Service Requests by Type

Total Sewage
255



Issue Types by Location



Kwazulu-Natal Province

Service Requests by Type

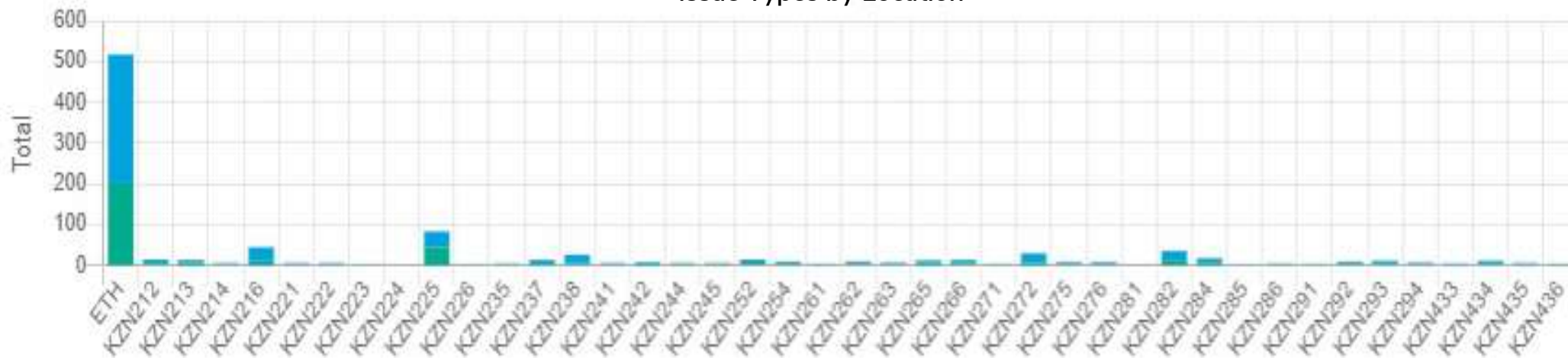
Total Water Leak
361



Total Water
Disruption
656



Issue Types by Location



Kwazulu-Natal Province

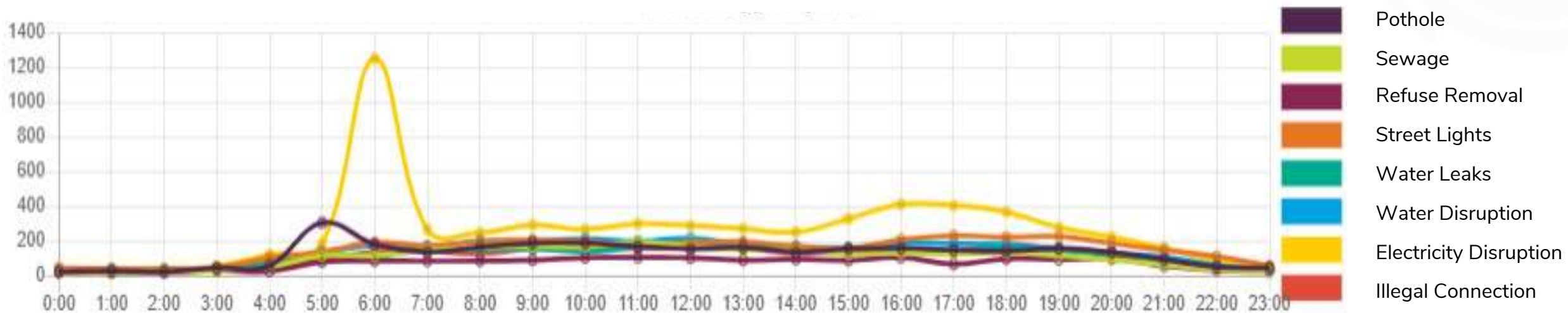
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Ethekwini Metropolitan Municipality	159	155	124	327	210	317	375	204

Kwazulu-Natal Province

Top Issues by Municipality

Issues Logged by Hour



Kwazulu-Natal Province

Ward Councillor Searches

Total: 949



Limpopo Province

Total Applications Received:

616,523

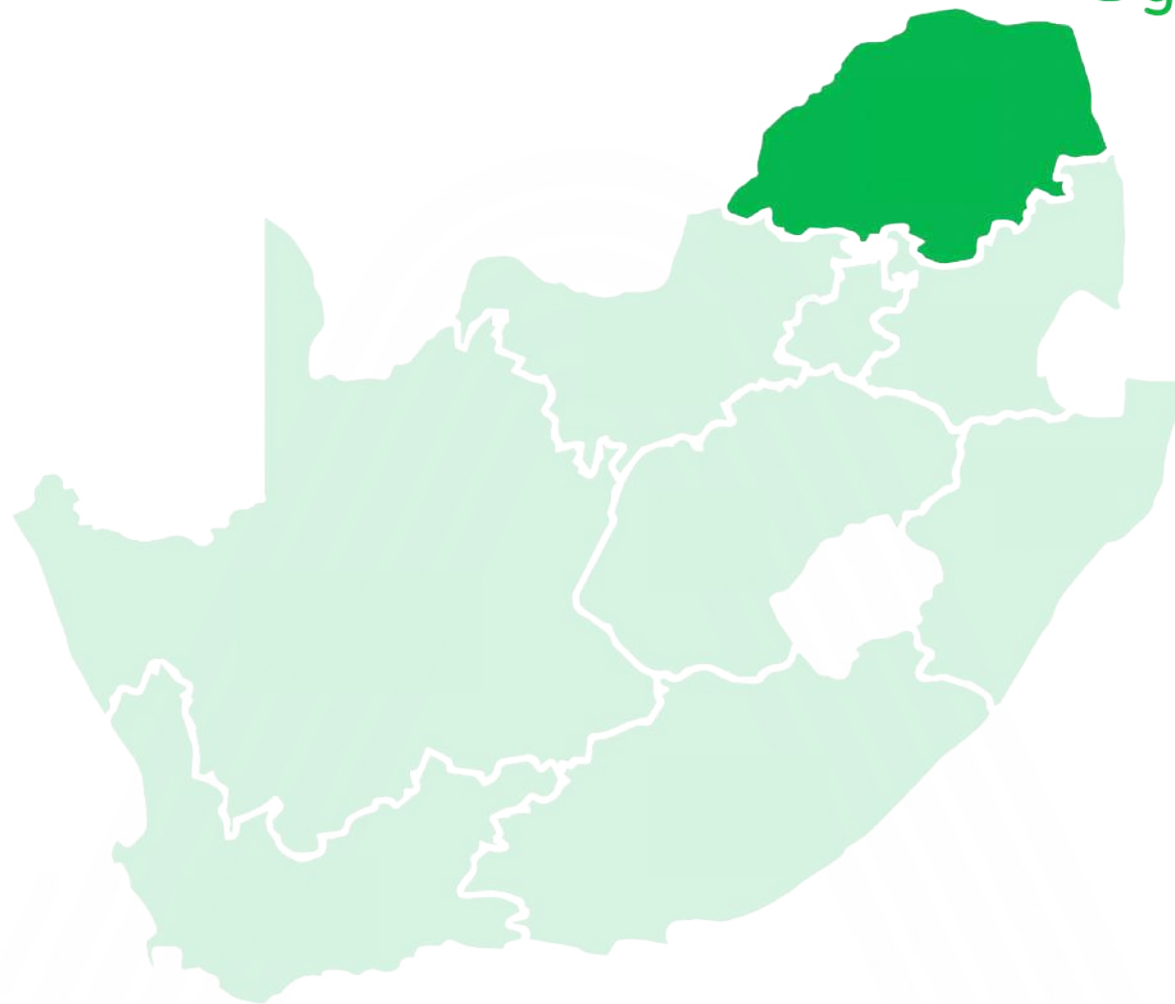
Polokwane: 110,791

Ba-Phalaborwa: 17,365

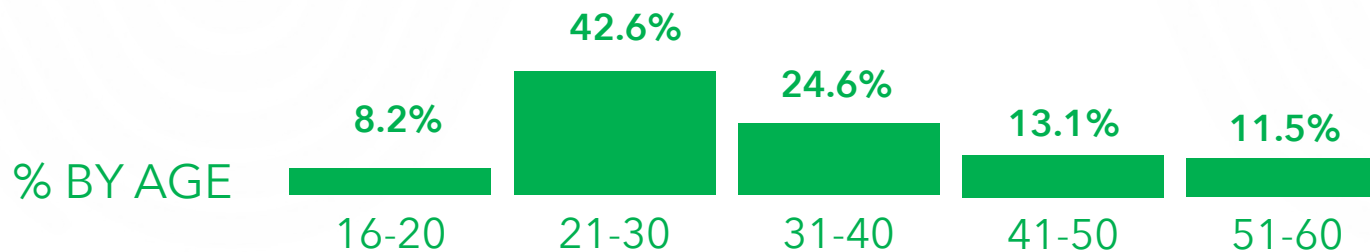
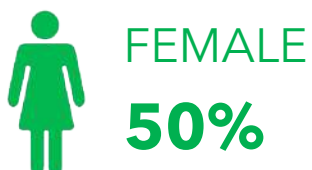
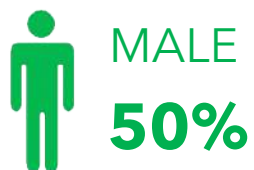
Bela-Bela: 6,731

Lephalale: 12,913

Thabazimbi: 7,270



Users by Demographic



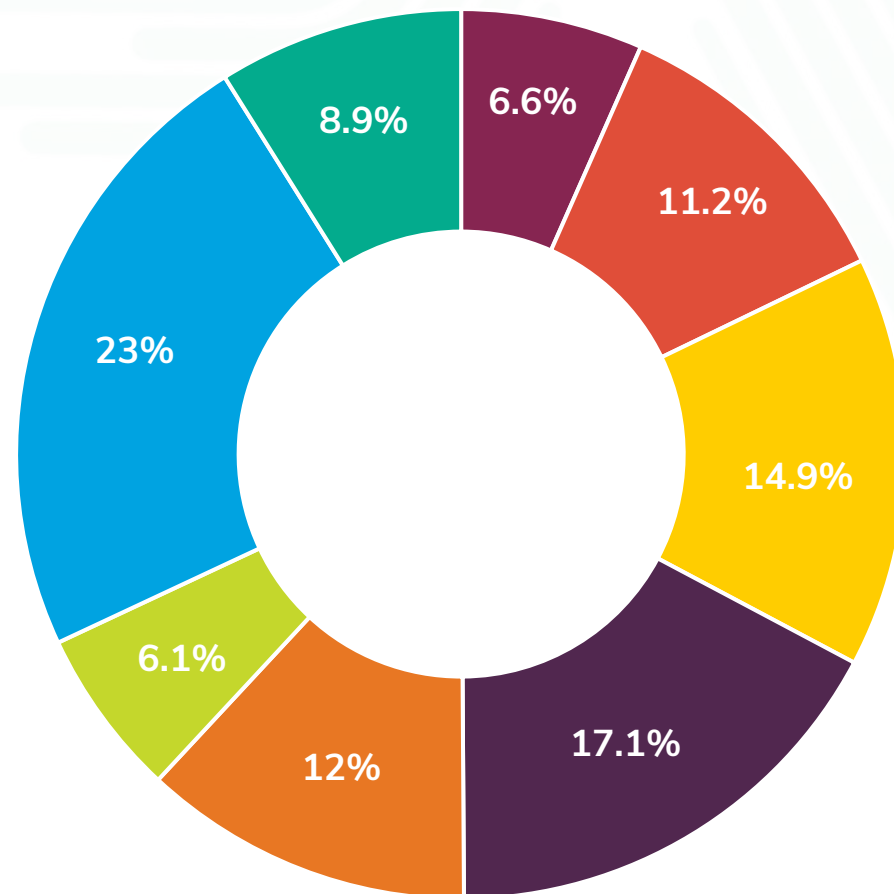
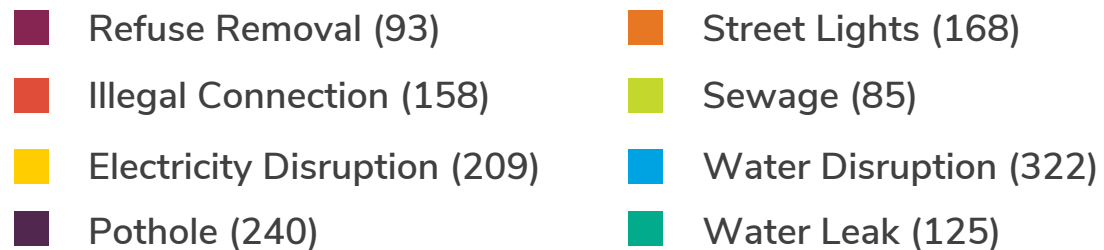
Limpopo Province

Municipal Services Reports

Province Total Count:
1,400

TOP 5 Reported Issue Types

Water Disruption (322)
Pothole (240)
Electricity Disruption (209)
Street Lights (168)
Illegal Connection (158)



Limpopo Province

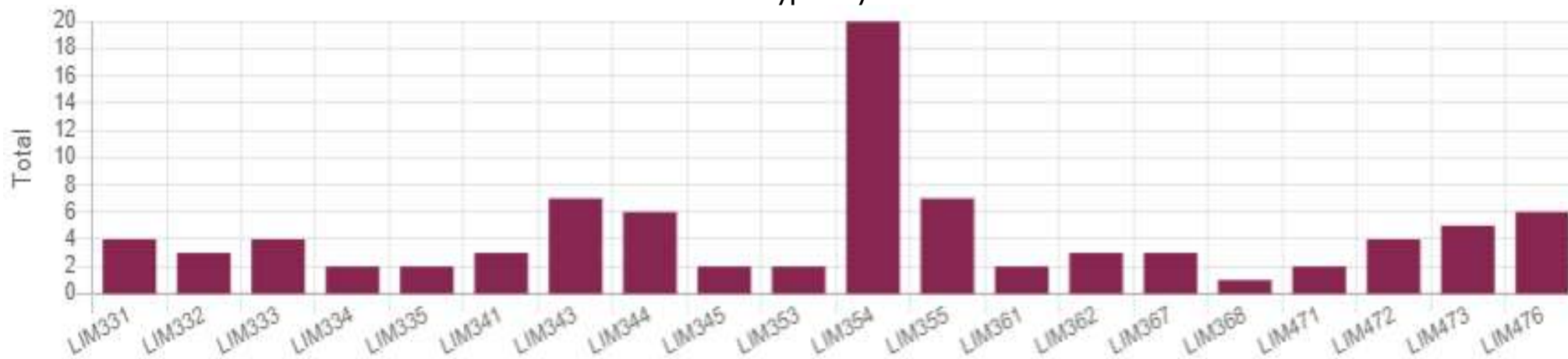
Service Requests by Type

Total Refuse
Removal



93

Issue Types by Location



Limpopo Province

Service Requests by Type

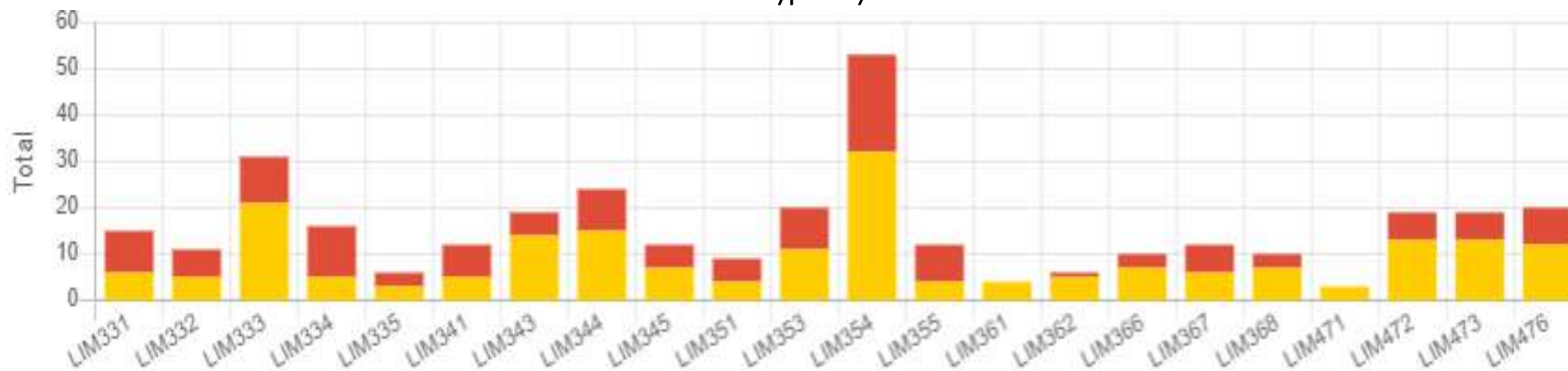
Total Electricity
Disruption
209



Total Illegal
Connection
158



Issue Types by Location



Limpopo Province

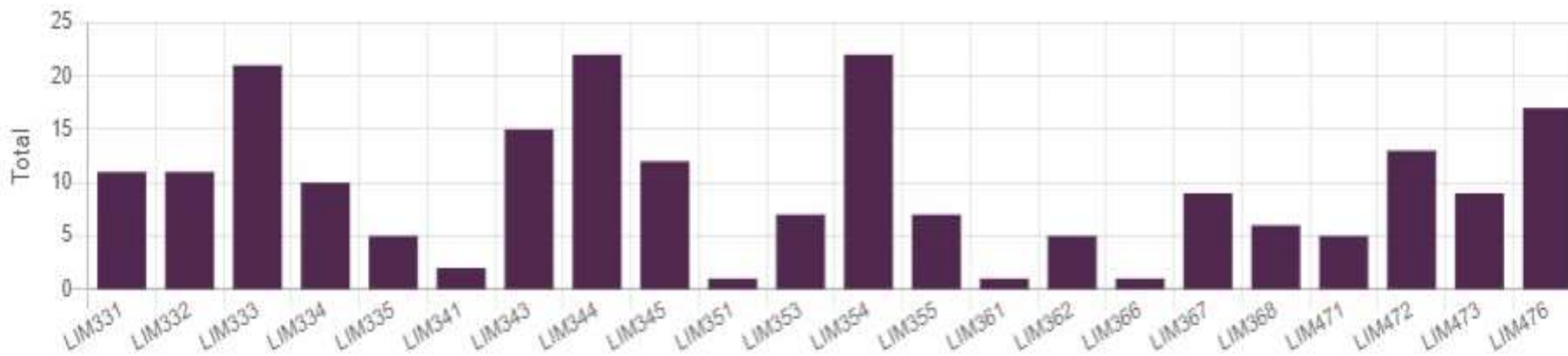
Service Requests by Type

Total Pothole

240



Issue Types by Location



Limpopo Province

Service Requests by Type

Total Street Lights
168



Issue Types by Location



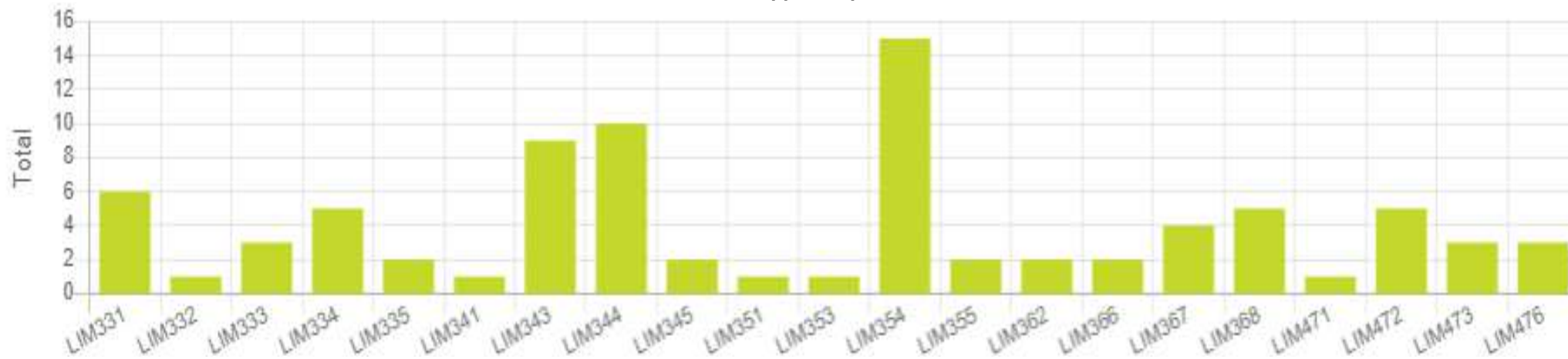
Limpopo Province

Service Requests by Type

Total Sewage
85



Issue Types by Location



Limpopo Province

Service Requests by Type

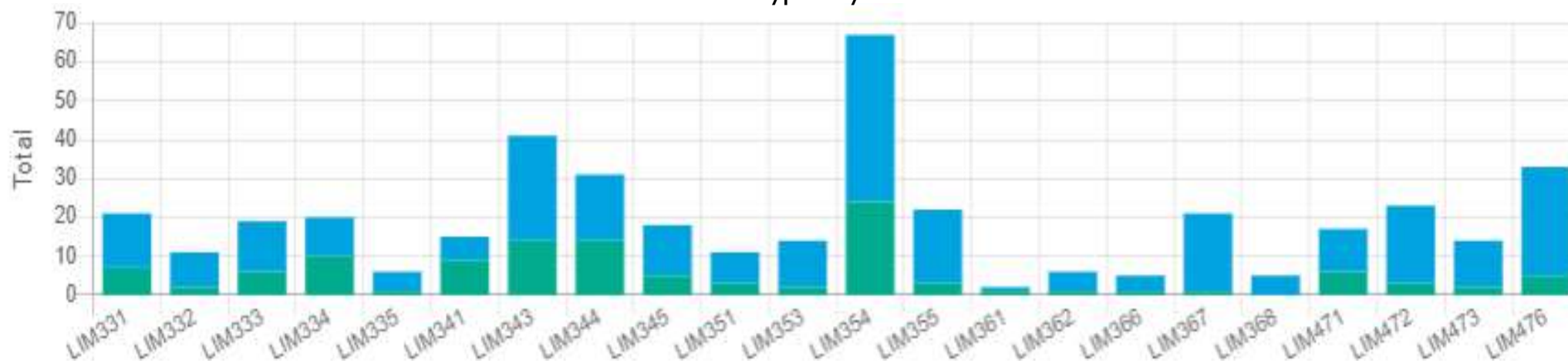
Total Water Leak
125



Total Water
Disruption
322



Issue Types by Location



Limpopo Province

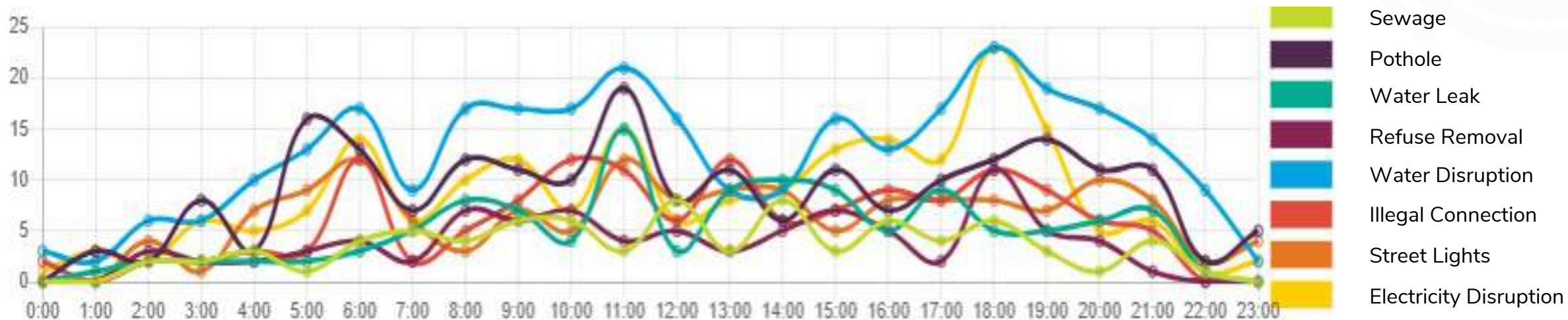
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Polokwane Local Municipality	22	15	20	38	24	43	32	21
Ba-Phalaborwa Local Municipality	10	5	2	7	10	10	5	11
Bela-Bela Local Municipality	1	2	0	4	1	4	7	3
Lephalale Local Municipality	5	2	3	6	1	5	5	1
Thabazimbi Local Municipality	1	0	2	3	1	1	4	0

