



PHASE 1

ENHANCING SERVICE DELIVERY

In order to improve service delivery and be able to effectively monitor the delivery of services, Polokwane Municipality has developed a comprehensive, easy to use app for residents and visitors to enable effective communication with municipality.

The municipality will provide real-time updates and visitors to residents and visitors. The app will be delivered in four phases that will among others enable residents to access municipal statements and conveniently pay for services like electricity, water and traffic fines online.

The MyPolokwane Citizen App Phase one components consists of:

Residents & Visitors Component

Register service requests across various aspects, roads, water, waste electricity, etc
 Receive Realtime updates on status of the service request, e.g Technician assigned.
 Track progress Provide Feedback to municipality on satisfaction related to:

- Quality of service received
- The professionalism of the technician
- Suggestions on improvements
- Accessible across all mobile app platforms.
- Integrated with GIS for spatial data capture.

Technician & Municipal Efficiency Component

Enable technicians to respond timeously by:

- Geolocation: Track and confirm their locations relative to reported incidents.
- Capture evidence (photos, comments) of completed work.
- Task Management: Route tasks effectively and collaborate with multi-tier skills. Communicate with supervisor whilst on site, e.g, request for additional materials.

Management Component

Management dashboards with real-time updates. Faults categorised by:

- Nature of fault, eg Roads, Water, Electricity
- Wards:, depending on address of the service request, A Ward number is linked for reporting purposes.
- Turnaround times for resolution monitored for effective decision making around staff and resources

BENEFITS OF MYPOLOKWANE CITIZEN APP FAULT REPORTING FOR :



Pothole



Pipe Burst



Electricity Fault



Transformer Failure