Limpopo Province

Top Issues by Municipality

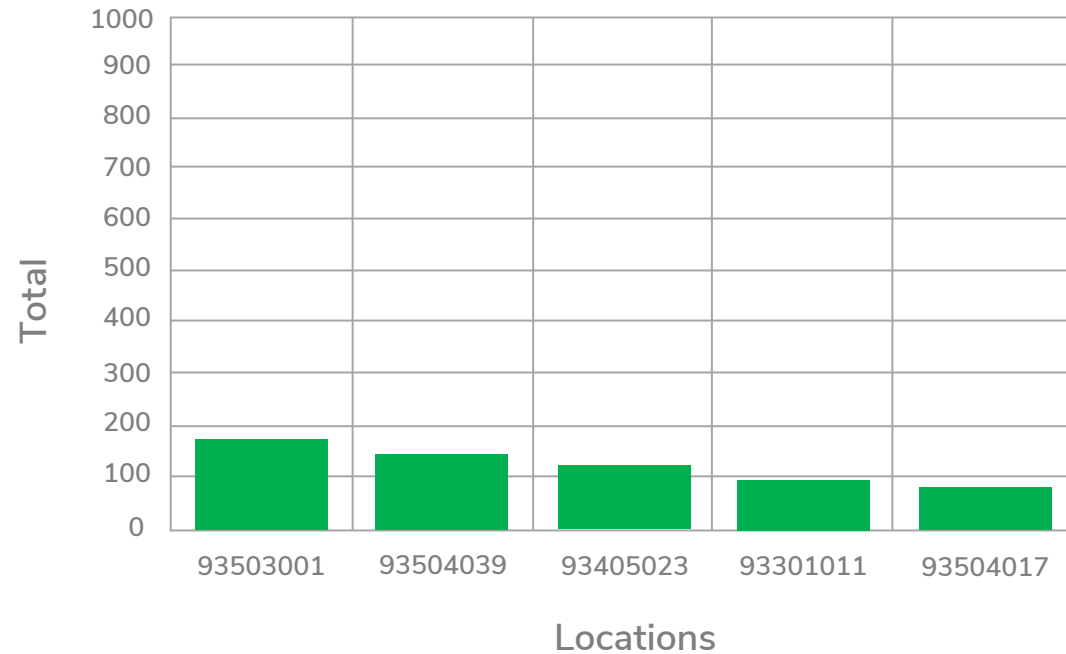
Issues Logged by Hour



Limpopo Province

Ward Councillor Searches

Total: 1,156



Mpumalanga Province

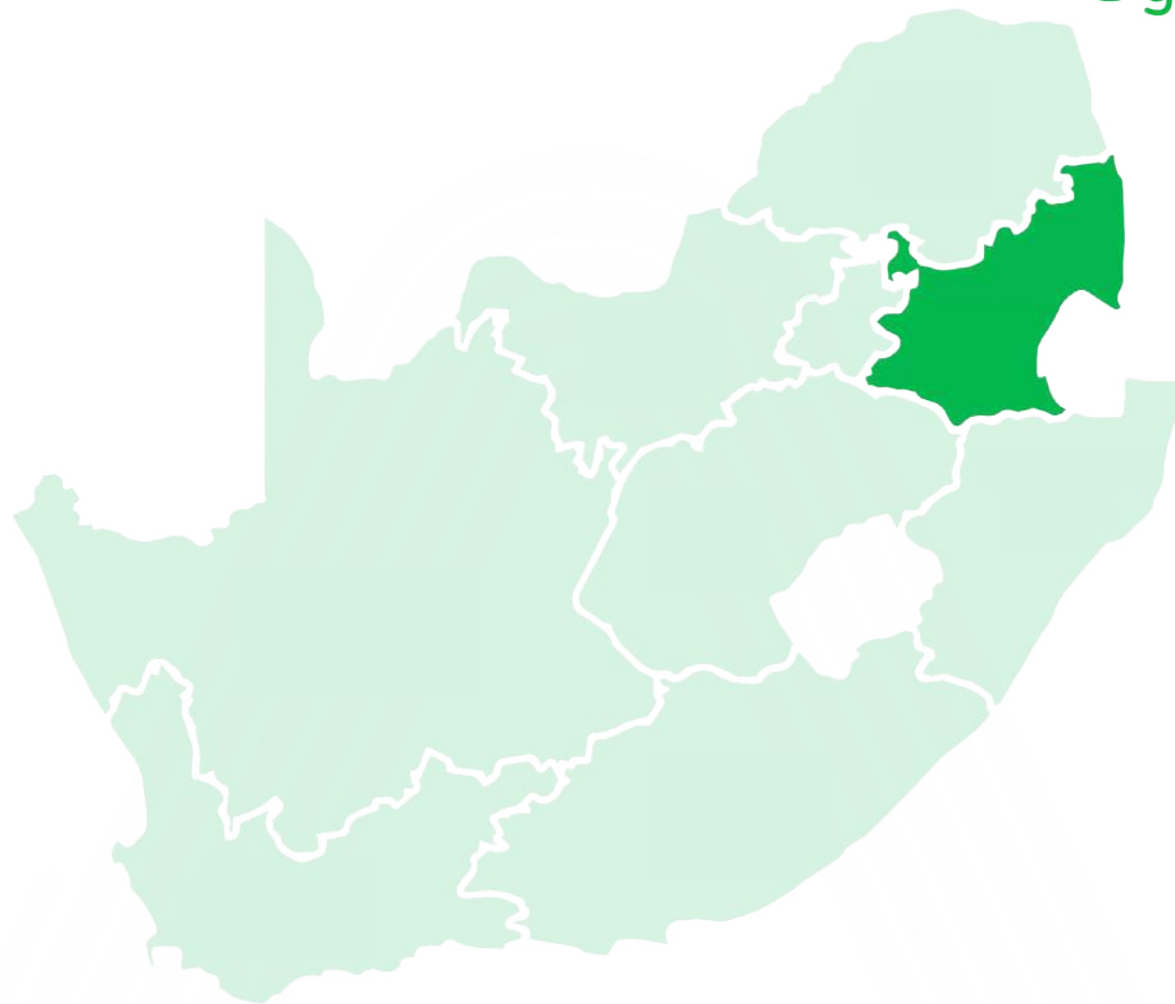
Total Applications Received:
473,114

Gert Sibande: 120,223

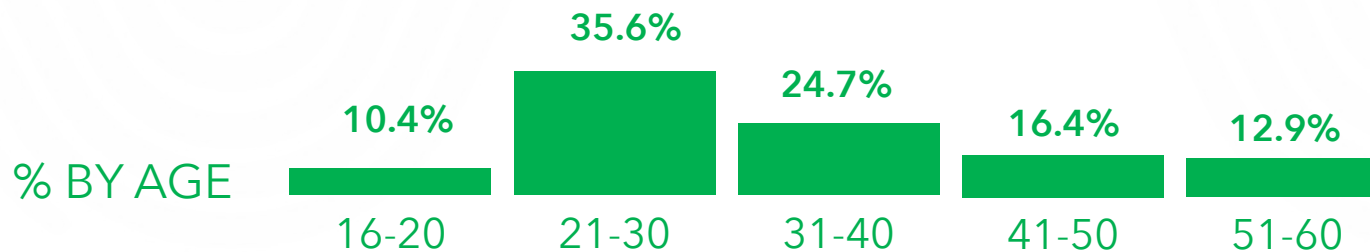
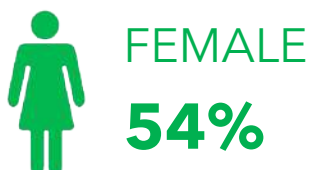
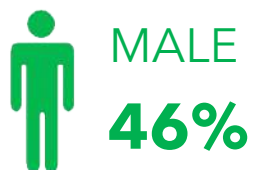
Ehlanzeni: 171,168

Nkangala: 196,062

City of Mombela: 77,324



Users by Demographic



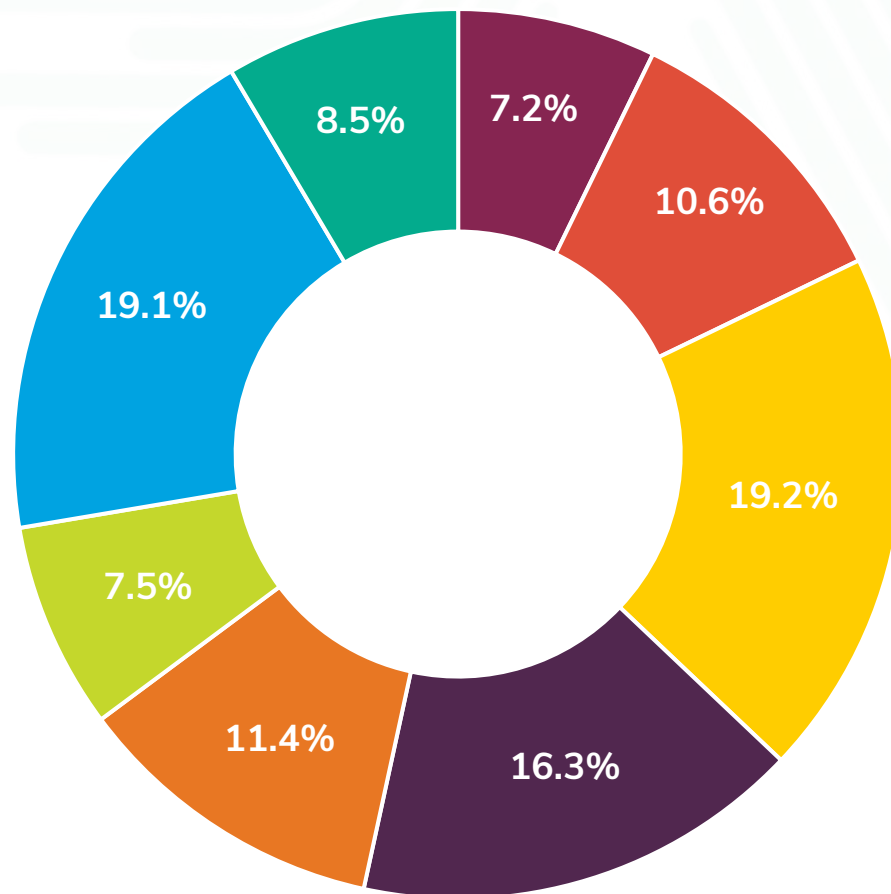
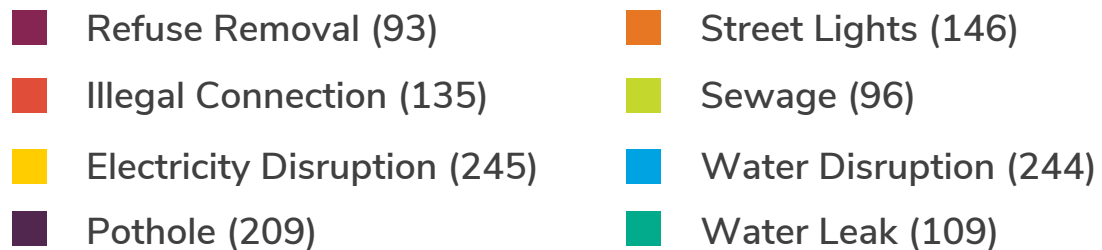
Mpumalanga Province

Municipal Services Reports

Province Total Count:
1,276

TOP 5 Reported Issue Types

Electricity Disruption (245)
Water Disruption (244)
Pothole (209)
Street Lights (146)
Illegal Connection (135)



Mpumalanga Province

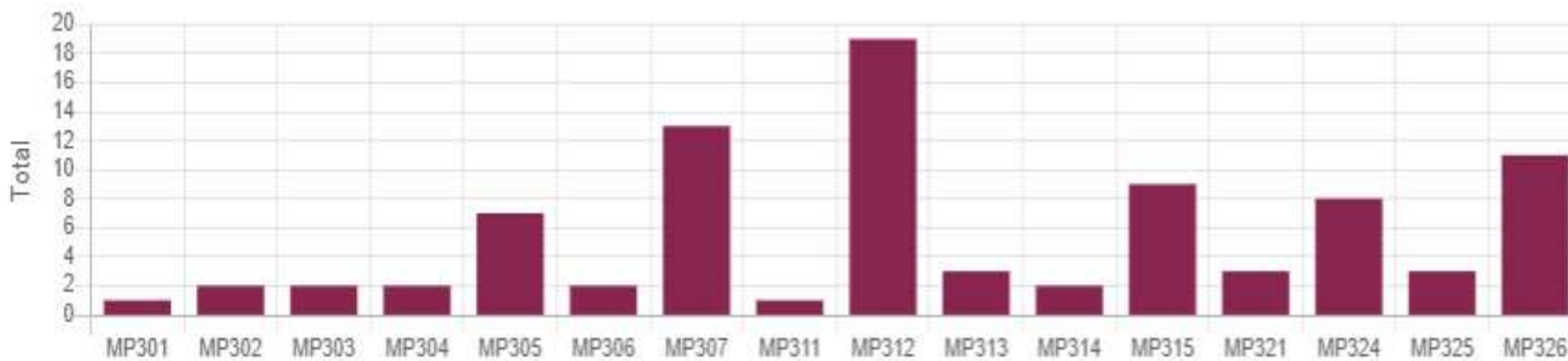
Service Requests by Type

Total Refuse
Removal



93

Issue Types by Location



Mpumalanga Province

Service Requests by Type

Total Electricity
Disruption



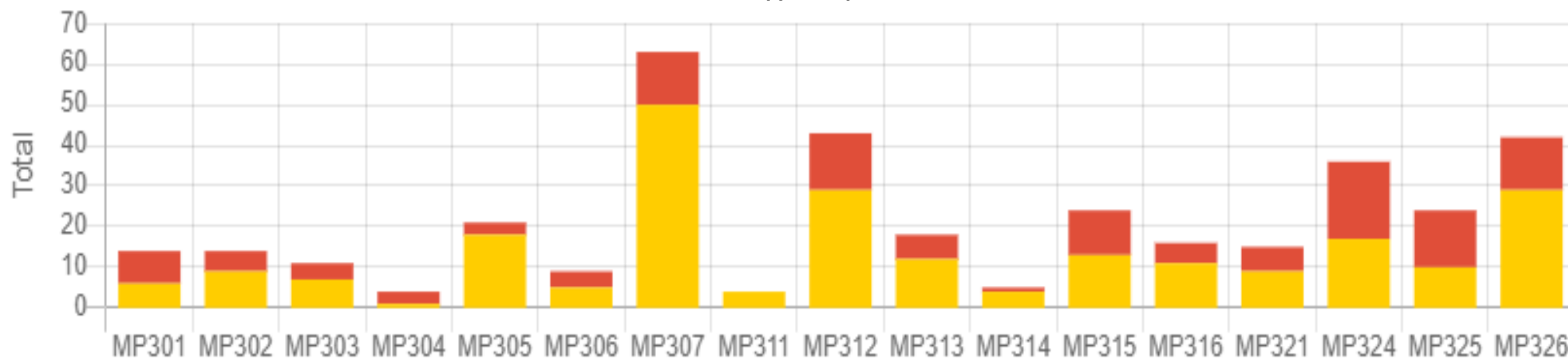
245

Total Illegal
Connection



135

Issue Types by Location



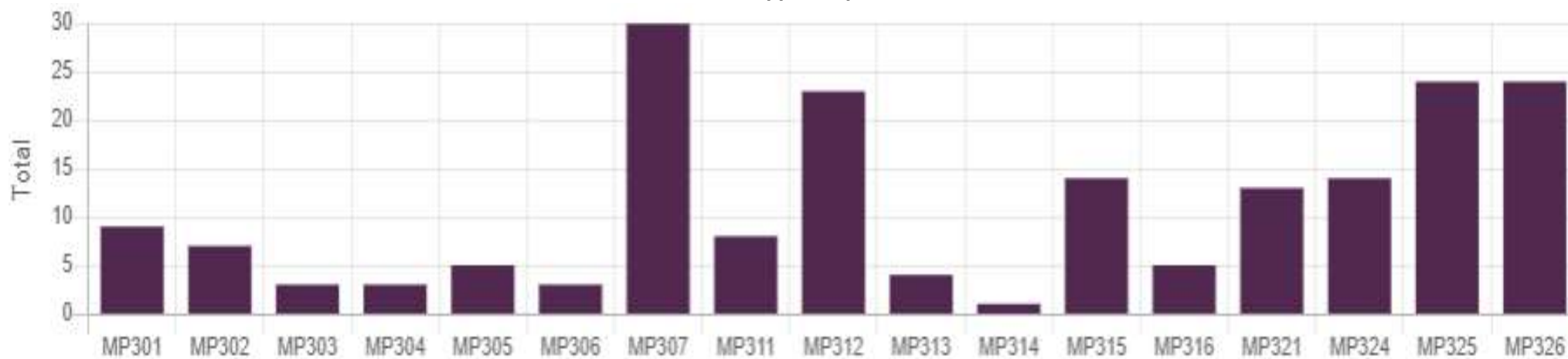
Mpumalanga Province

Service Requests by Type

Total Pothole
209



Issue Types by Location



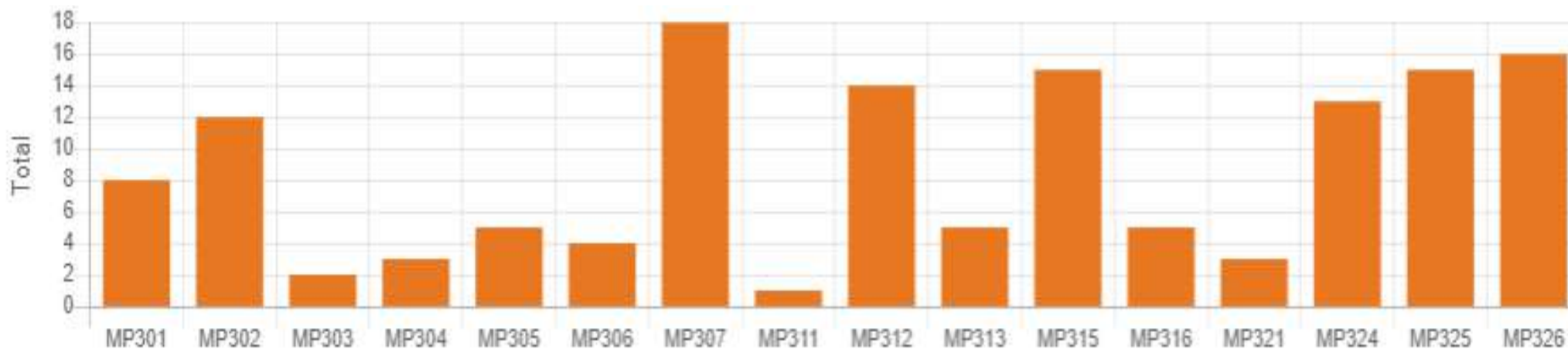
Mpumalanga Province

Service Requests by Type

Total Street Lights
146



Issue Types by Location



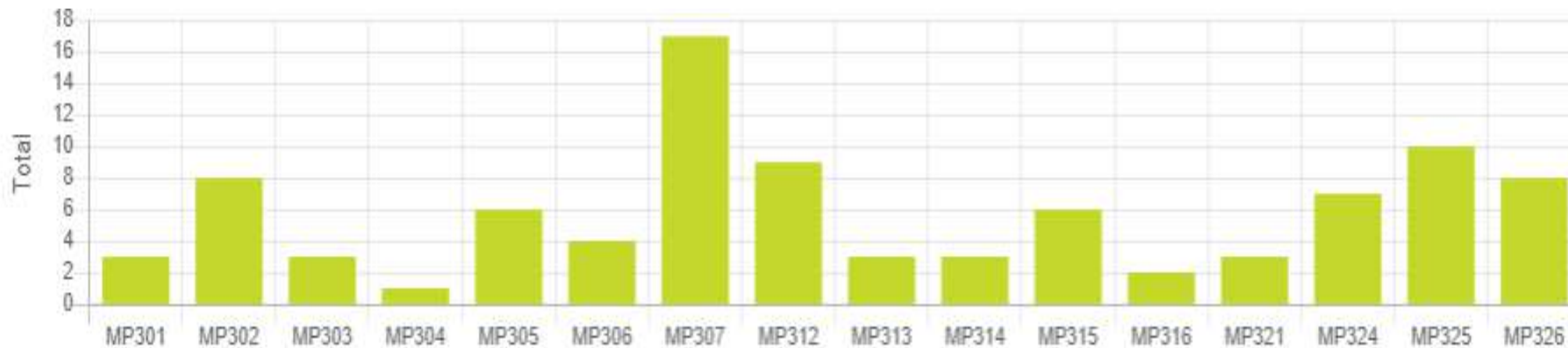
Mpumalanga Province

Service Requests by Type

Total Sewage
96



Issue Types by Location



Mpumalanga Province

Service Requests by Type

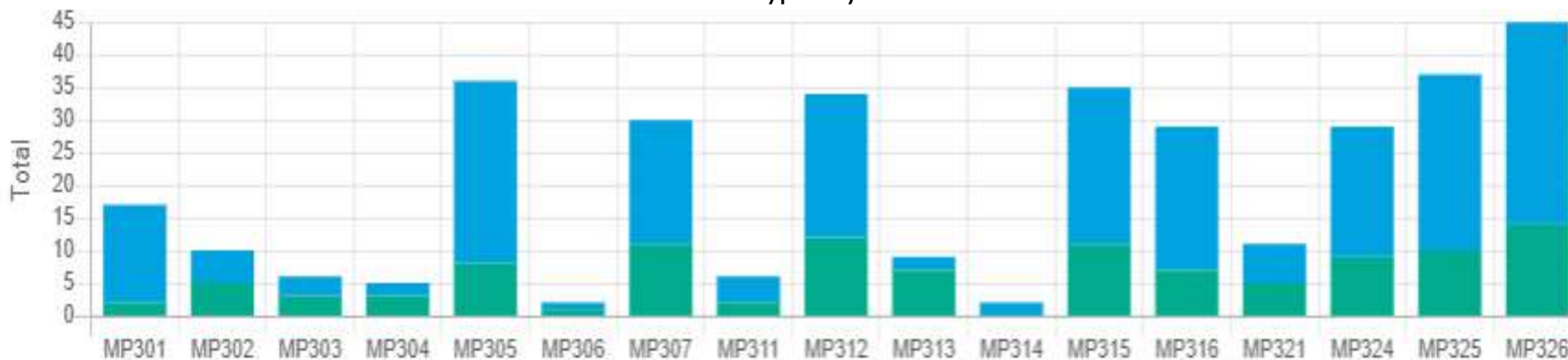
Total Water Leak
109



Total Water
Disruption
244



Issue Types by Location



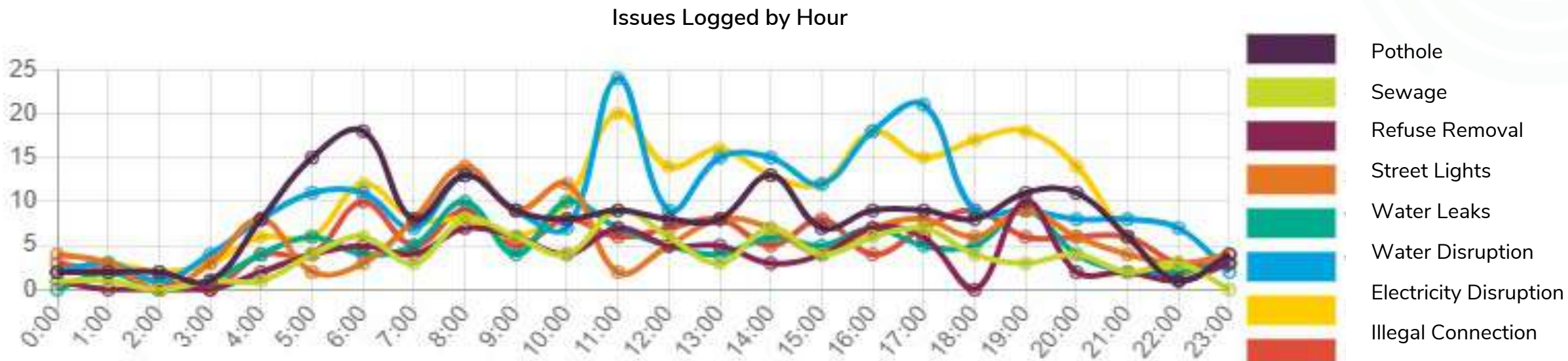
Mpumalanga Province

Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Gert Sibande Local Municipality	61	43	30	53	33	74	97	42
Ehlanzeni Local Municipality	75	28	25	47	38	84	65	52
Nkangala Local Municipality	55	23	34	40	40	76	74	38

Mpumalanga Province

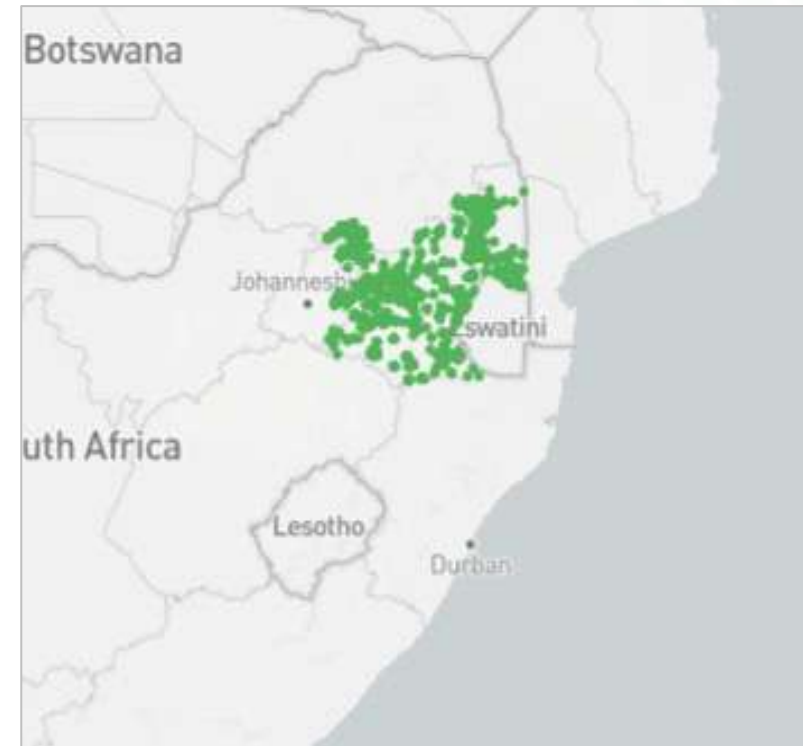
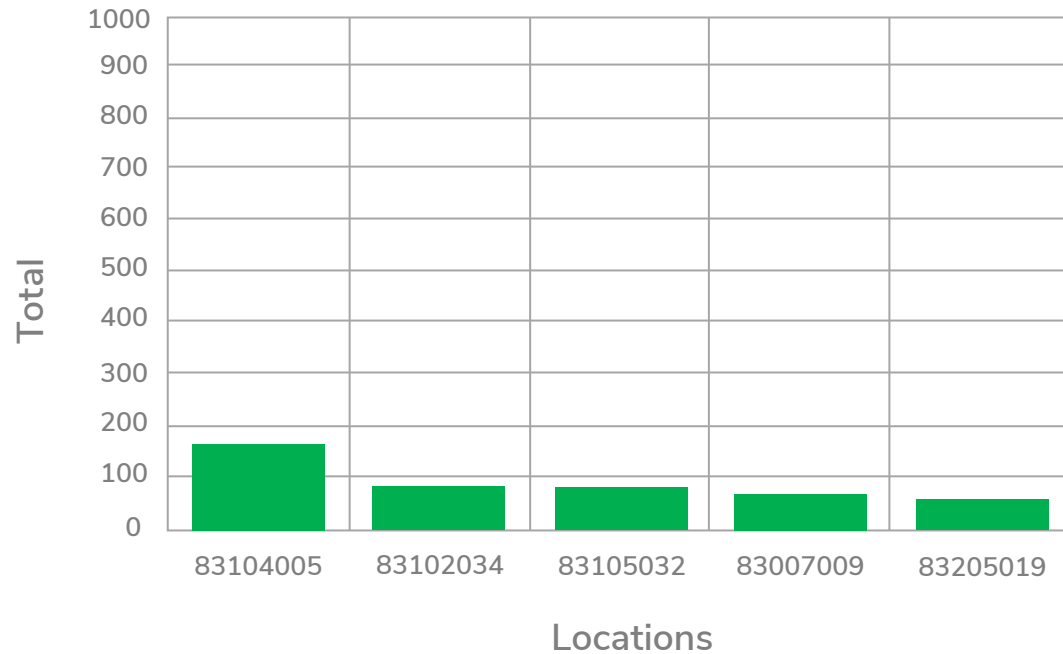
Top Issues by Municipality



Mpumalanga Province

Ward Councillor Searches

Total: 503



North West Province

Total Applications Received:

511,099

Rustenberg: 81,822

Mafikeng: 83,379

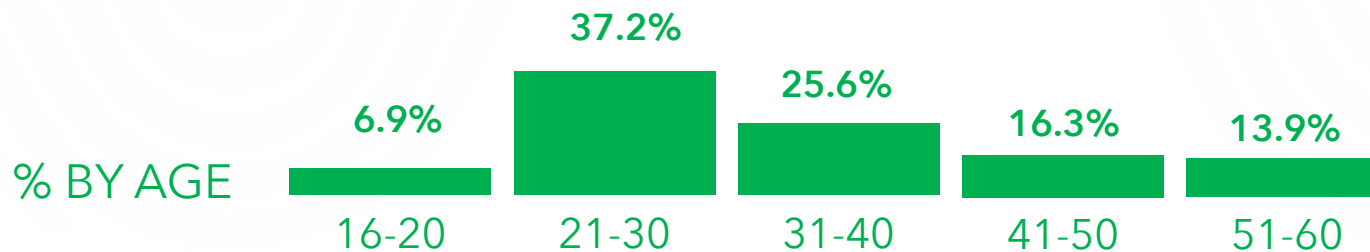
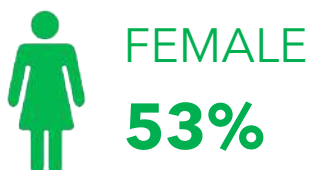
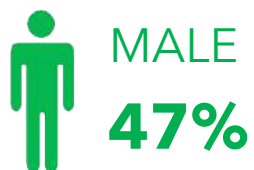
Matlosana: 57,402

Tswaing: 14,072

Greater Taung: 25,611



Users by Demographic

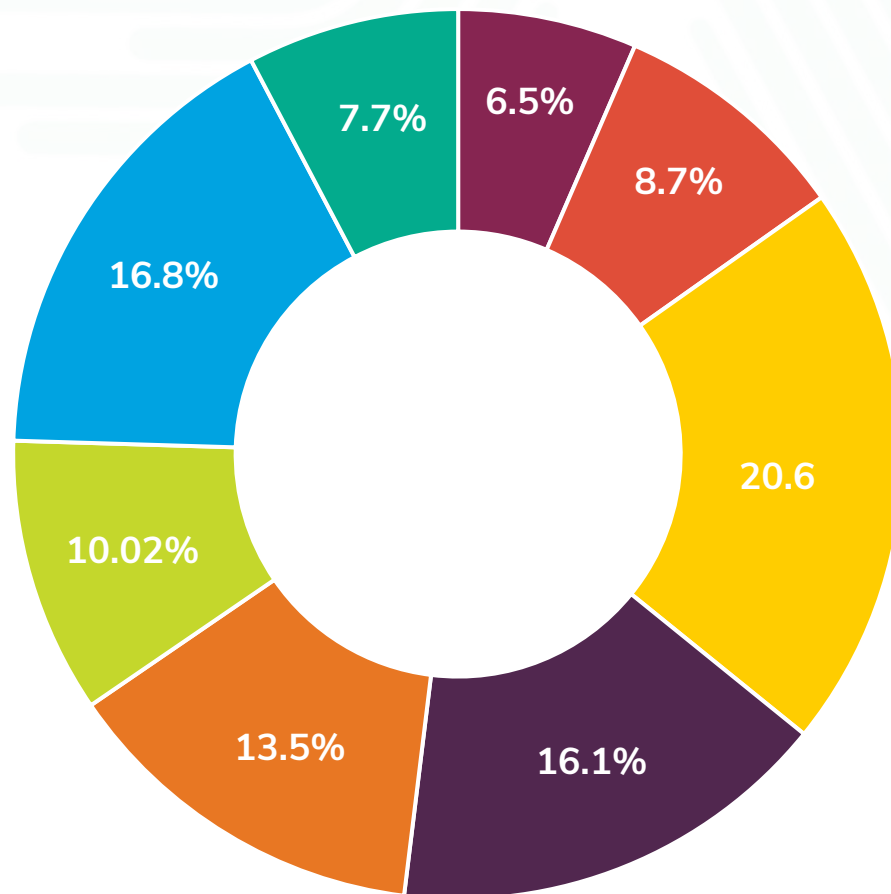
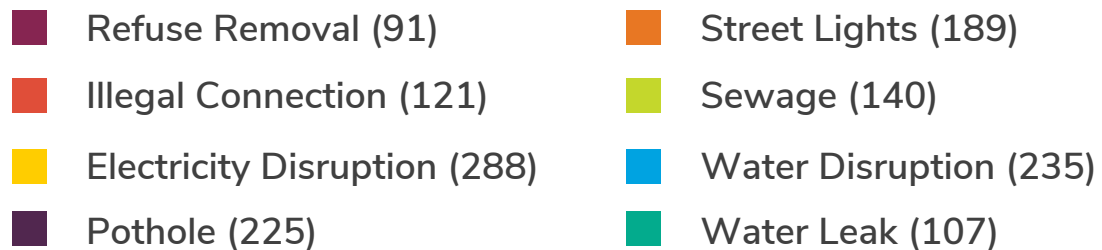


North West Province Municipal Services Reports

Province Total Count:
1,396

TOP 5 Reported Issue Types

Electricity Disruption (288)
Water Disruption (235)
Pothole (225)
Street Lights (189)
Sewage (140)



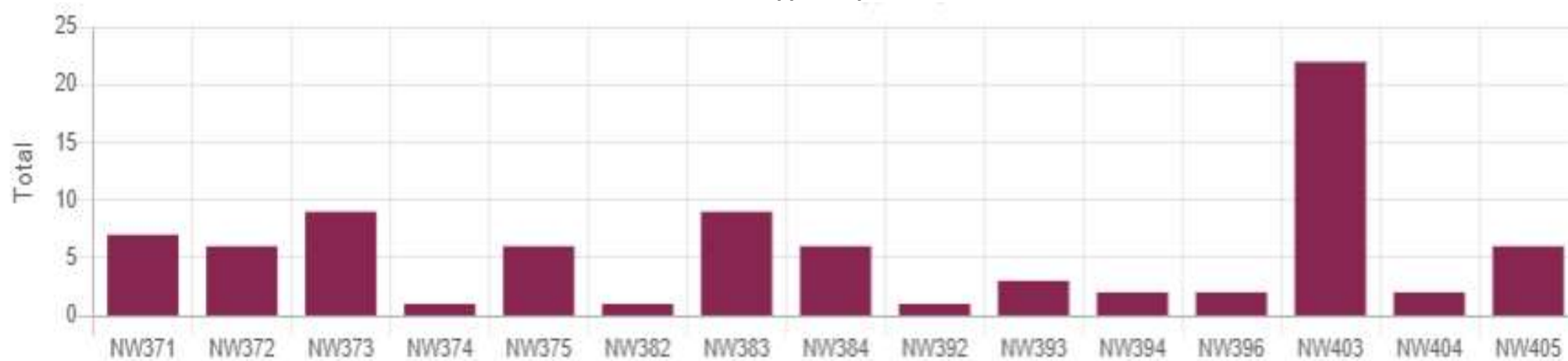
North West Province Service Requests by Type

Total Refuse
Removal



91

Issue Types by Location



North West Province Service Requests by Type

Total Electricity
Disruption



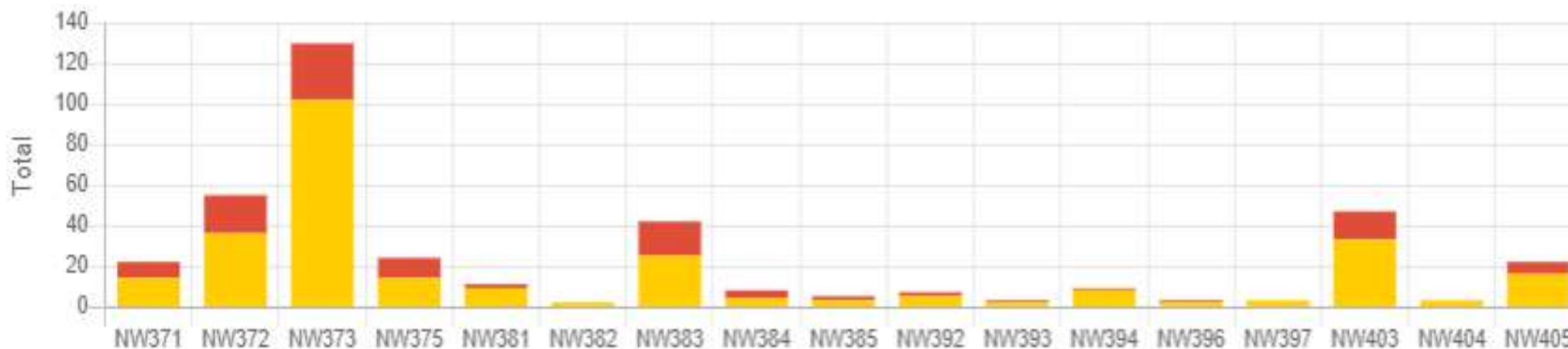
121

Total Illegal
Connection



288

Issue Types by Location

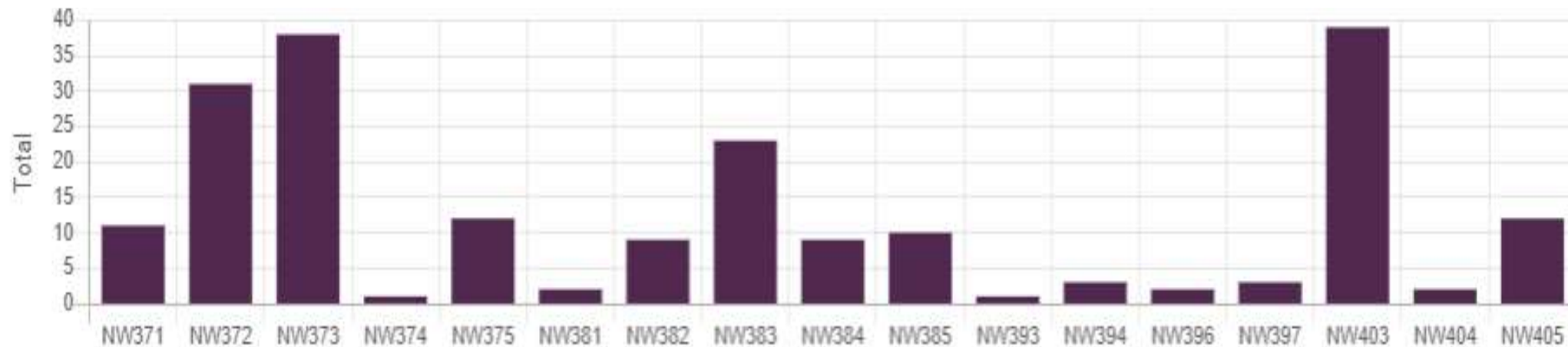


North West Province Service Requests by Type

Total Pothole
225



Issue Types by Location



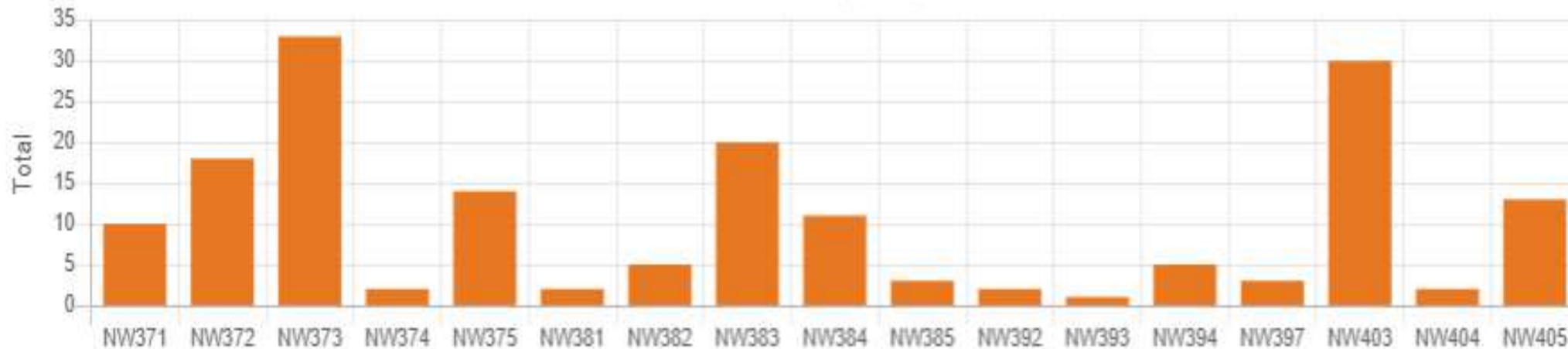
North West Province

Service Requests by Type

Total Street Lights
189



Issue Types by Location

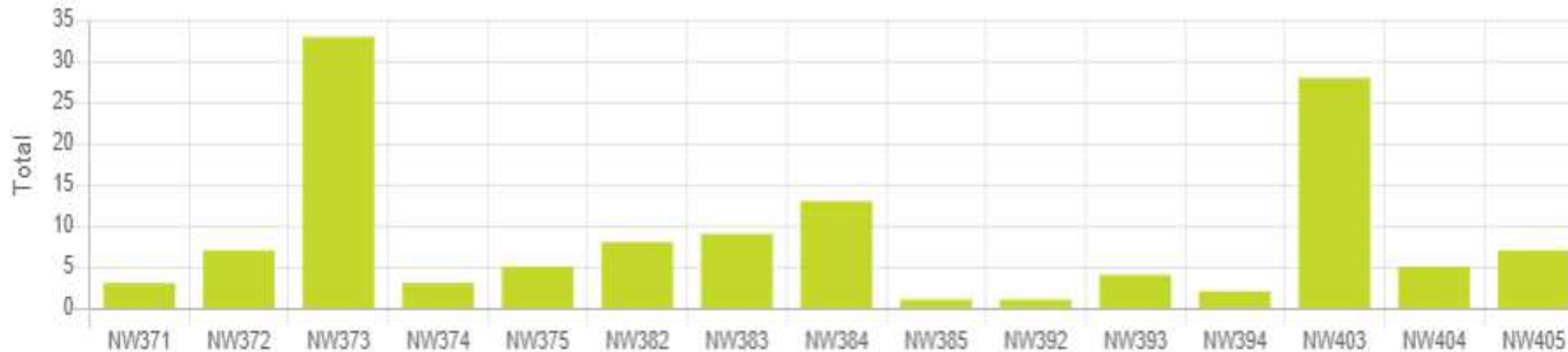


North West Province Service Requests by Type

Total Sewage
140



Issue Types by Location



North West Province Service Requests by Type

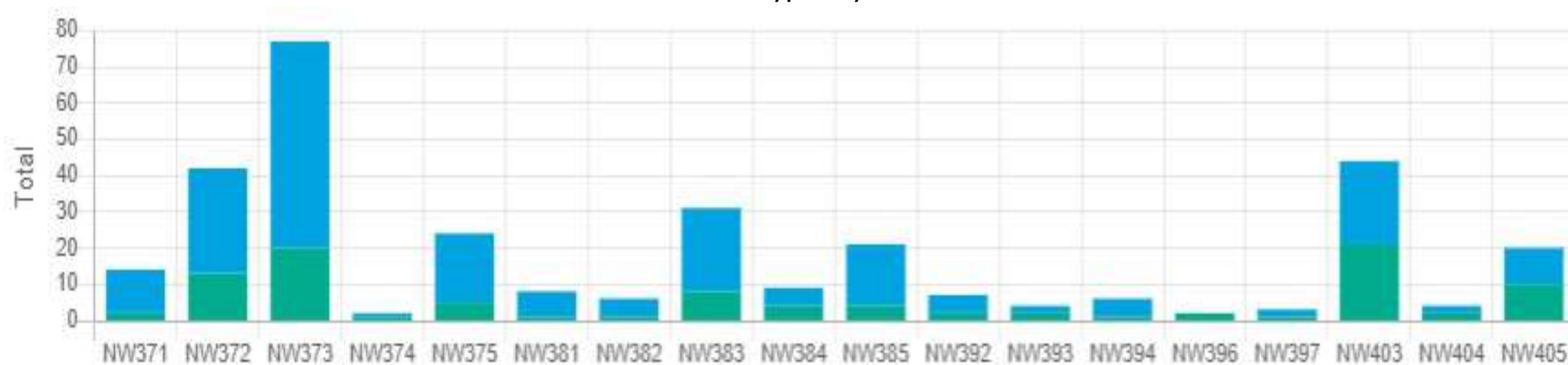
Total Water Leak
107



Total Water
Disruption
235



Issue Types by Location



North West Province

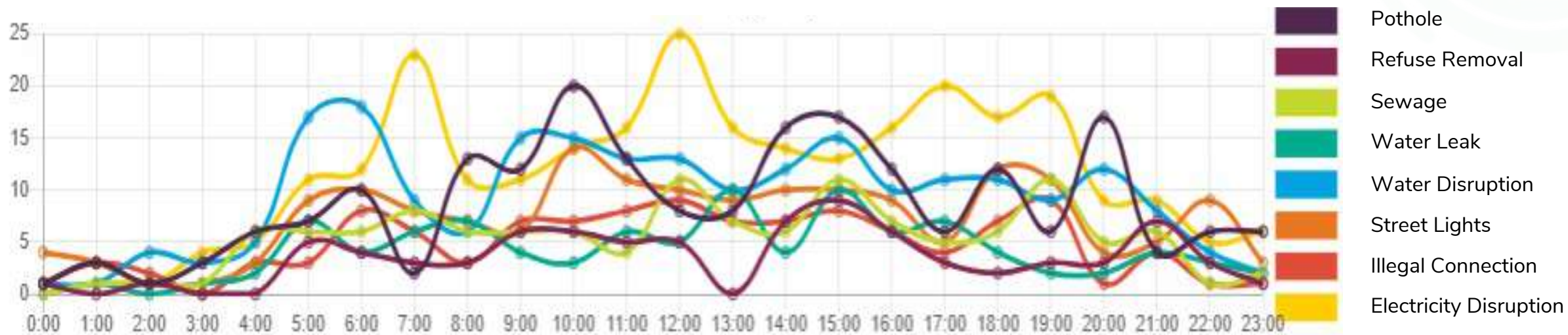
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Rustenberg Local Municipality	39	33	9	33	20	57	102	28
Mafikeng Local Municipality	23	9	9	20	8	23	25	17
City of Matlosana Local Municipality	39	28	22	30	21	23	33	14
Tswaing Local Municipality	9	8	1	5	1	5	2	0
Greater Taung Local Municipality	3	2	2	5	1	5	8	1

North West Province

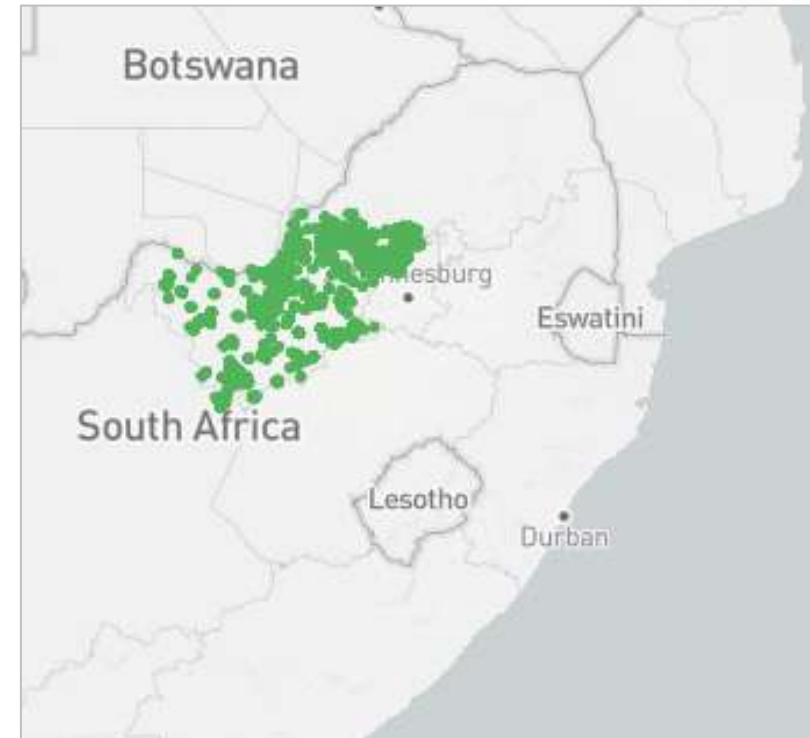
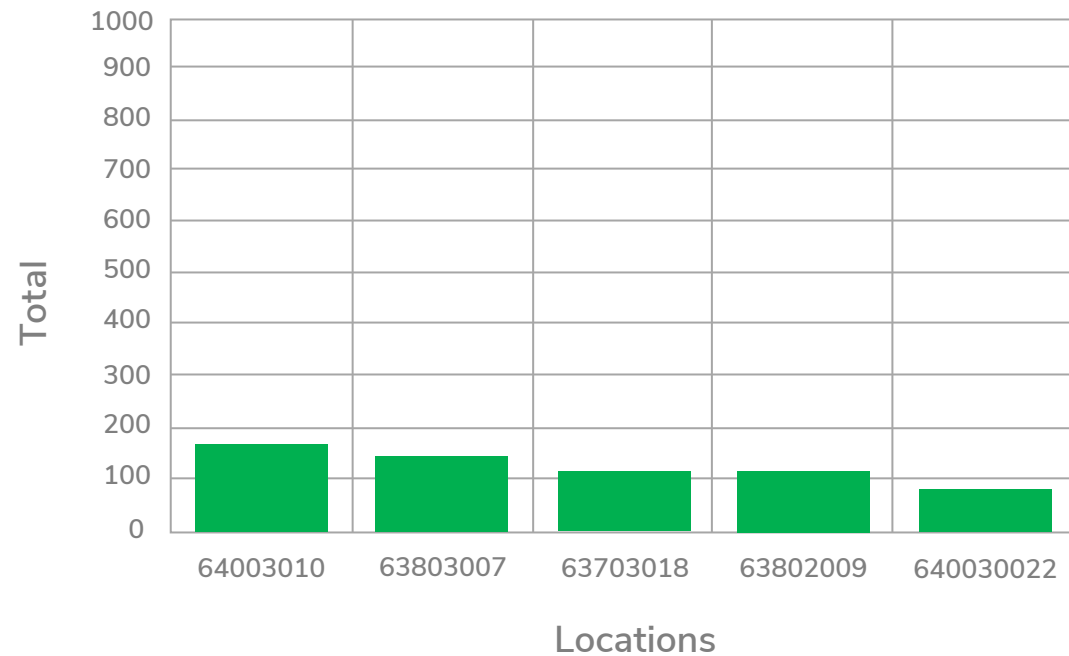
Top Issues by Municipality

Issues Logged by Hour



North West Province Ward Councillor Searches

Total: 933



Free State Province

Total Applications Received:
427,574

Mangaung: 133,874

Metsimaholo: 24,199

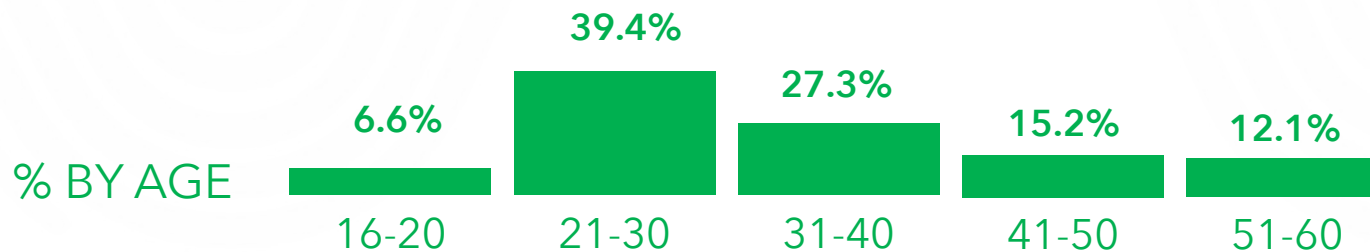
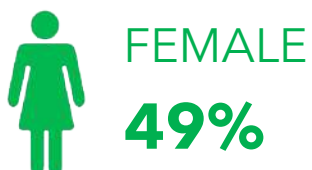
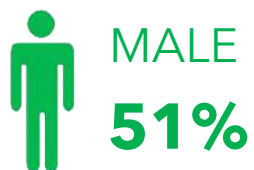
Tswelopele: 6,565

Kopanong: 7,174

Maluti a Phofung: 48,011



Users by Demographic

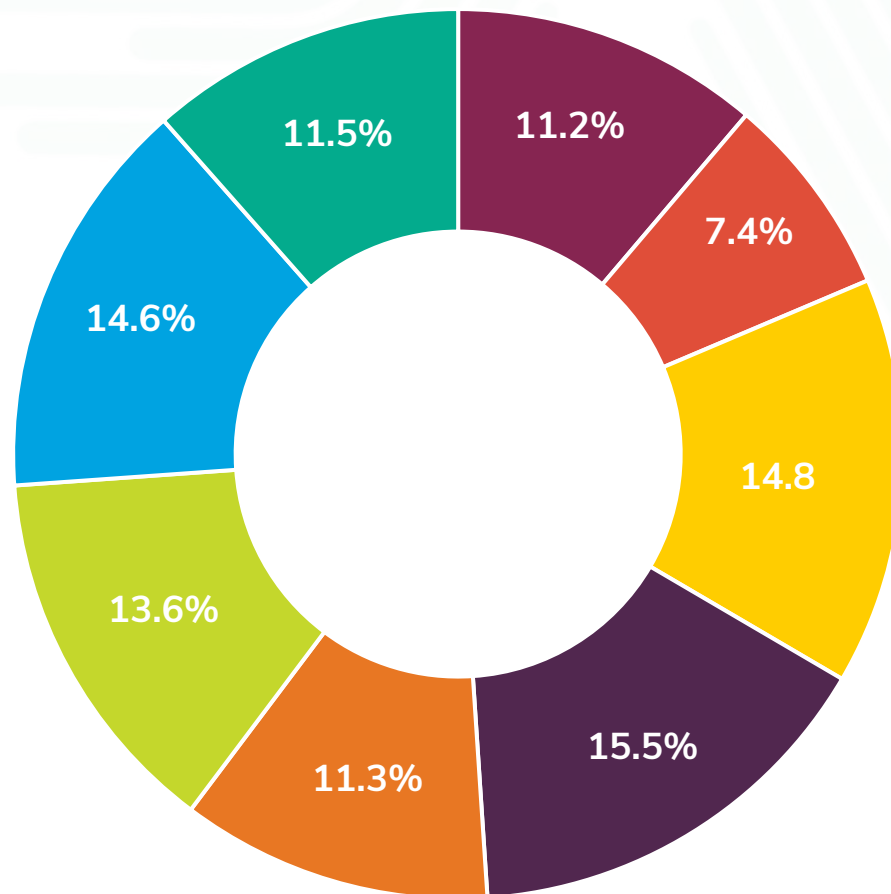
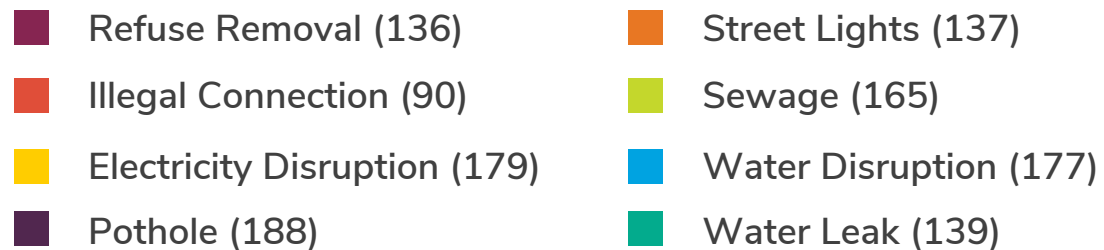


Free State Province Municipal Services Reports

Province Total Count:
1,211

TOP 5 Reported Issue Types

Pothole (188)
Electricity Disruption (179)
Water Disruption (177)
Sewage (165)
Water Leak (139)



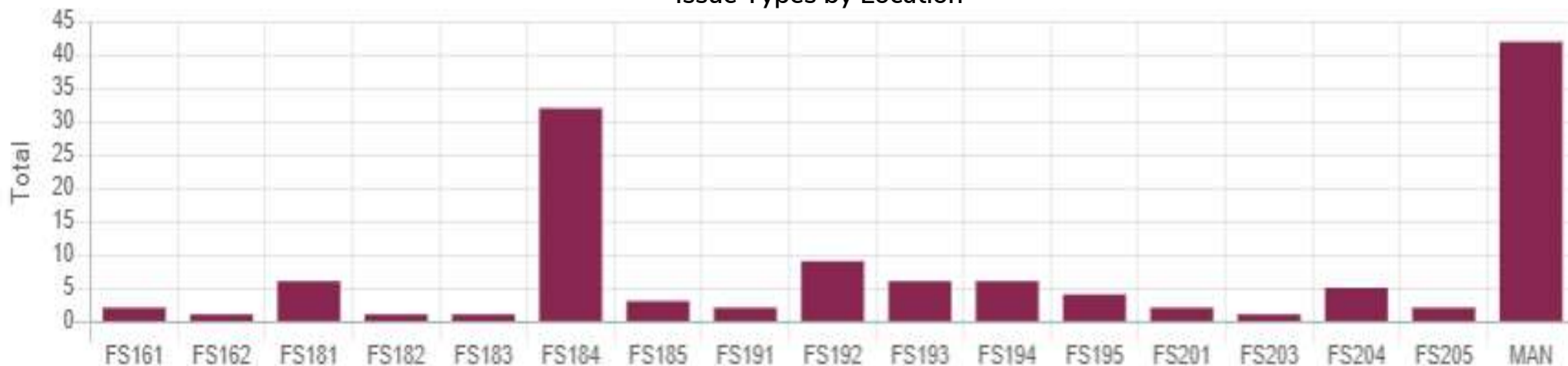
Free State Province Service Requests by Type

Total Refuse
Removal



136

Issue Types by Location



Free State Province Service Requests by Type

Total Electricity
Disruption



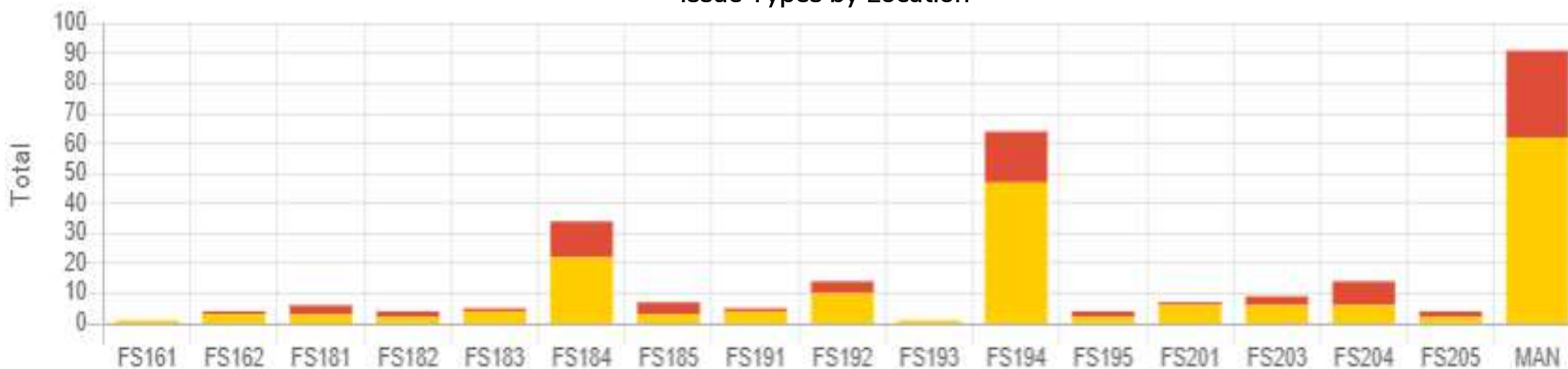
179

Total Illegal
Connection



90

Issue Types by Location



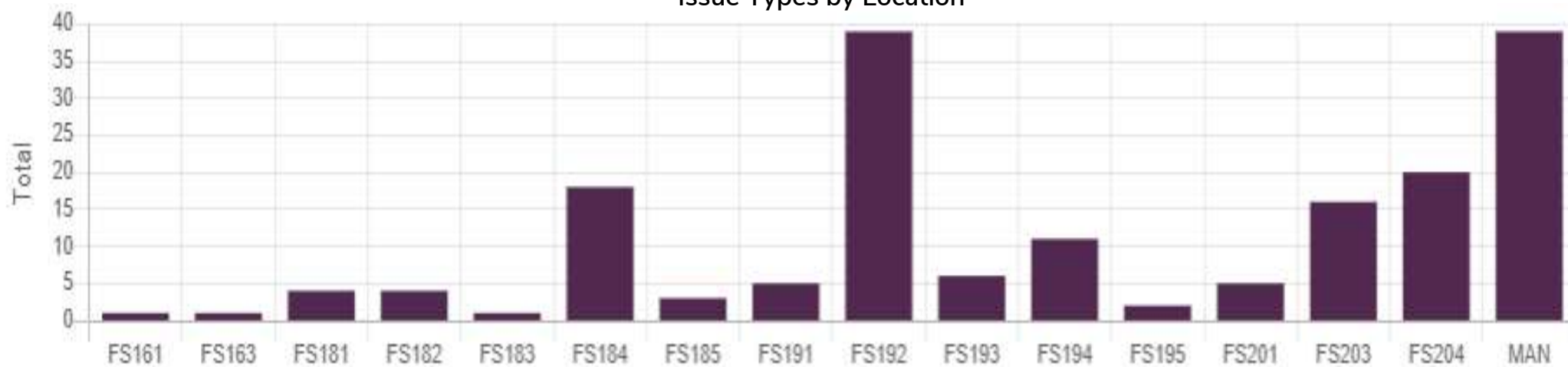
Free State Province Service Requests by Type

Total Pothole

188



Issue Types by Location

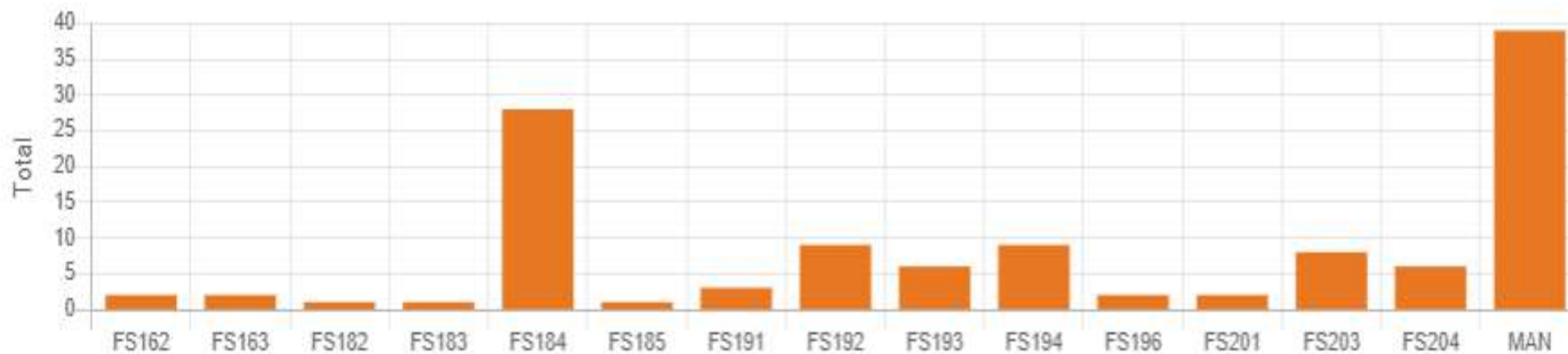


Free State Province Service Requests by Type

Total Street Lights
137



Issue Types by Location

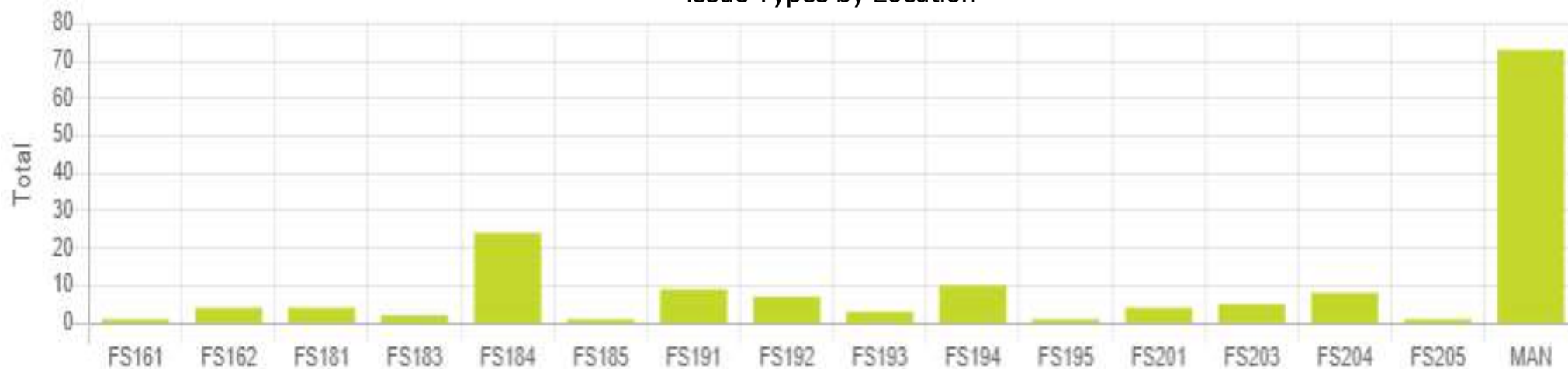


Free State Province Service Requests by Type

Total Sewage
165



Issue Types by Location



Free State Province Service Requests by Type

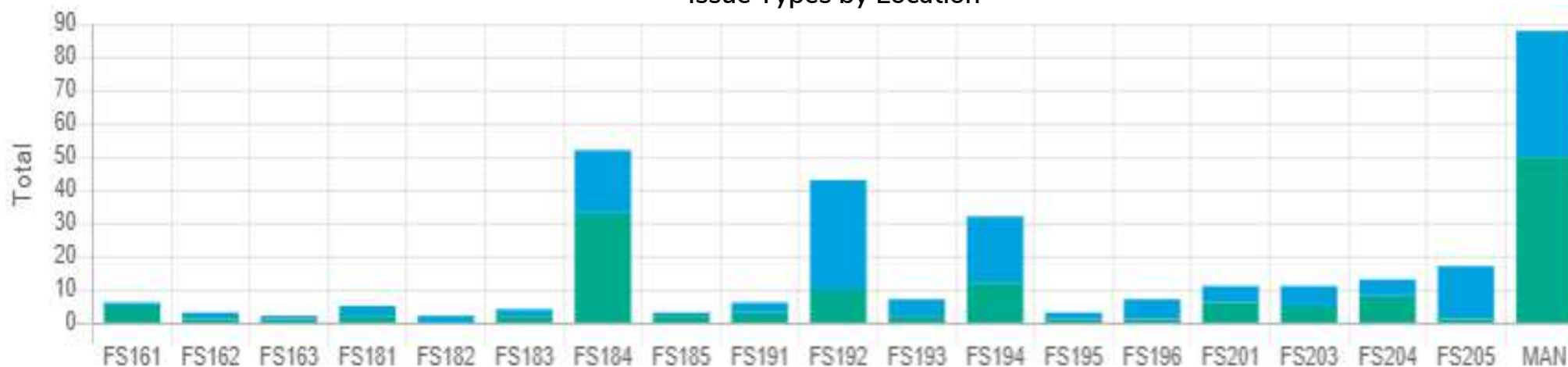
Total Water Leak
139



Total Water
Disruption
177



Issue Types by Location



Free State Province

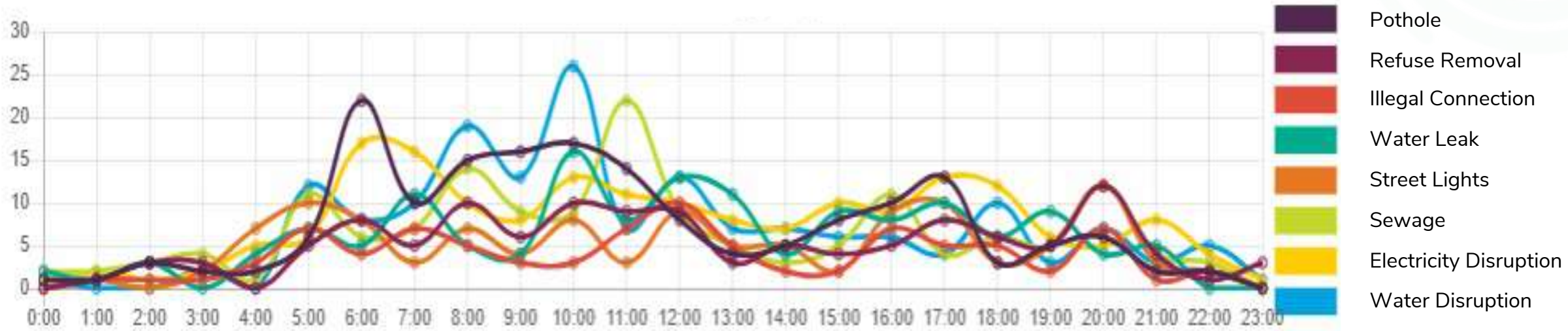
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Mangaung Metropolitan Municipality	39	39	42	39	50	38	62	29
Metsimaholo Local Municipality	20	8	5	6	8	5	6	8
Tswelopele Local Municipality	1	2	1	1	2	2	4	1
Kopanong Local Municipality	0	4	1	2	1	2	3	1
Maluti a Phofung Local Municipality	11	10	6	9	12	20	47	17

Free State Province

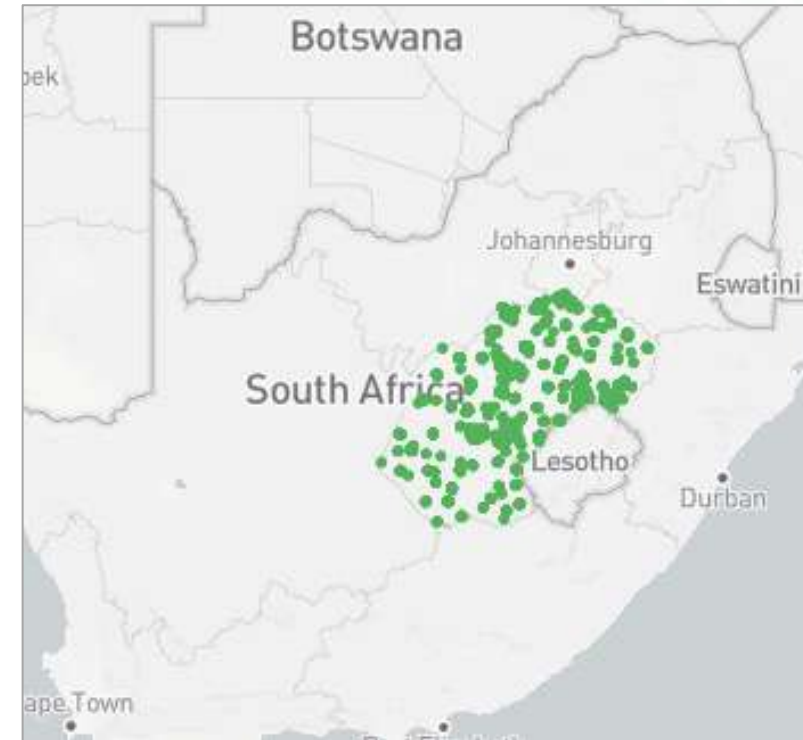
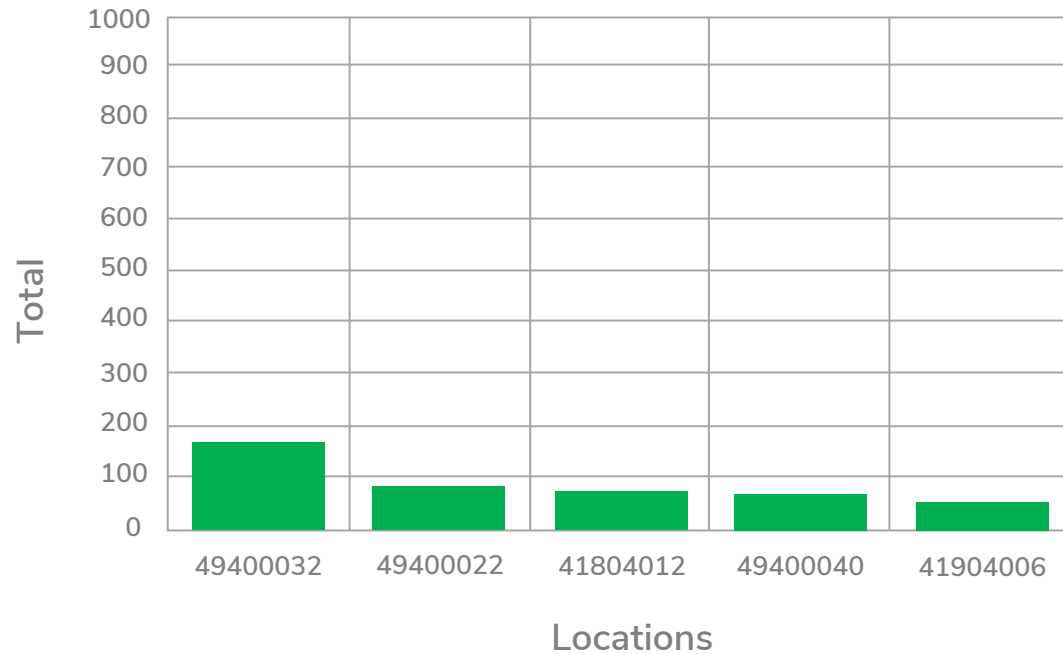
Top Issues by Municipality

Issues Logged by Hour



Free State Province Ward Councillor Searches

Total: 1,551



Eastern Cape Province

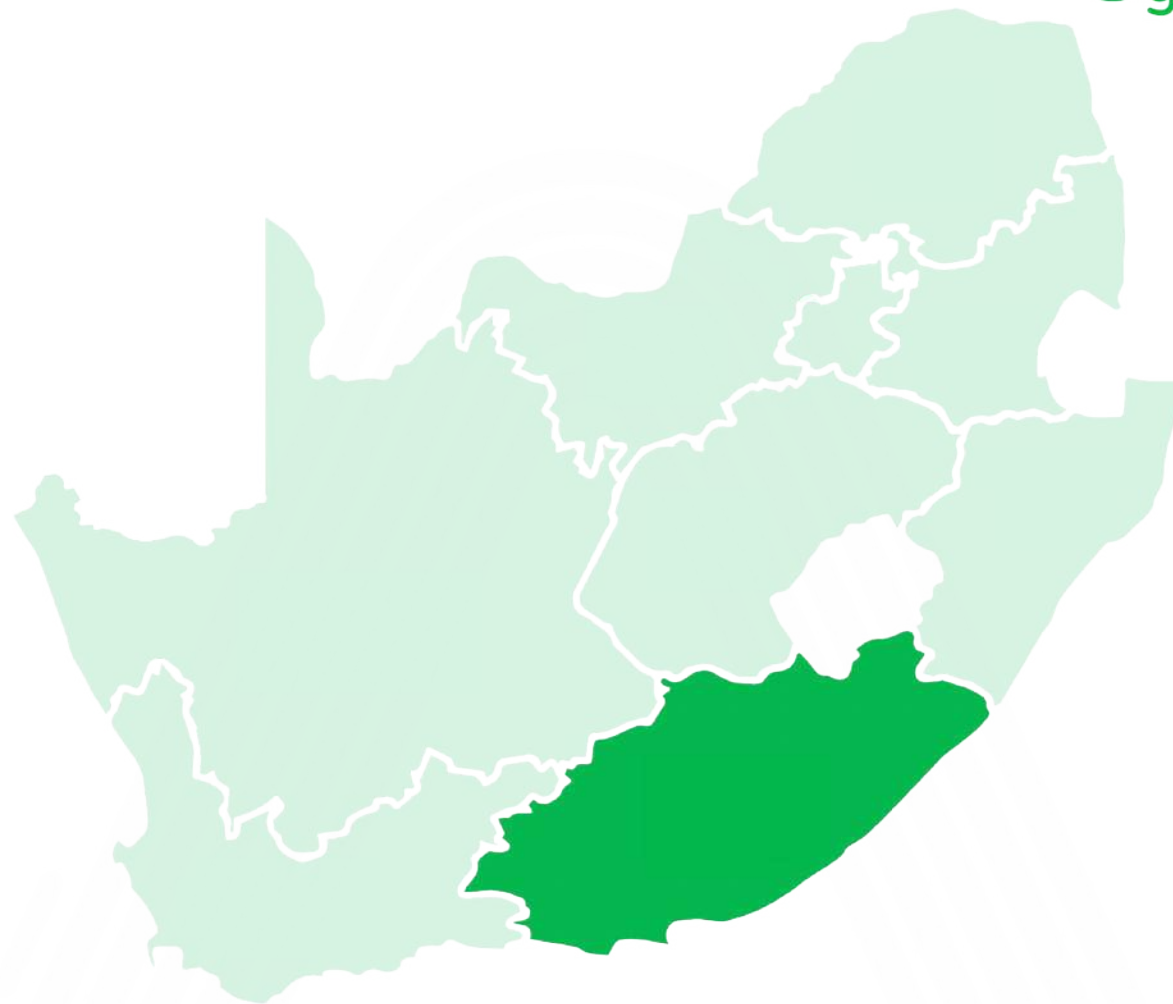
Total Applications Received:
1,085,851

Amathole: 129,929

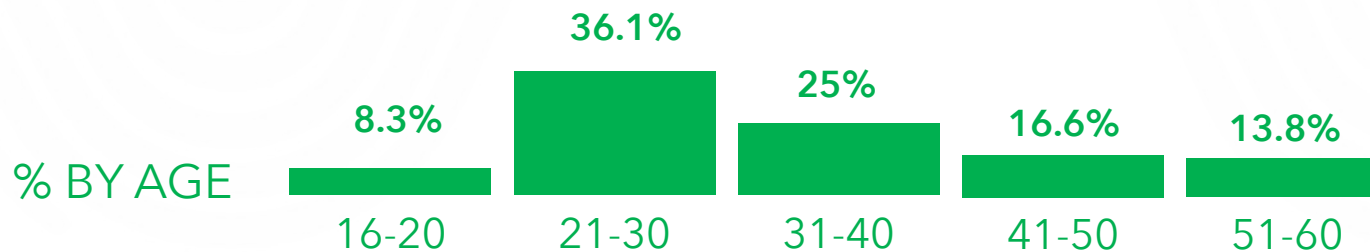
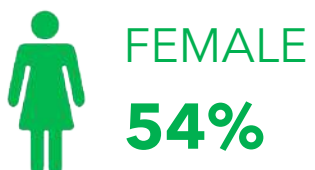
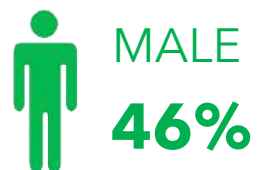
OR Tambo: 198,393

Sarah Baartman: 67,419

Joe Gqabi: 49,782



Users by Demographic

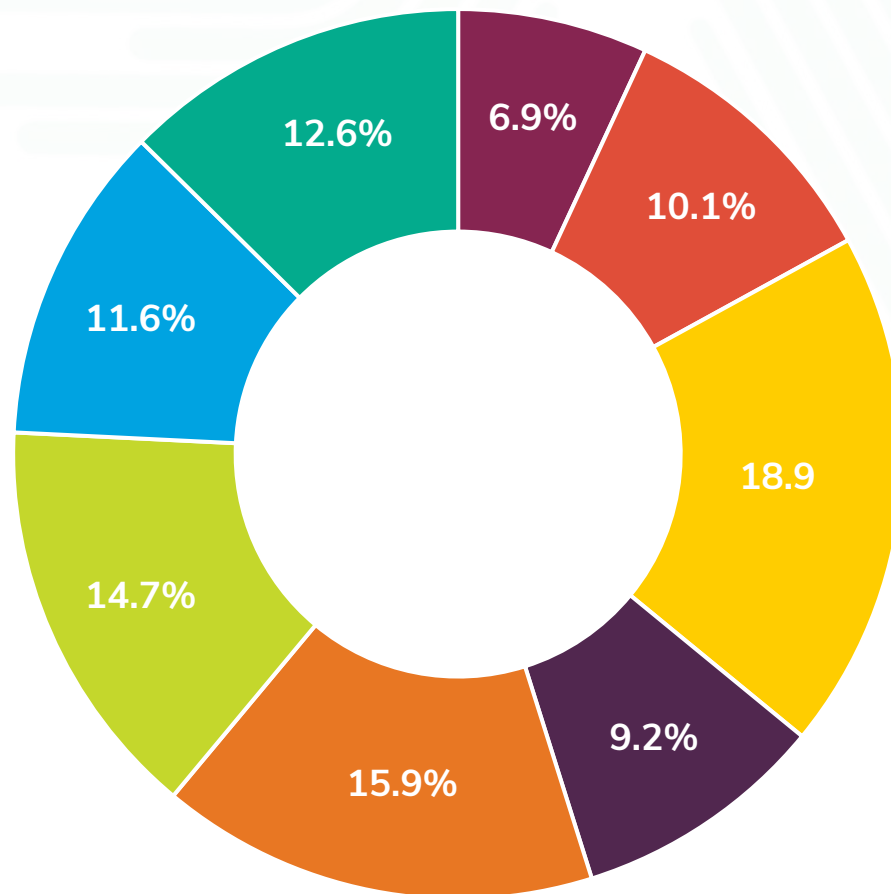
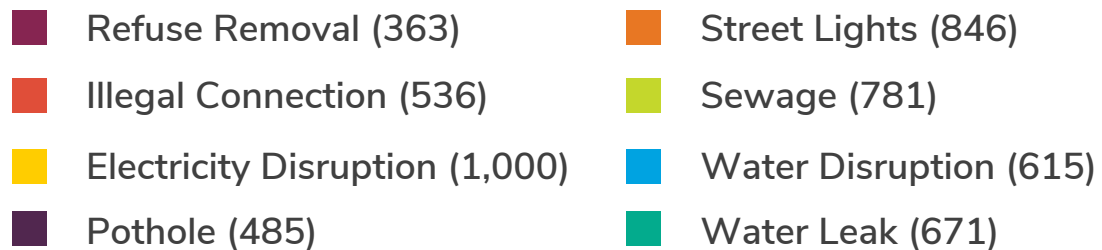


Eastern Cape Province Municipal Services Reports

Province Total Count:
5,297

TOP 5 Reported Issue Types

Electricity Disruption (1,000)
Street Lights (846)
Sewage (781)
Water Leak (671)
Water Disruption (615)



Eastern Cape Province

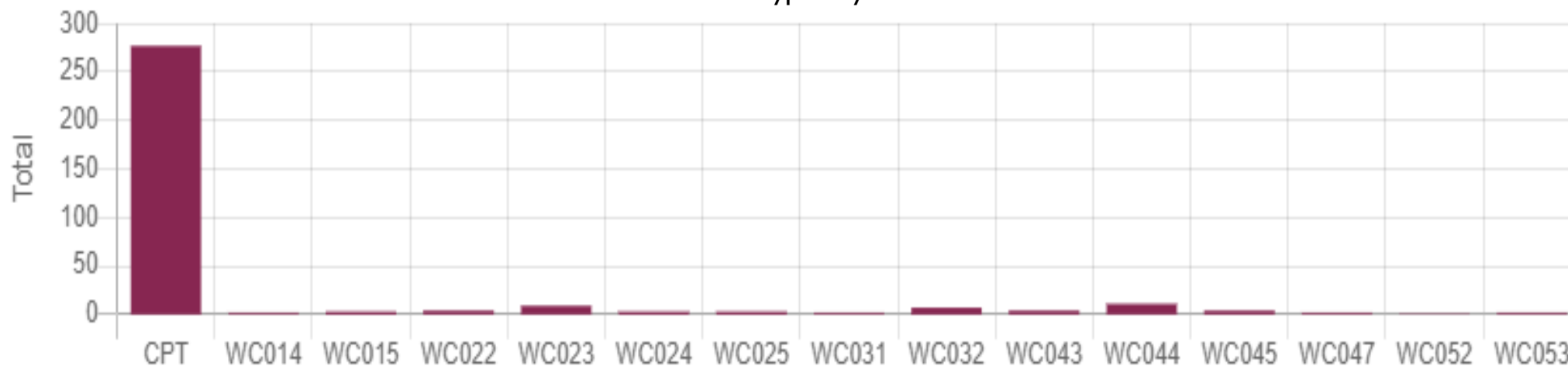
Service Requests by Type

Total Refuse
Removal



363

Issue Types by Location



Eastern Cape Province

Service Requests by Type

Total Electricity
Disruption



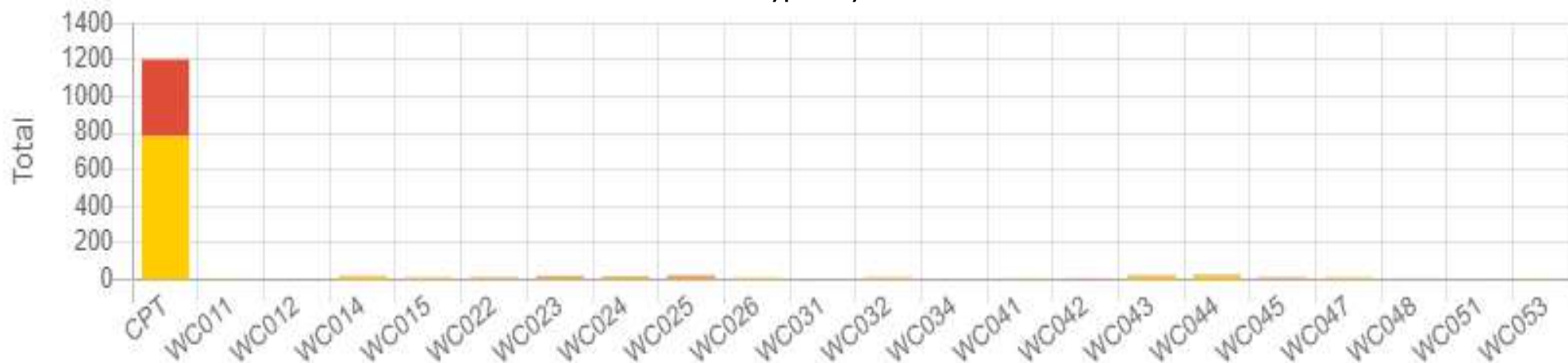
1,000

Total Illegal
Connection



536

Issue Types by Location



Eastern Cape Province

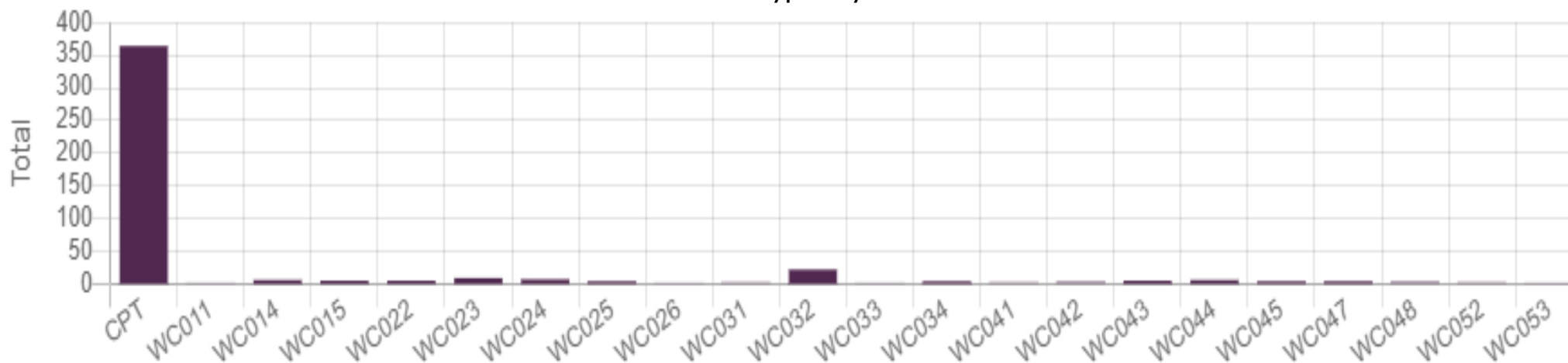
Service Requests by Type

Total Pothole

485



Issue Types by Location



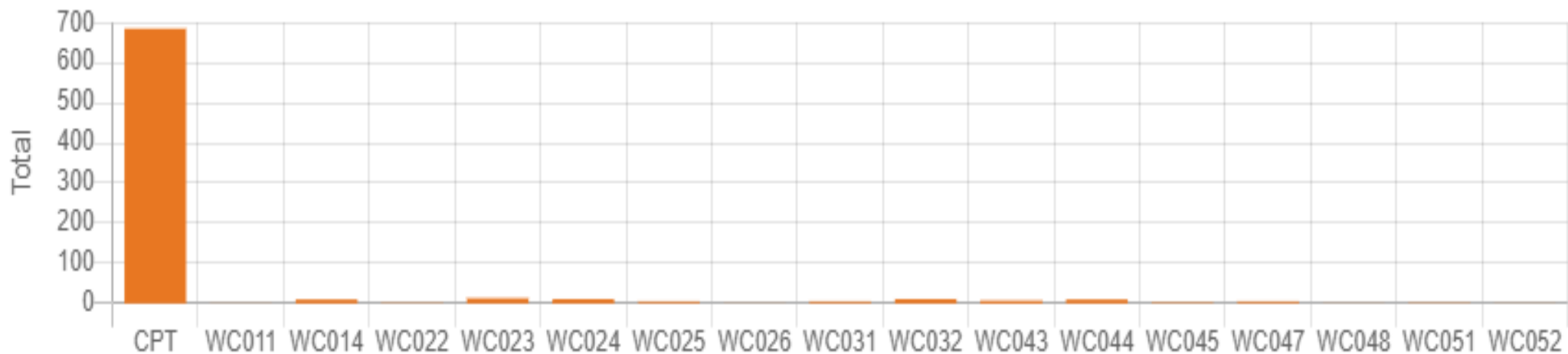
Eastern Cape Province

Service Requests by Type

Total Street Lights
846



Issue Types by Location



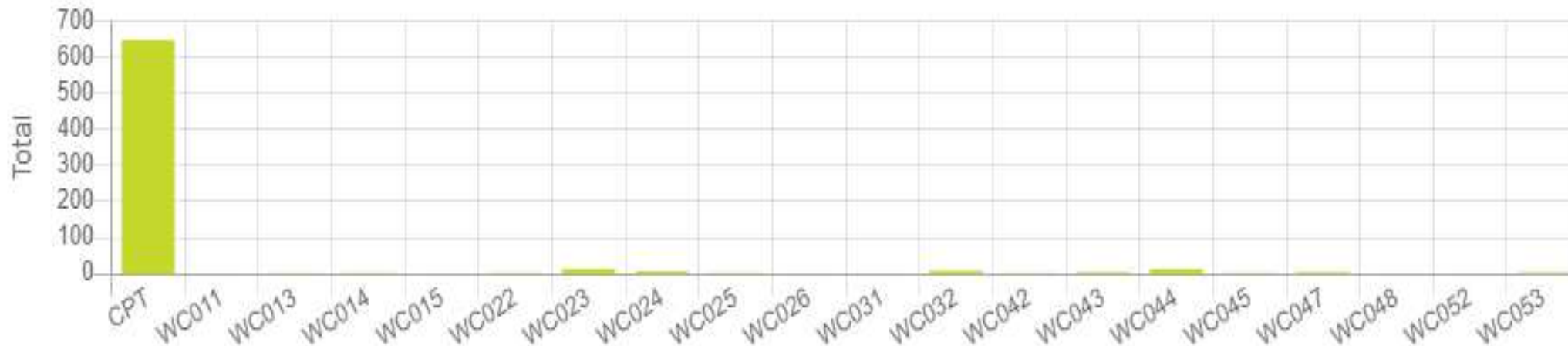
Eastern Cape Province

Service Requests by Type

Total Sewage
781



Issue Types by Location



Eastern Cape Province

Service Requests by Type

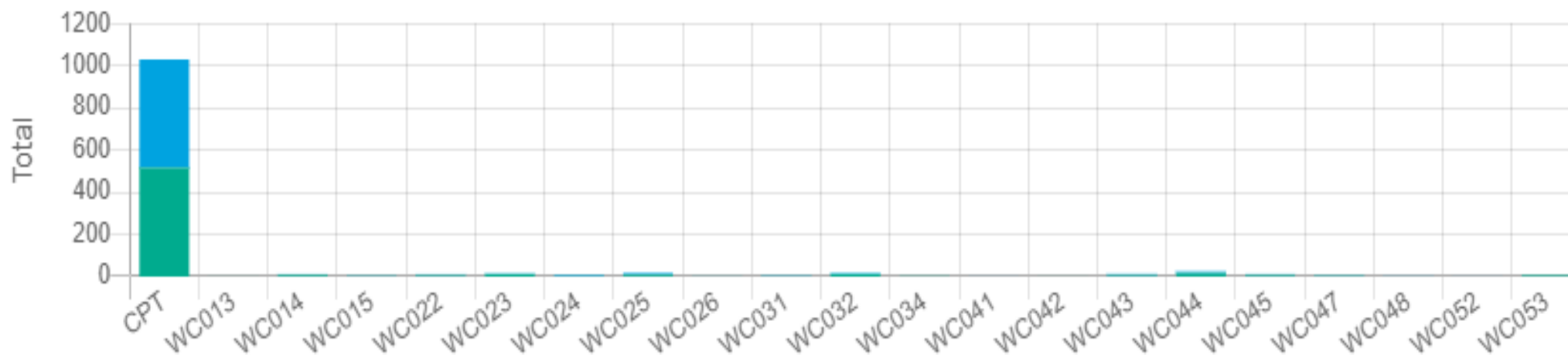
Total Water Leak
671



Total Water
Disruption
615



Issue Types by Location



Eastern Cape Province

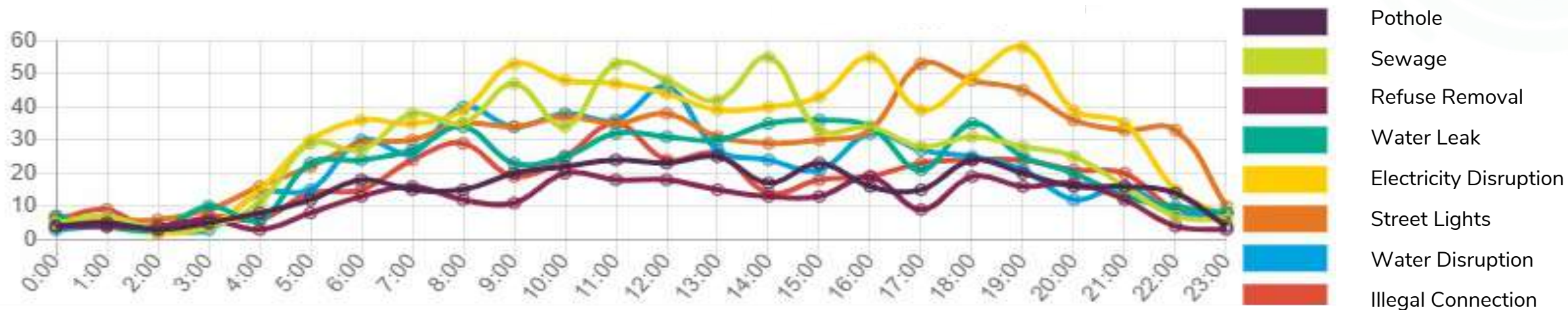
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Amatole Local Municipality	35	11	11	14	18	56	43	25
OR Tambo Local Municipality	57	7	12	35	25	50	47	41
Sarah Baartman Local Municipality	30	14	13	28	11	21	11	17
Joe Gqabi Local Municipality	9	4	2	8	6	20	12	5

Eastern Cape Province

Top Issues by Municipality

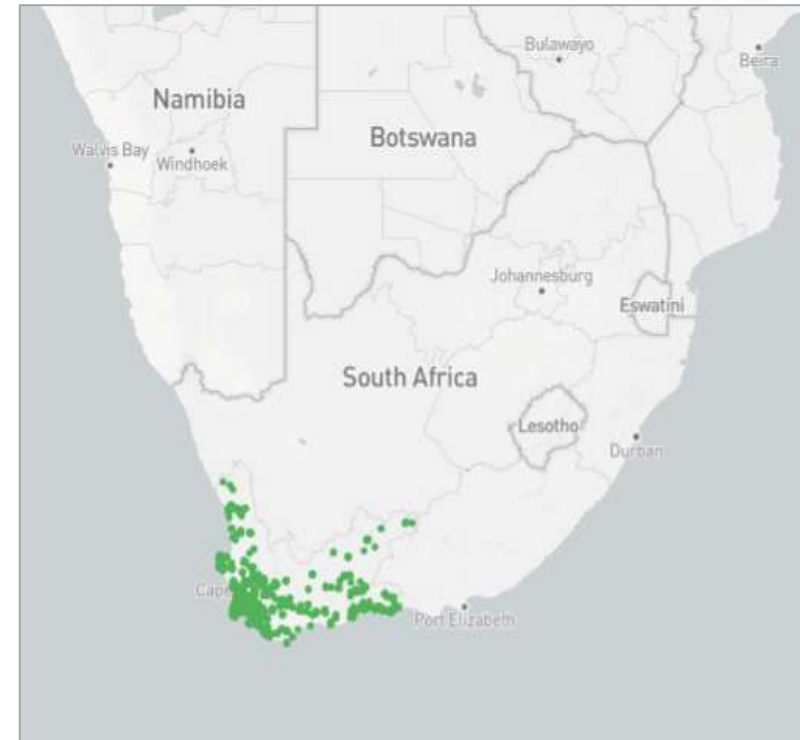
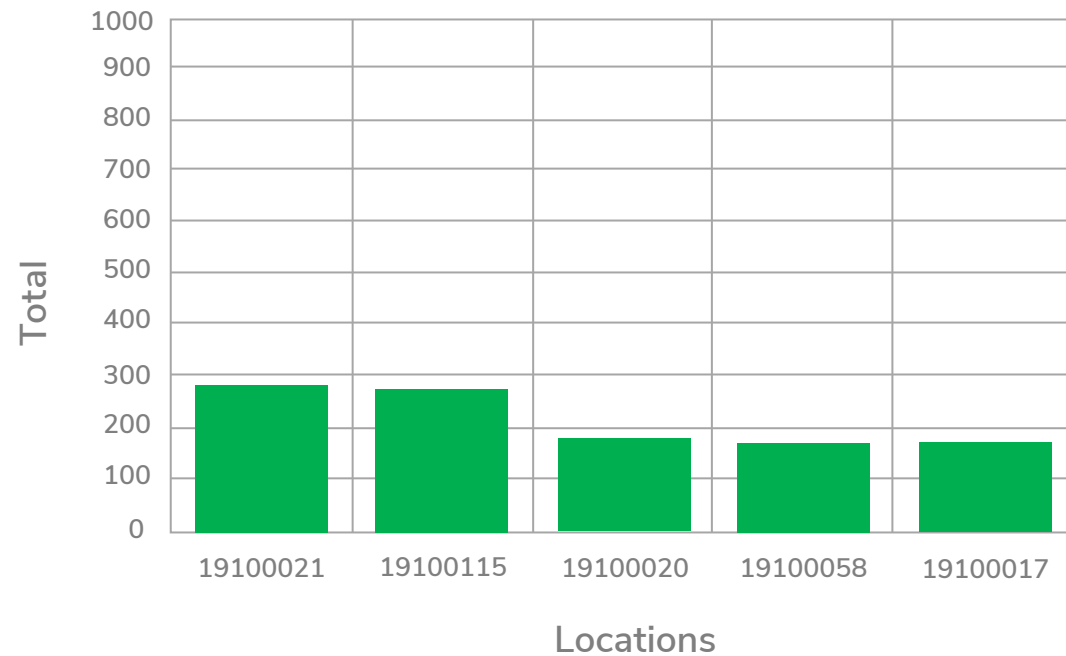
Issues Logged by Hour



Eastern Cape Province

Ward Councillor Searches

Total: 1,124



Northern Cape Province

Total Applications Received:
228,922

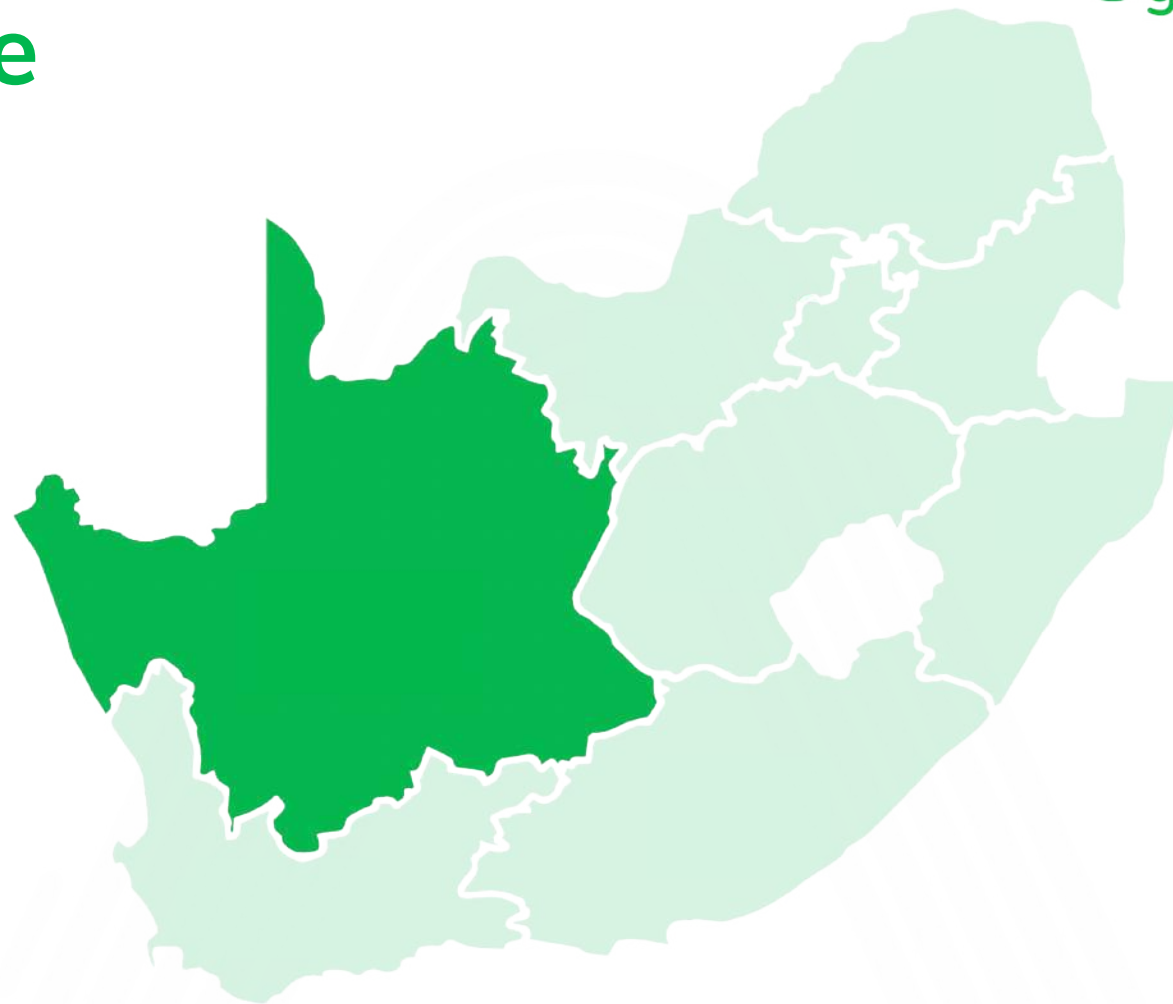
Sol Plaatje: 41,976

Phokwane: 9,362

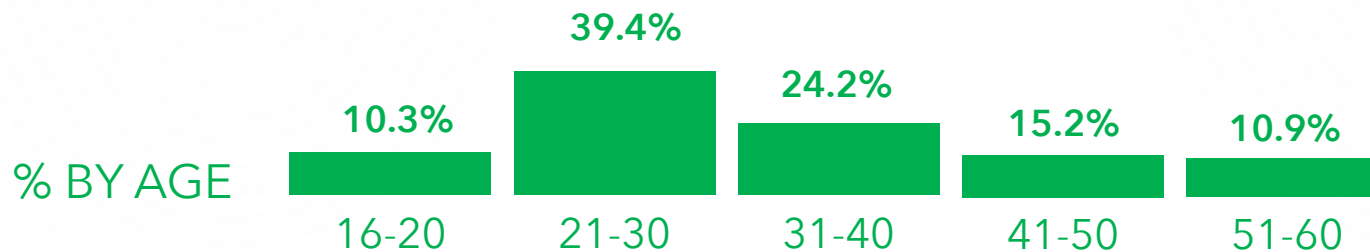
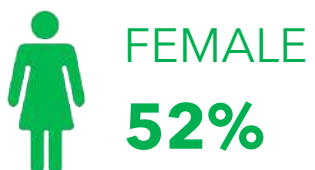
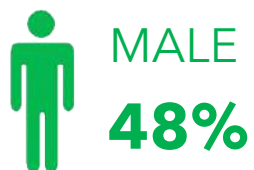
Thembelihle: 2,521

Khai-Ma: 1,786

Kgatelopele: 2,338



Users by Demographic



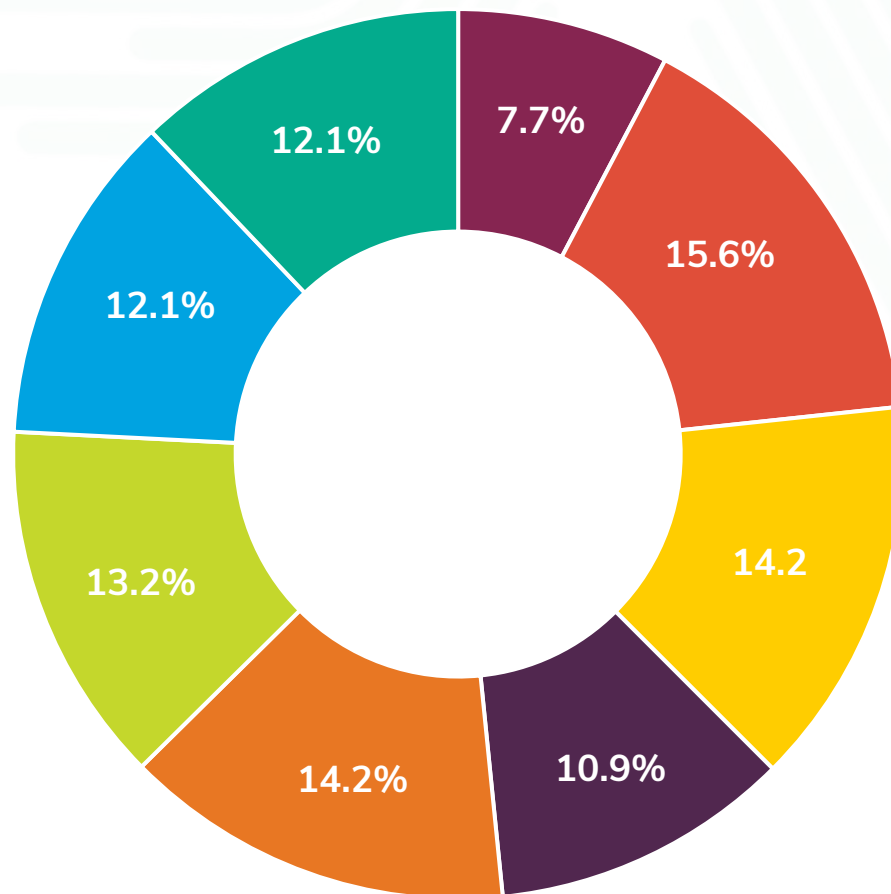
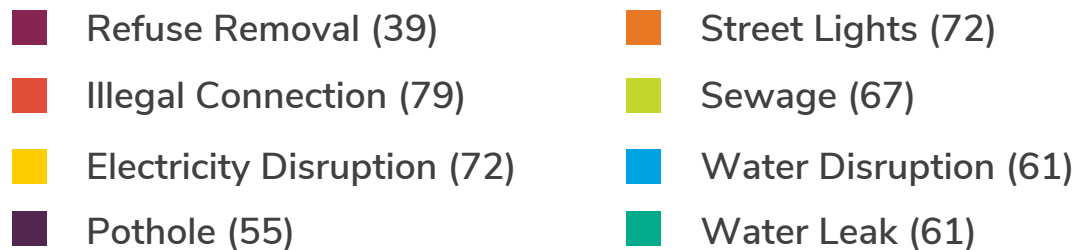
Northern Cape Province

Municipal Services Reports

Province Total Count:
506

TOP 5 Reported Issue Types

Electricity Disruption (1,000)
Street Lights (846)
Sewage (781)
Water Leak (671)
Water Disruption (615)



Northern Cape Province

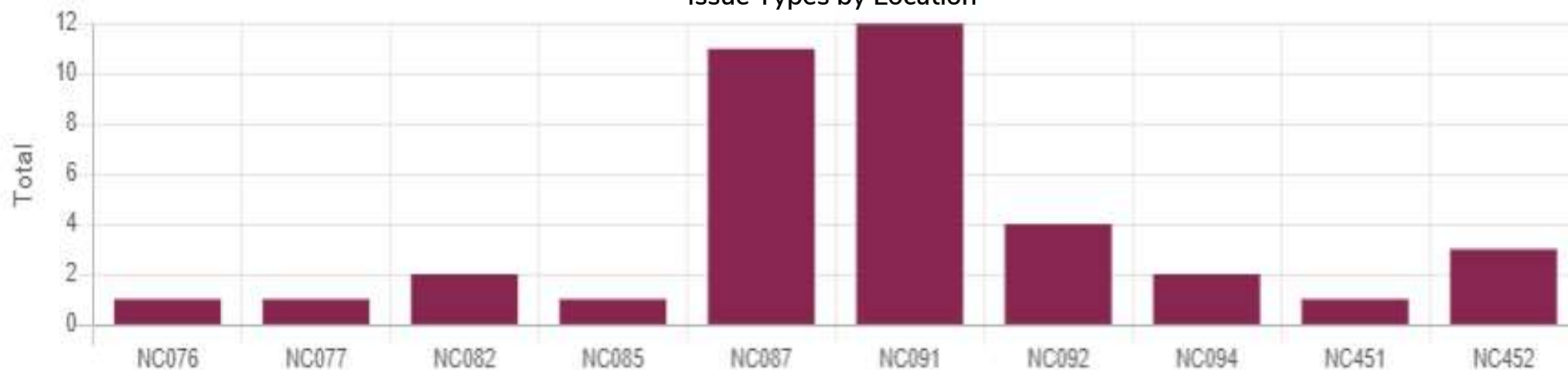
Service Requests by Type

Total Refuse
Removal



39

Issue Types by Location



Northern Cape Province

Service Requests by Type

Total Electricity
Disruption



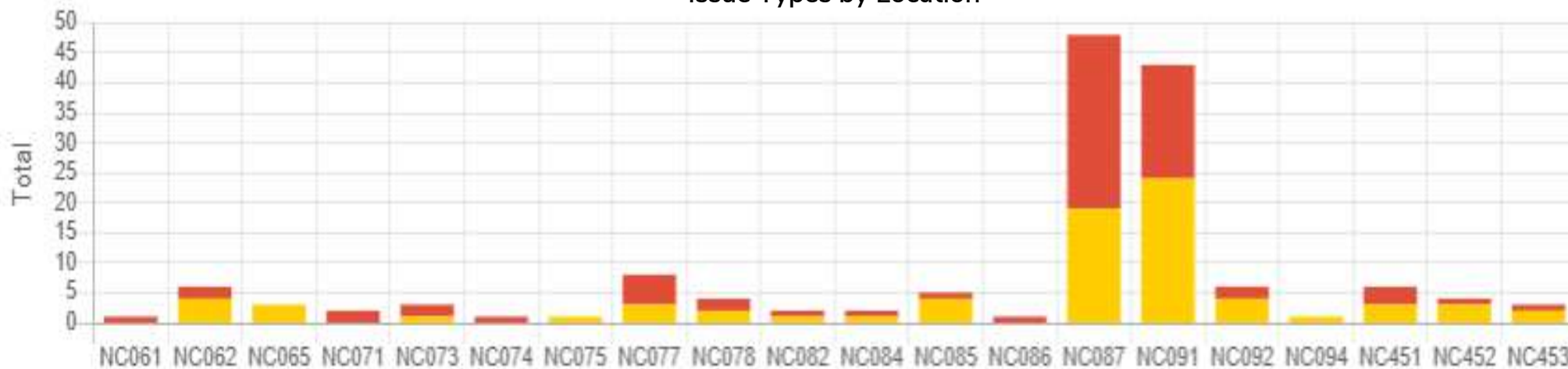
72

Total Illegal
Connection



79

Issue Types by Location



Northern Cape Province

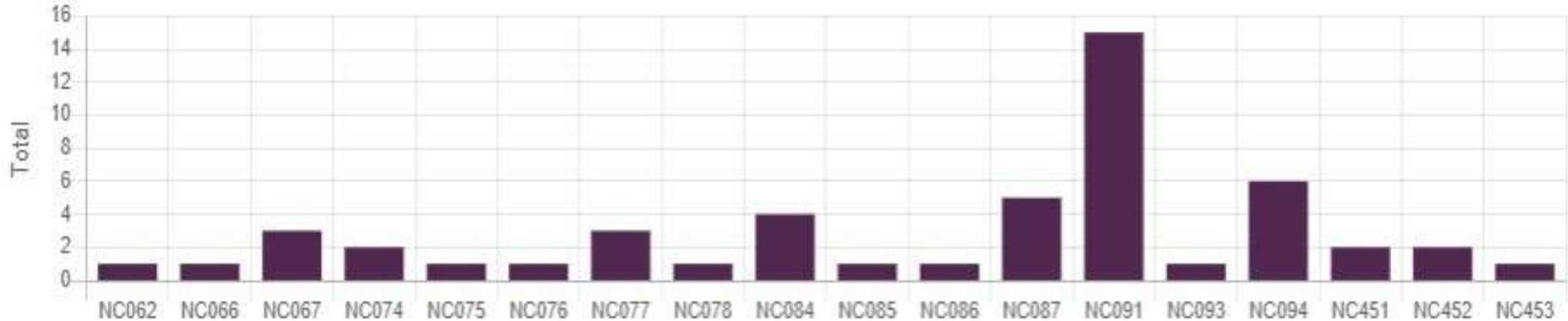
Service Requests by Type

Total Pothole

55



Issue Types by Location



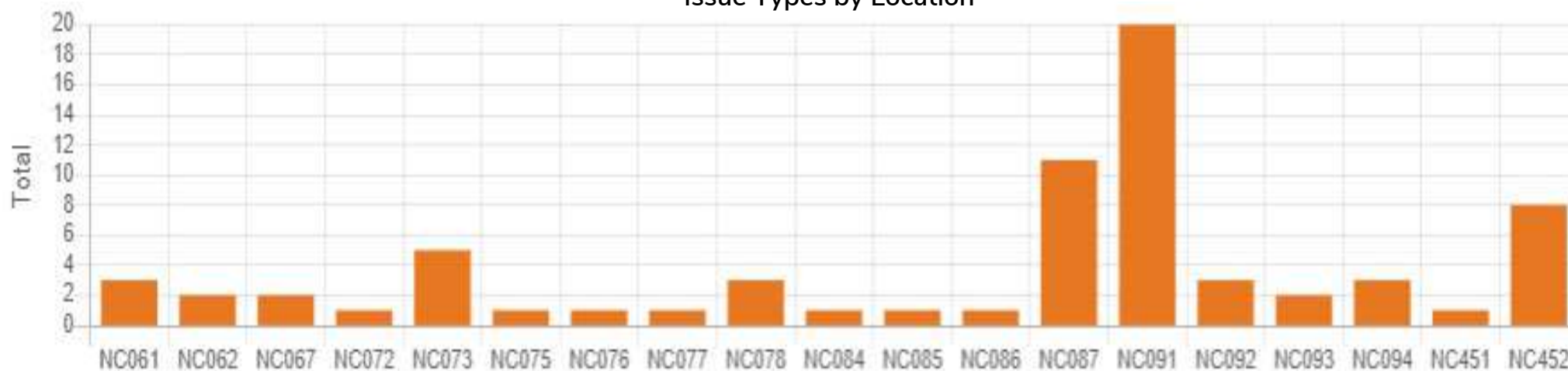
Northern Cape Province

Service Requests by Type

Total Street Lights
72



Issue Types by Location



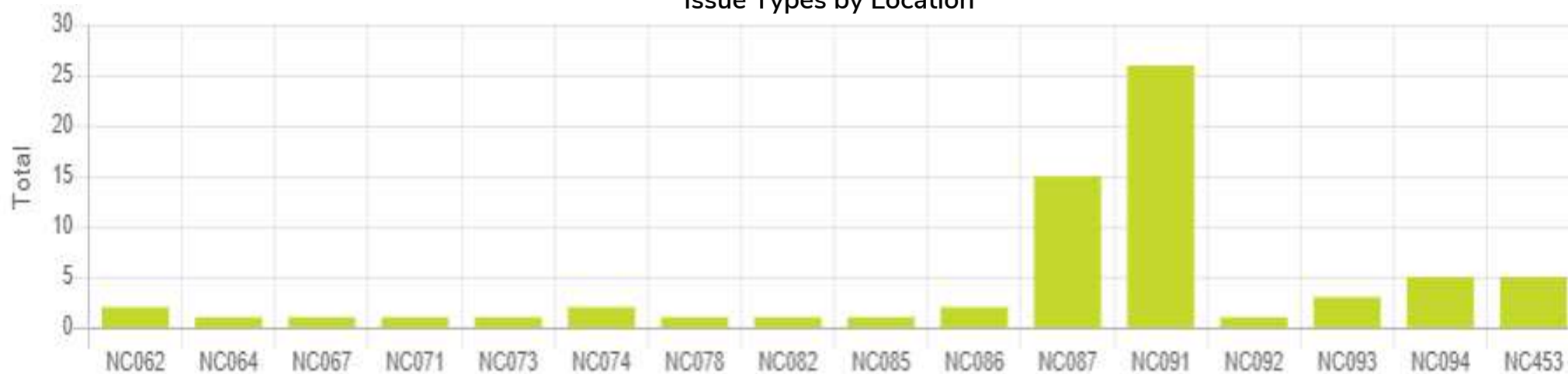
Northern Cape Province

Service Requests by Type

Total Sewage
67



Issue Types by Location



Northern Cape Province

Service Requests by Type

Total Water Leak

61

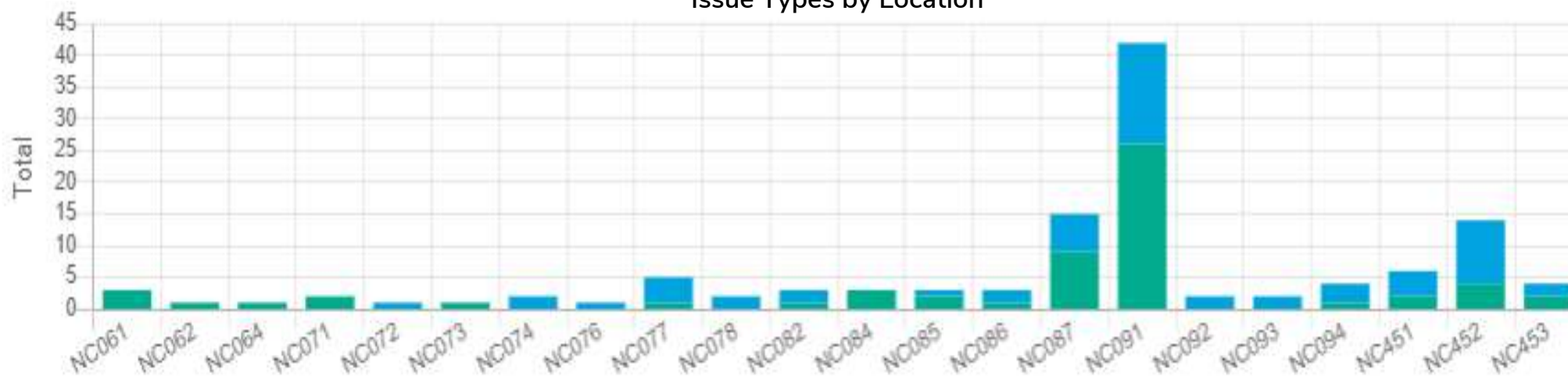


Total Water Disruption

61



Issue Types by Location



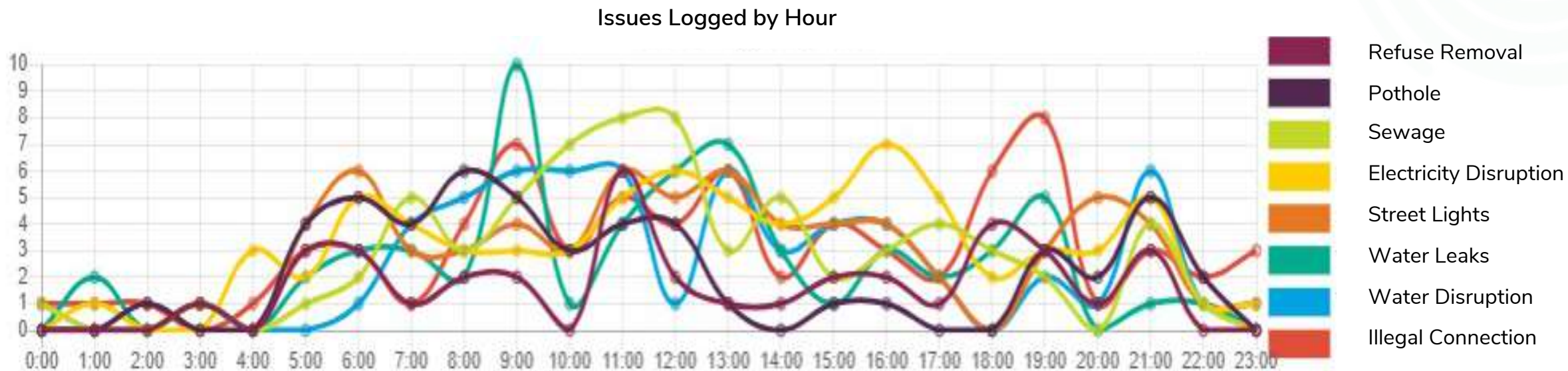
Northern Cape Province

Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
Sol Plaatje Local Municipality	15	26	12	20	16	16	24	19
Phokwane Local Municipality	6	5	2	3	3	3	1	0
Thembelhle Local Municipality	1	0	1	1	1	1	0	0
Kha-Ma Local Municipality	3	1	0	2	0	0	0	0
Kgatelopele Local Municipality	1	2	0	1	2	2	0	1

Northern Cape Province

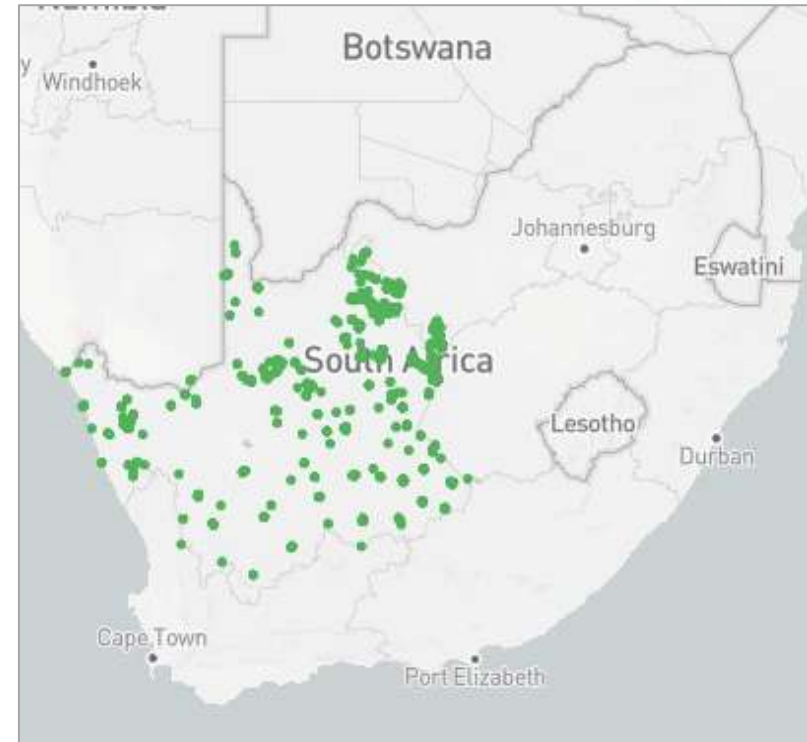
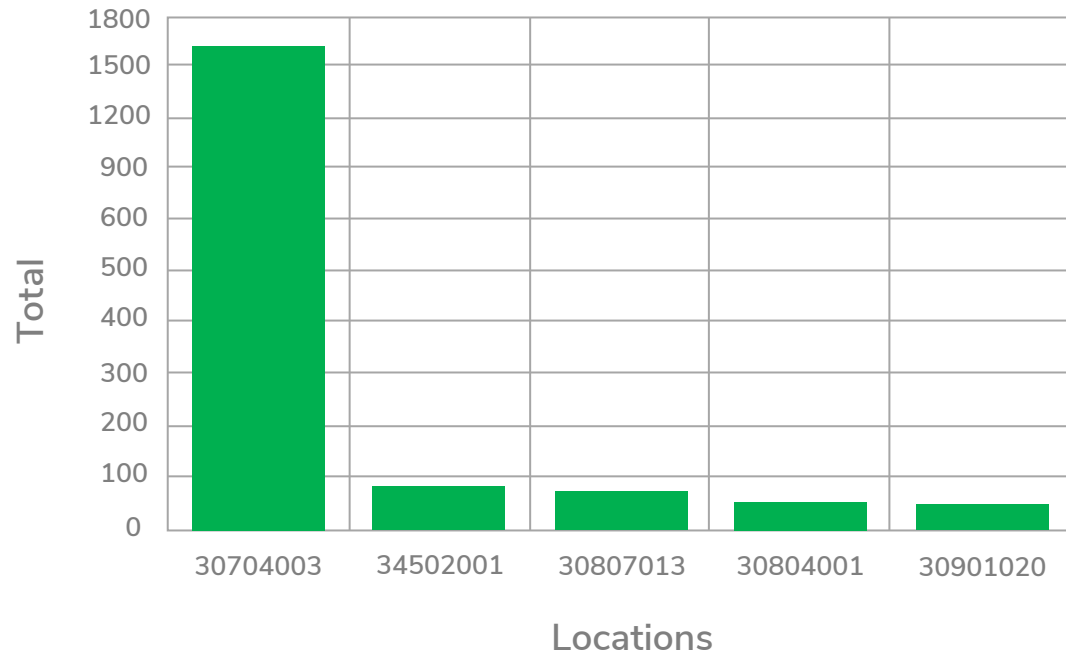
Top Issues by Municipality



Northern Cape Province

Ward Councillor Searches

Total: 1,124



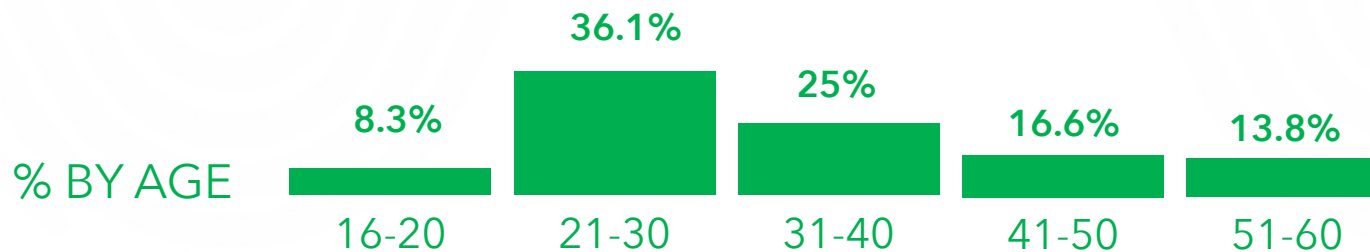
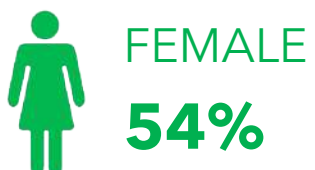
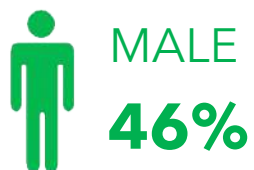
Western Cape Province

Total Applications Received:
1,139,795

City of Cape Town: 843,735



Users by Demographic

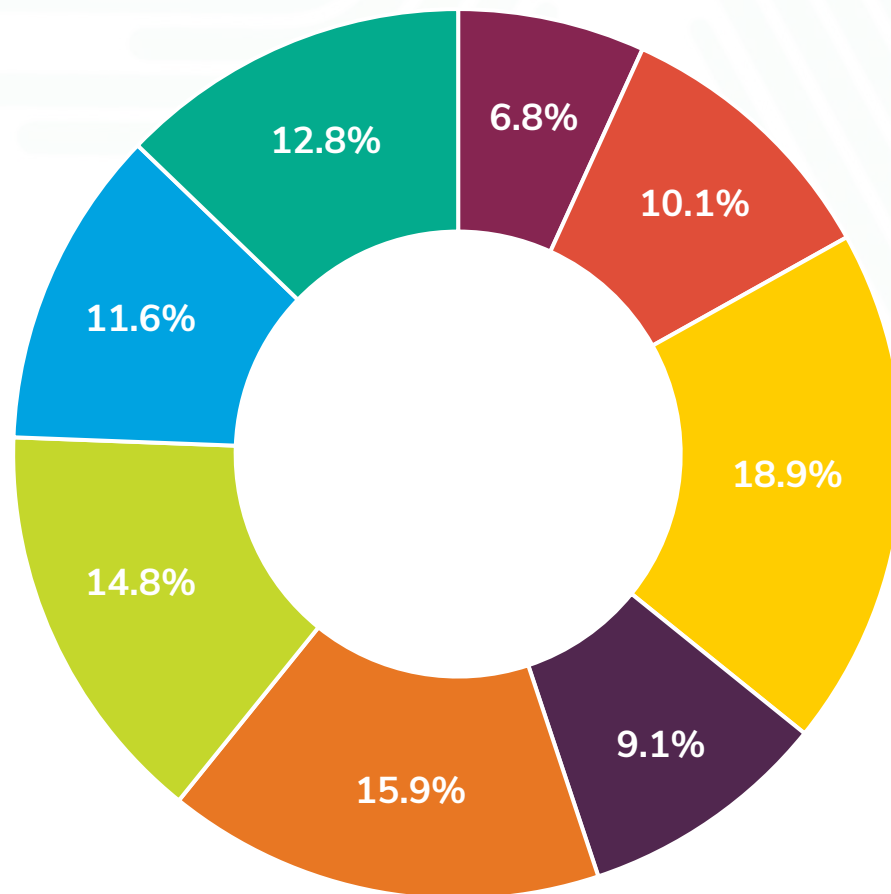
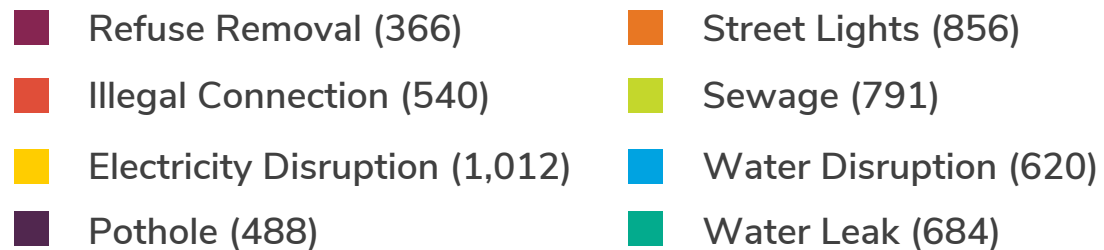


Western Cape Province Municipal Services Reports

Province Total Count:
5,357

TOP 5 Reported Issue Types

Electricity Disruption (1,012)
Street Lights (856)
Sewage (791)
Water Leak (684)
Water Disruption (620)



Western Cape Province

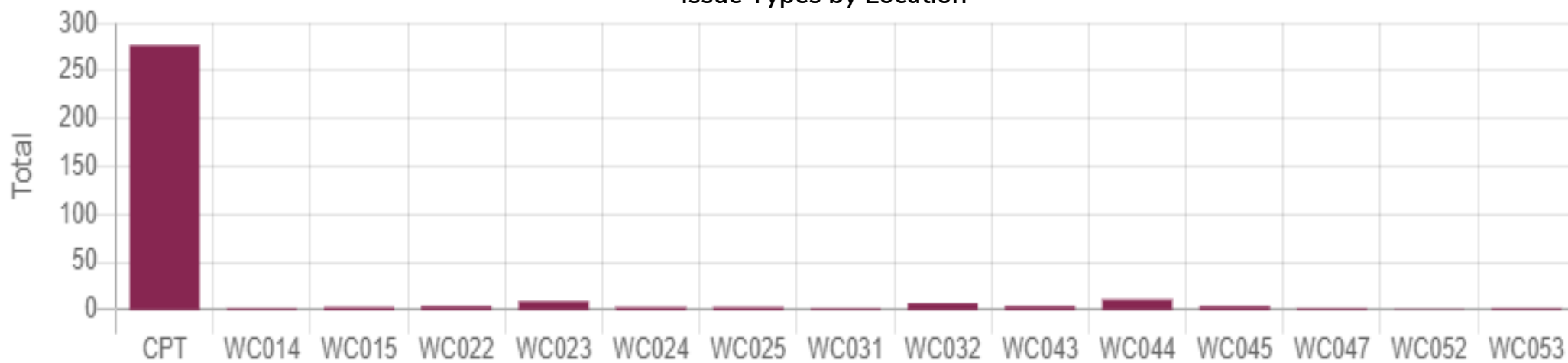
Service Requests by Type

Total Refuse
Removal



366

Issue Types by Location



Western Cape Province

Service Requests by Type

Total Electricity
Disruption



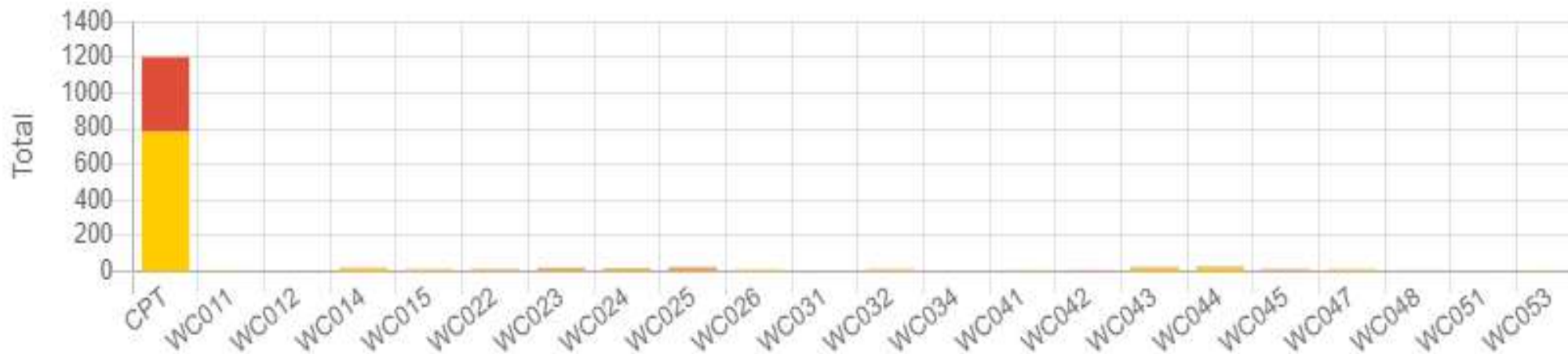
1,102

Total Illegal
Connection



540

Issue Types by Location



Western Cape Province

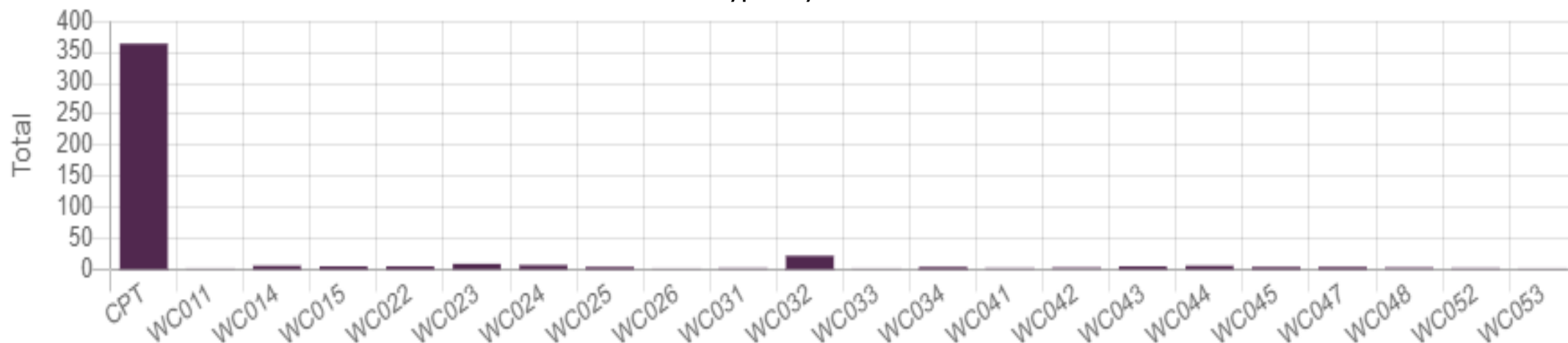
Service Requests by Type

Total Pothole

488



Issue Types by Location



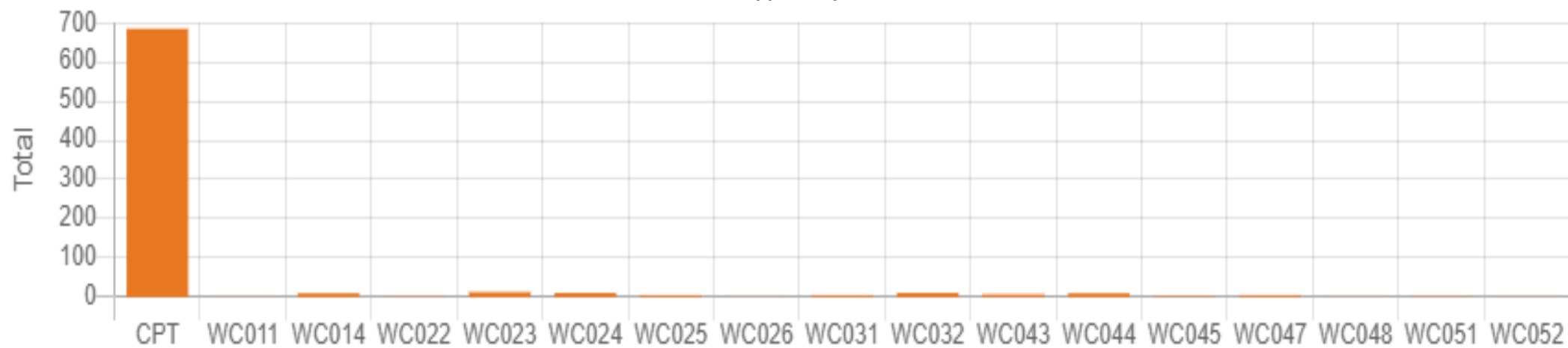
Western Cape Province

Service Requests by Type

Total Street Lights
856



Issue Types by Location



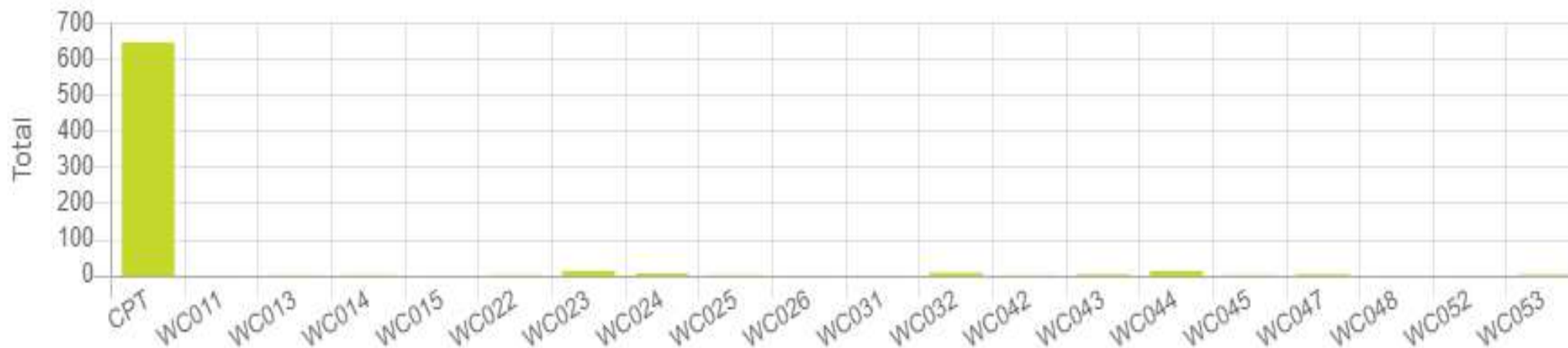
Western Cape Province

Service Requests by Type

Total Sewage
791



Issue Types by Location



Western Cape Province

Service Requests by Type

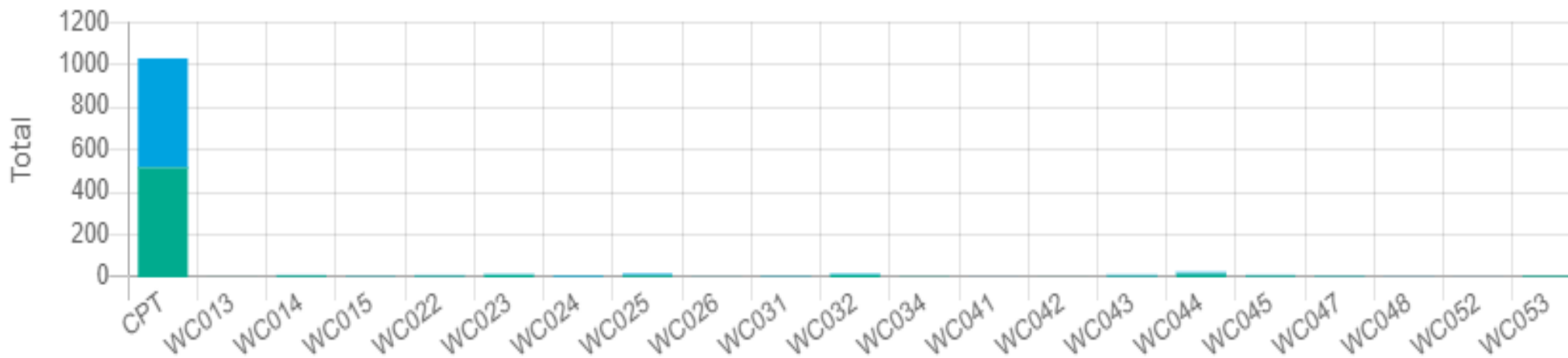
Total Water Leak
682



Total Water
Disruption
620



Issue Types by Location



Western Cape Province

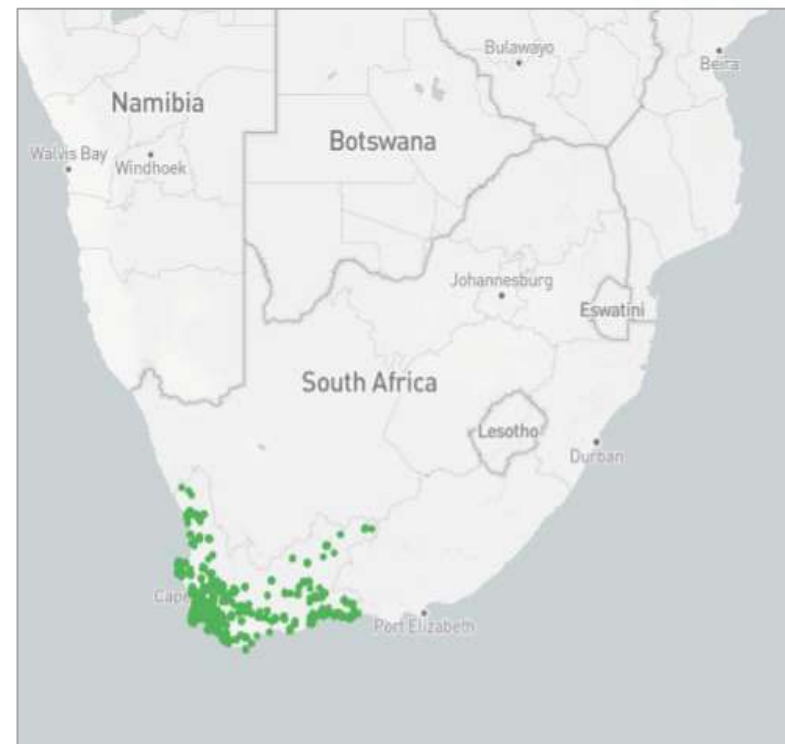
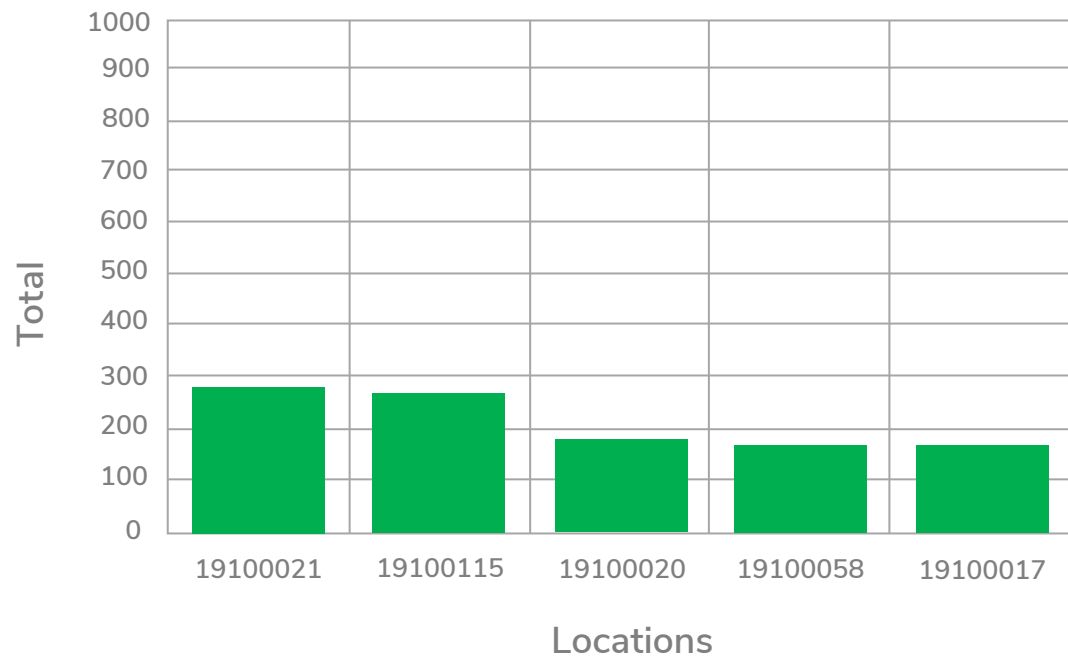
Comparative Analysis Of Metropolitan Municipalities

Municipality	Pothole	Sewage	Refuse Removal	Street Lights	Water Leaks	Water disruption	Electricity Disruption	Illegal Connection
City of Cape Town Metropolitan Municipality	364	646	277	685	516	513	781	421

Western Cape Province

Ward Councillor Searches

Total: 1,124



ECD PRESIDENTIAL STIMULUS



ECD PRESIDENTIAL STIMULUS Relief Fund



44,135
App Registered Users



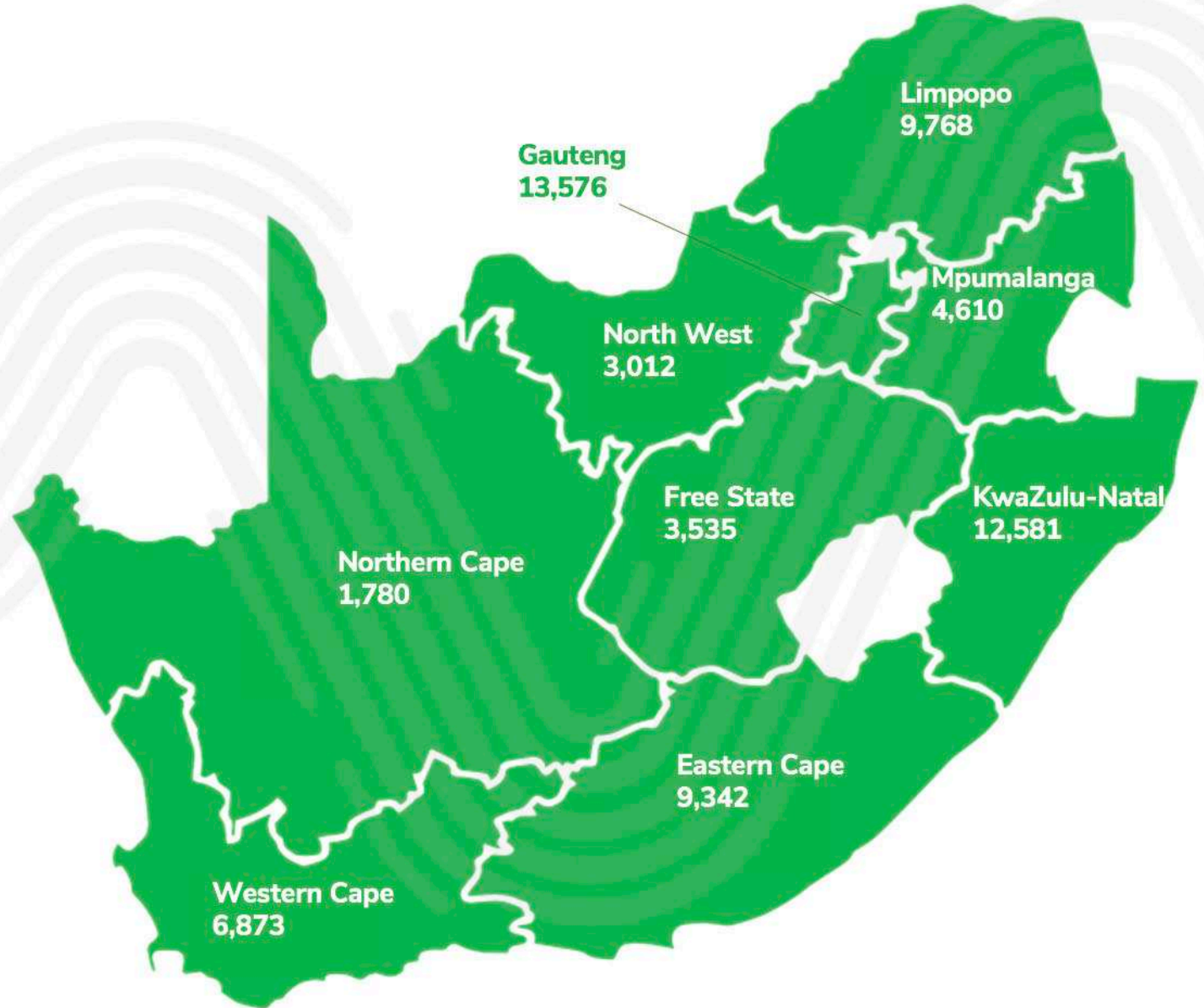
25,886
ECD Applications Completed



743,627
Page Views



24,337
Total FAQs

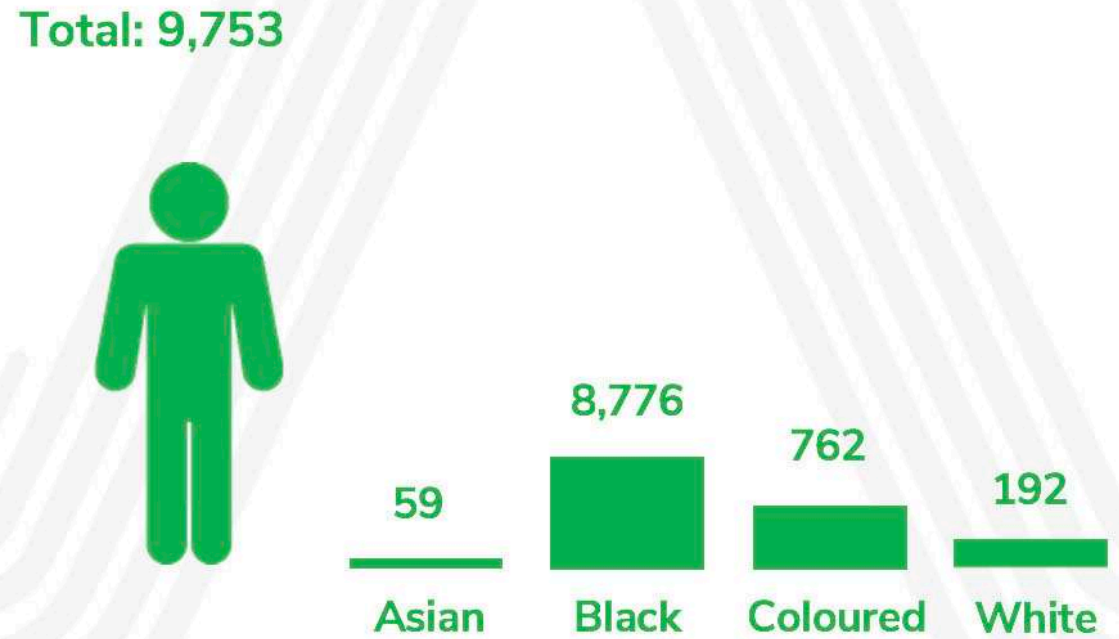
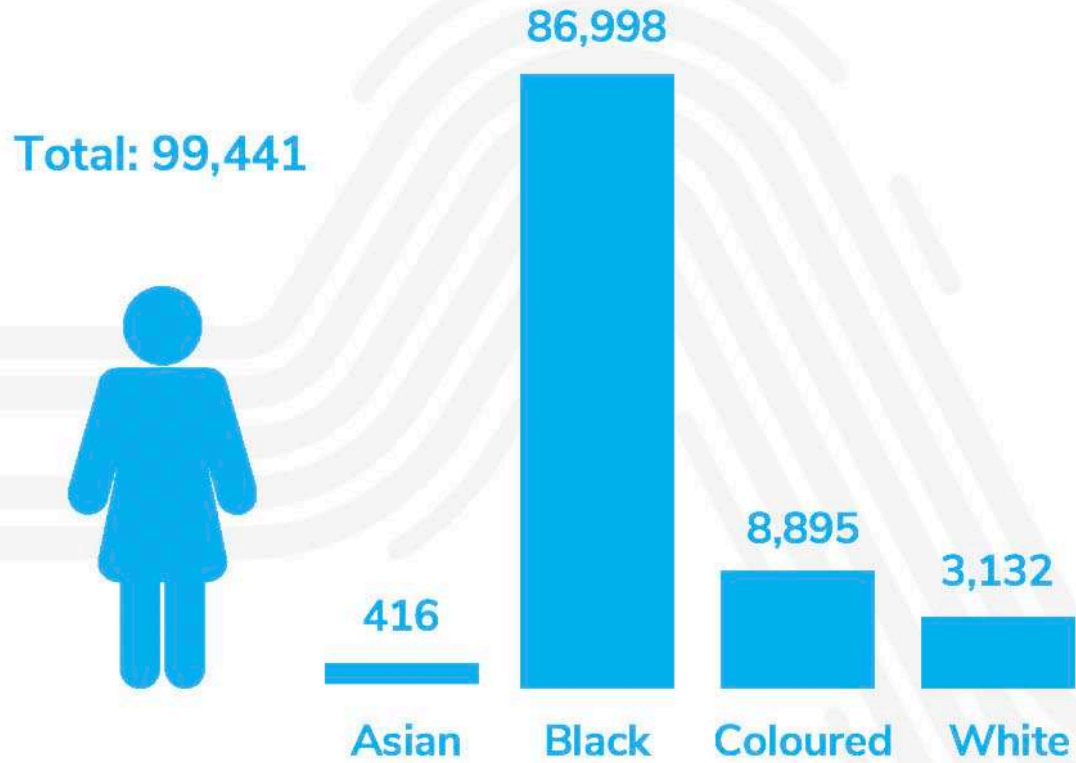


ECD practitioners

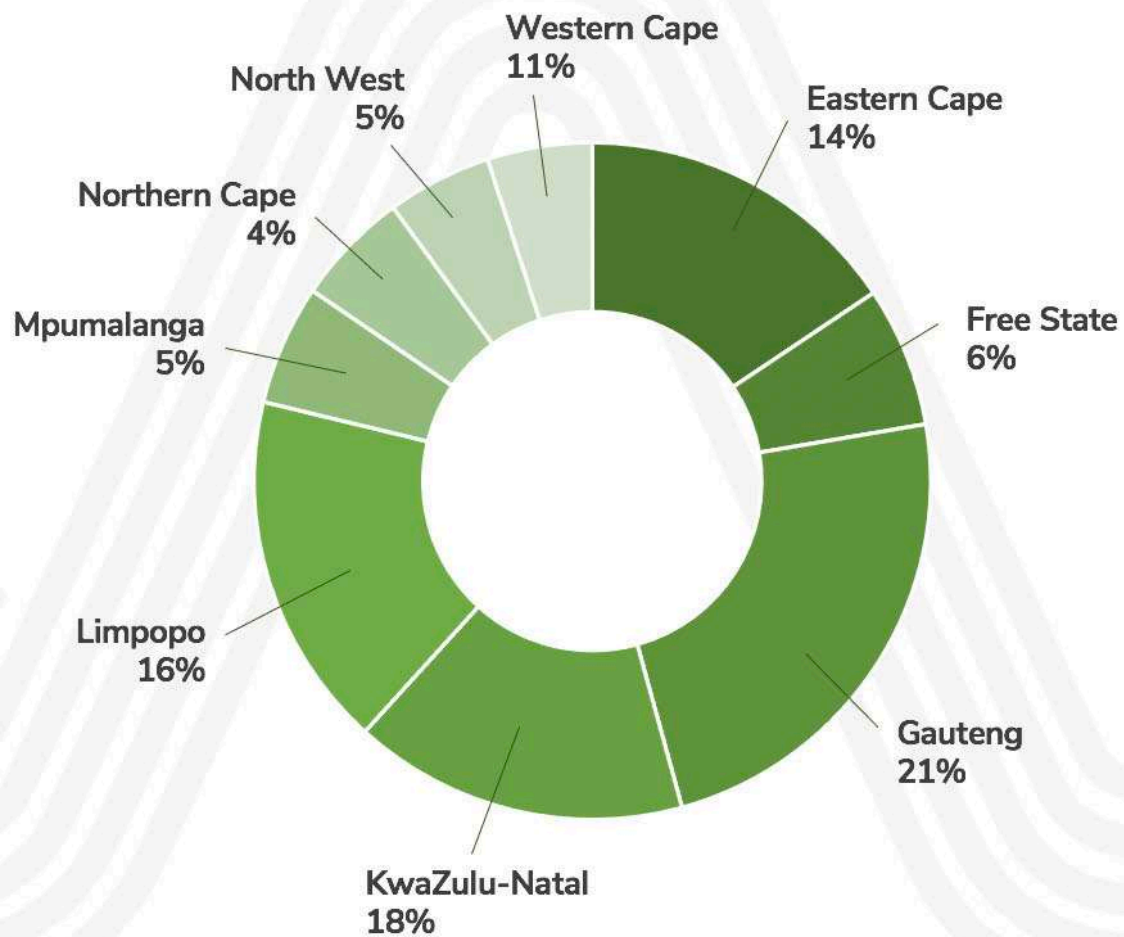
124,516+

registered

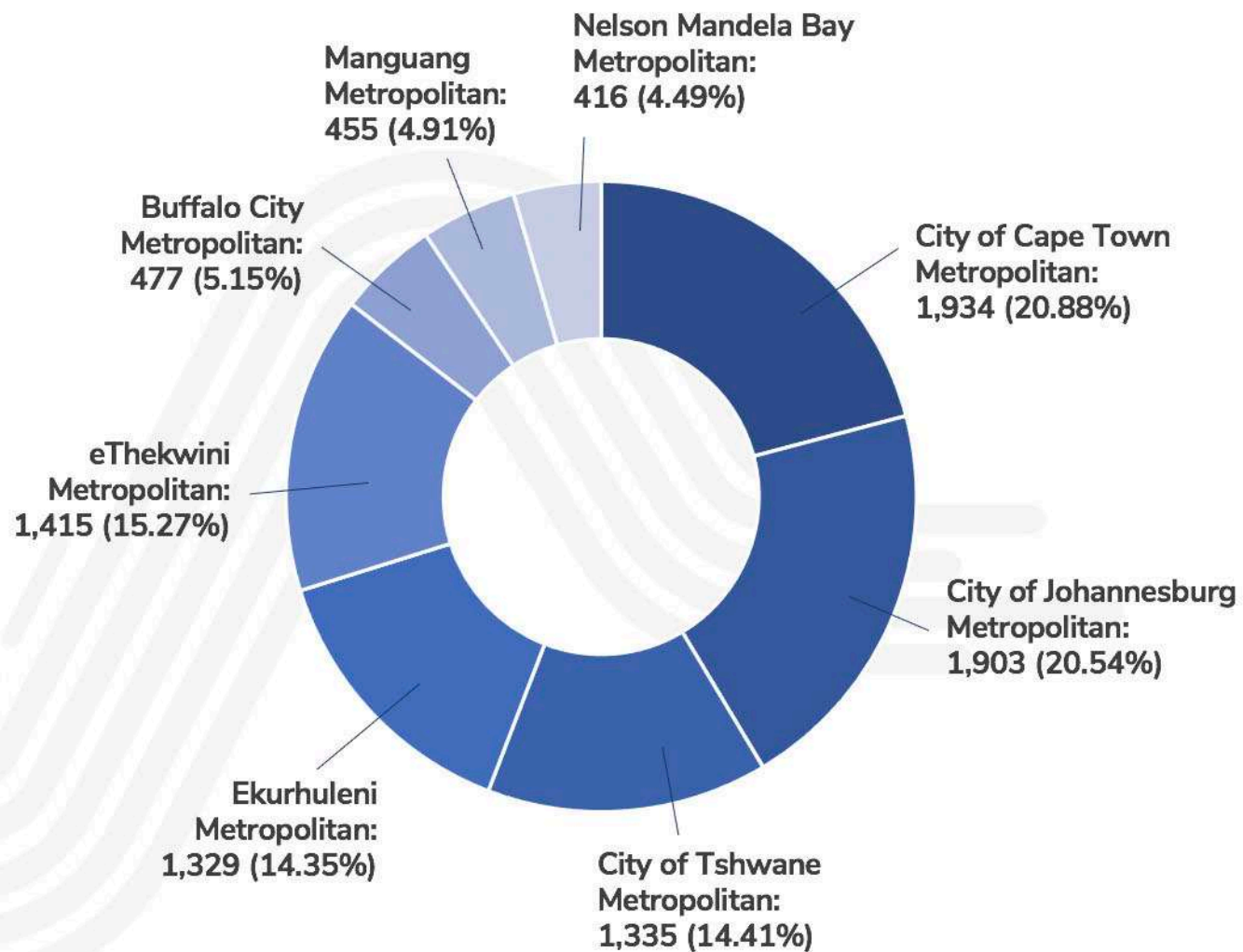
ECD PRACTITIONER DEMOGRAPHICS



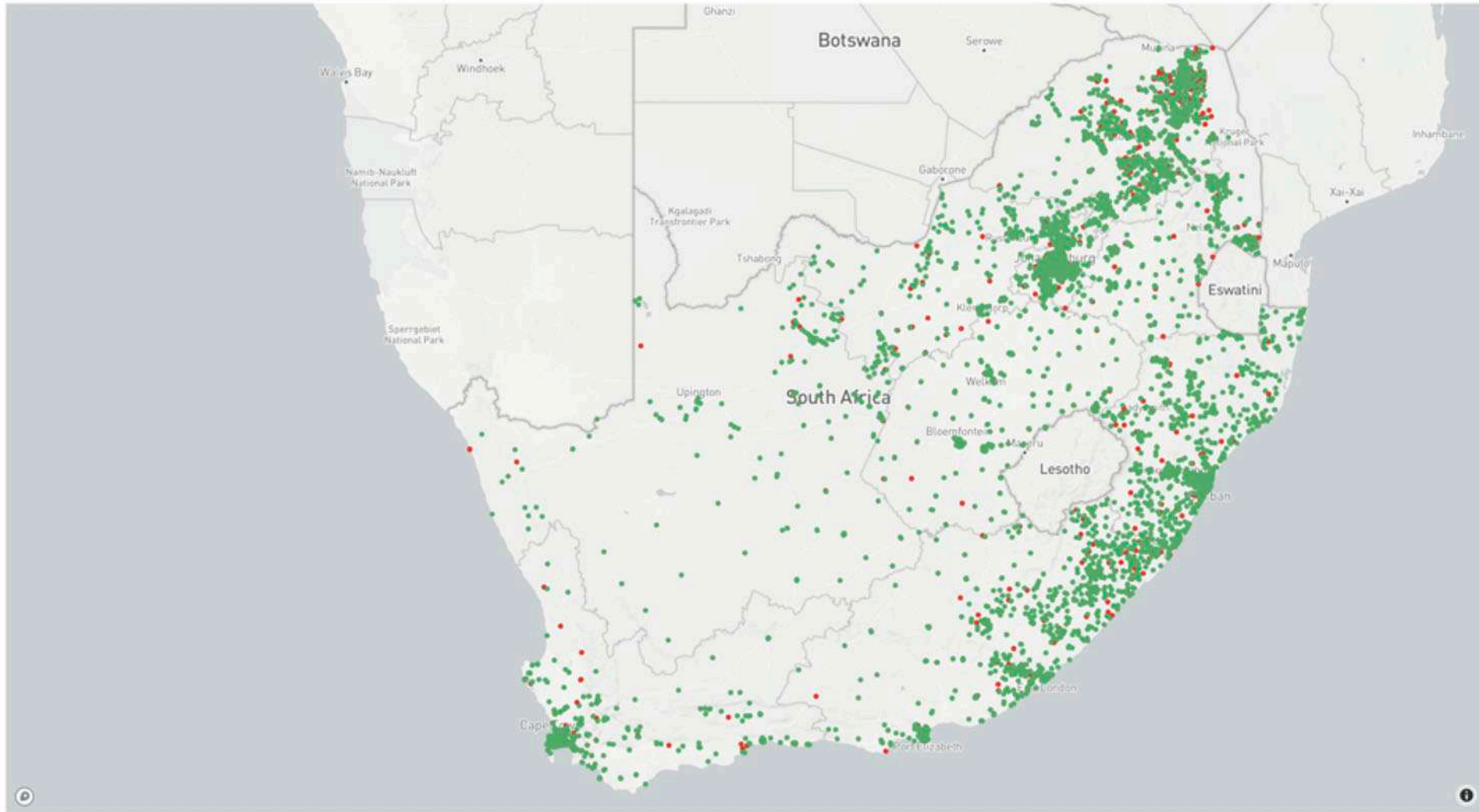
ECD PRACTITIONERS PER PROVINCE



ECD PRACTITIONERS PER MUNICIPALITY METROS



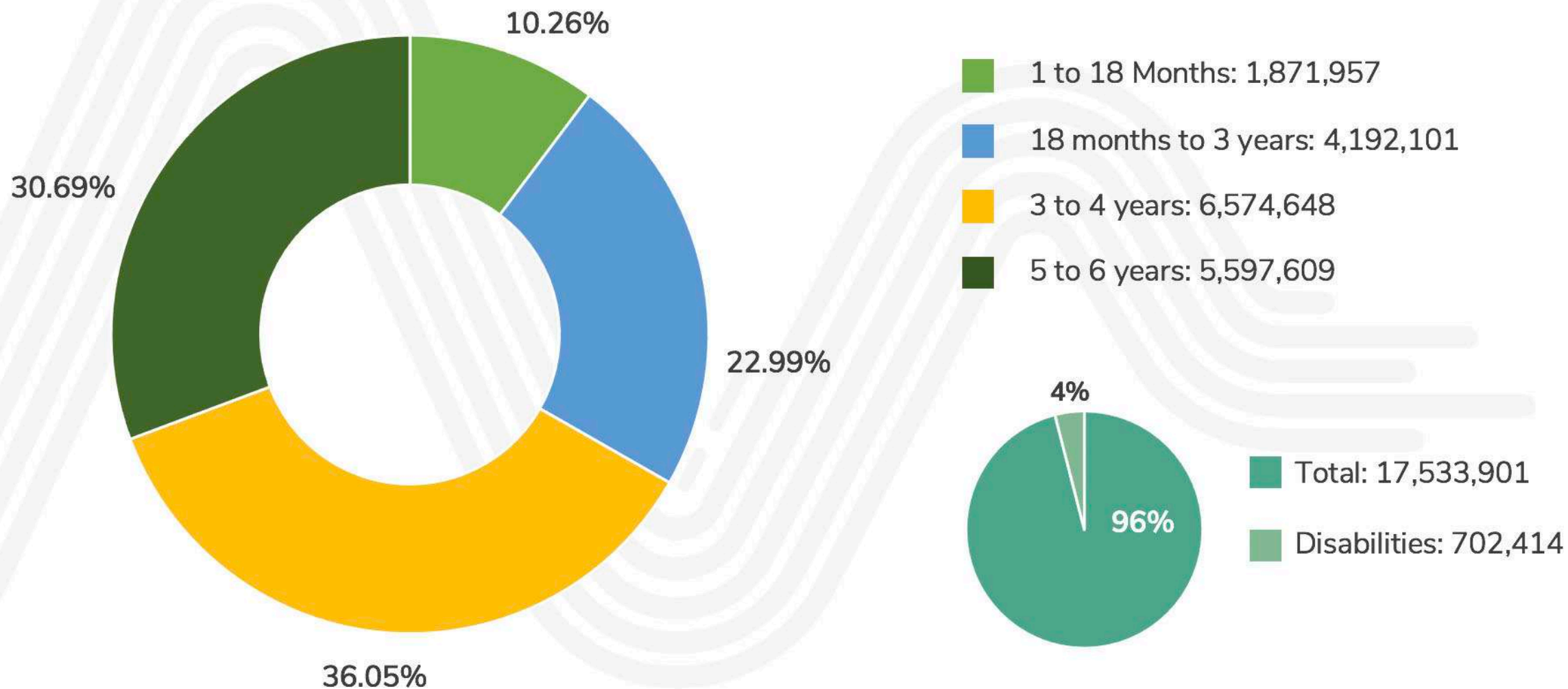
ALLOWED CAPACITY vs. CURRENT CAPACITY OF CHILDREN AT ECD CENTRES NATIONALLY



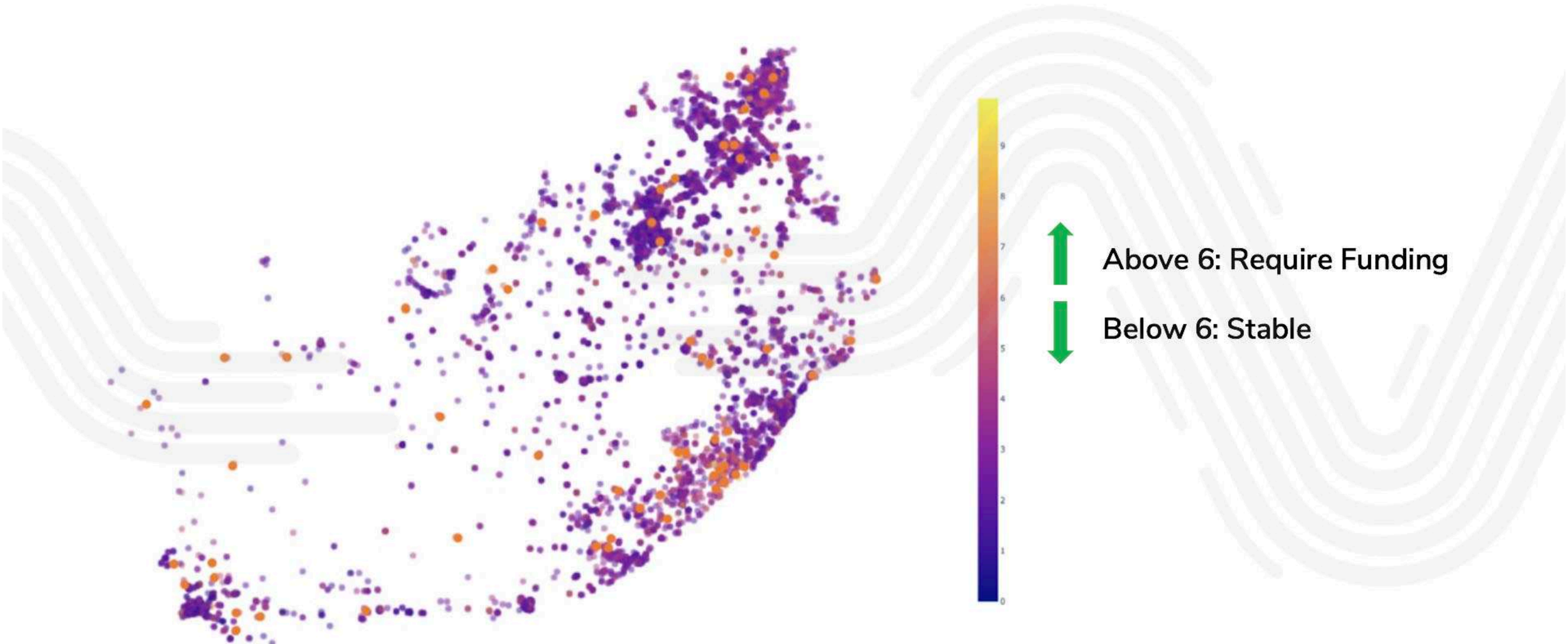
● Below Capacity
51,330 (81.75%)

● Exceeds Capacity
11,464 (18.25%)

CHILDREN REPRESENTED BY THE ECD CENTERS







ECD CAPACITY PLANNING

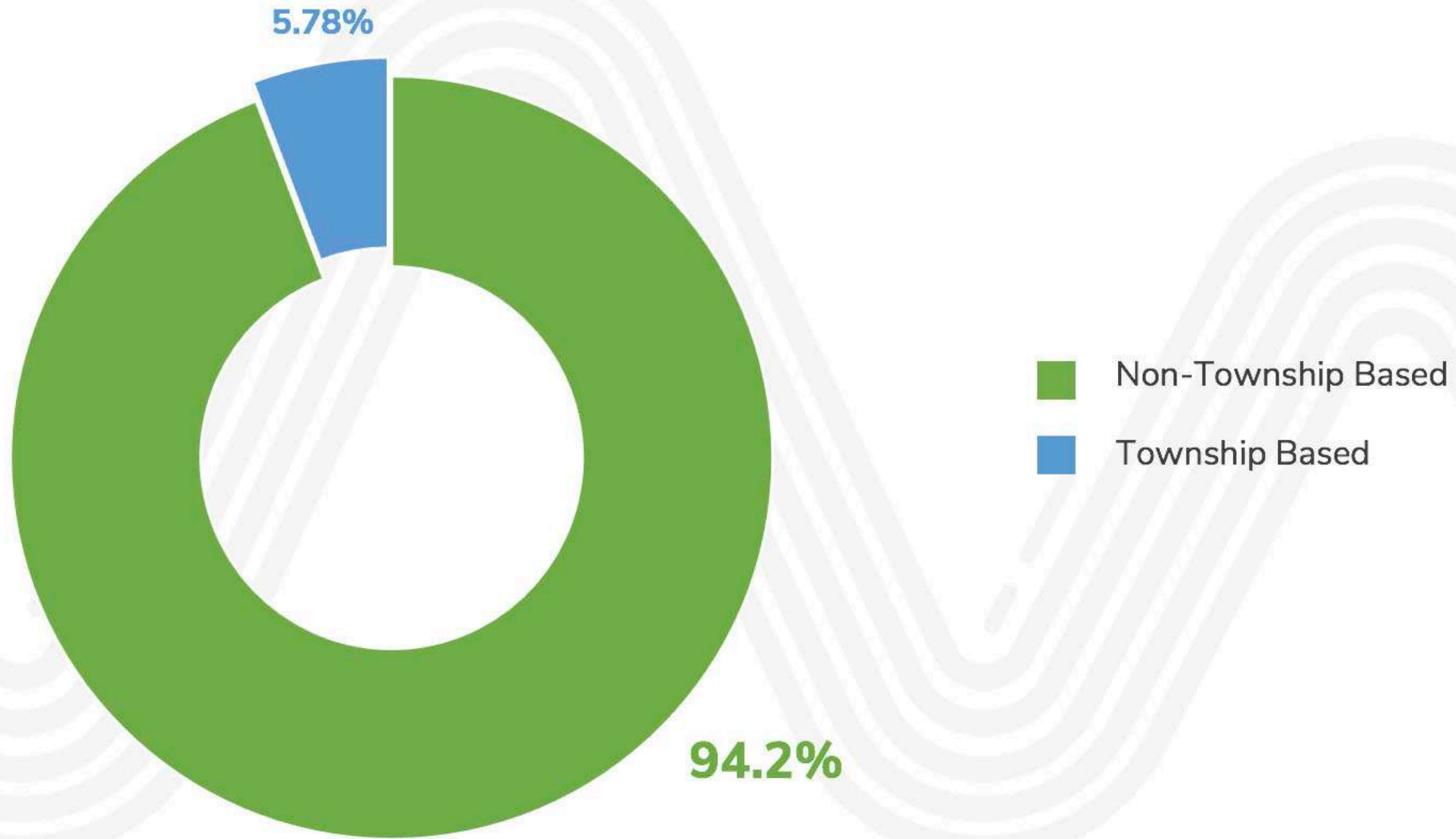


ECD PRACTITIONERS REPRESENTATION OF CITIZENS

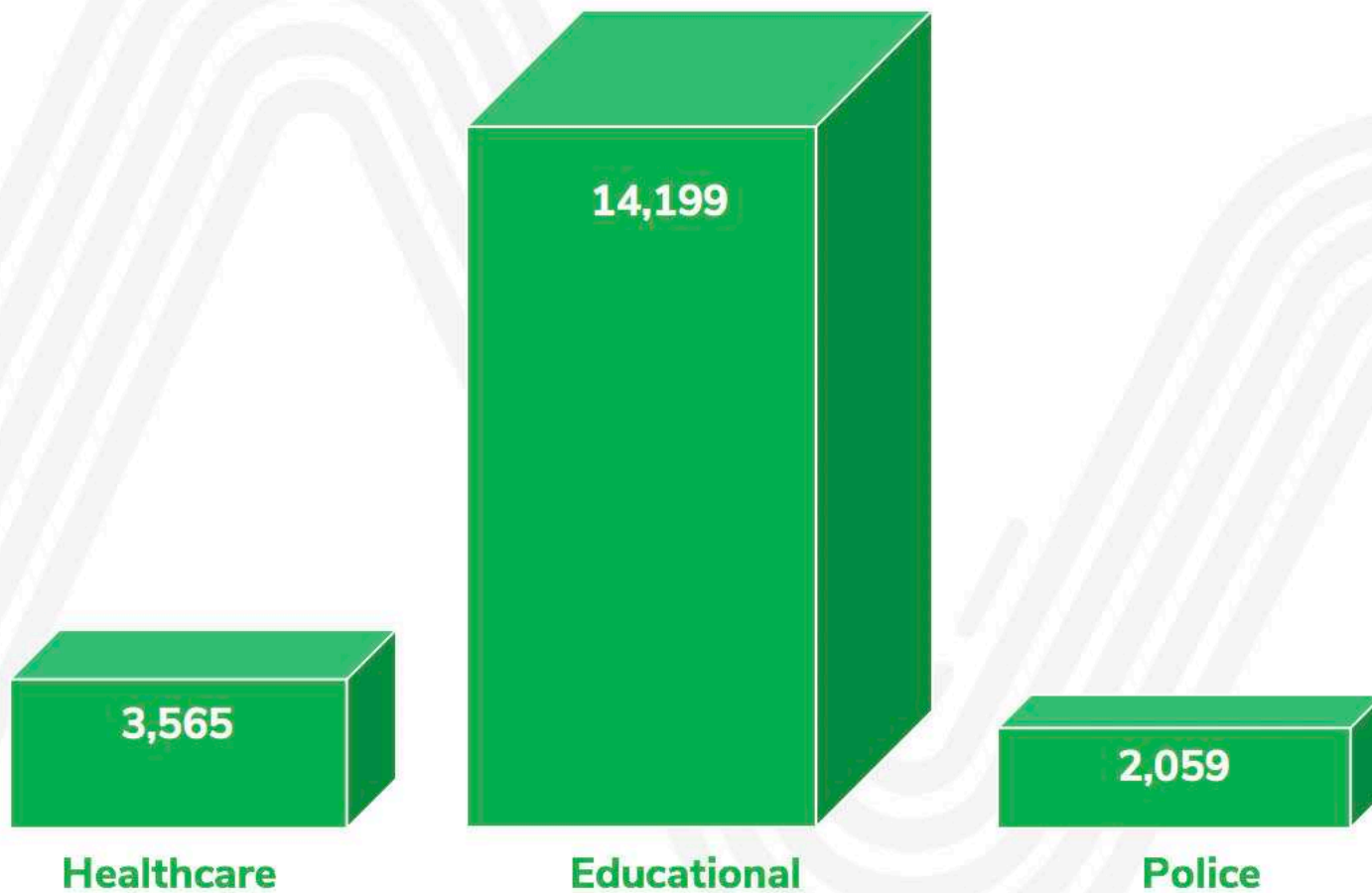
(ID DOCUMENTATION vs. NON-CITIZENS)

	Number of ID holders	108,659 (99.7%)
	Permits	76 (0.069%)
	Refugee	206 (0.18%)
	Not identified	1

NUMBERS OF ECDs IN TOWNSHIPS



NUMBER OF ECD CENTERS AND SUPPLEMENTARY SERVICE NEARBY DISTRIBUTION



THANK YOU

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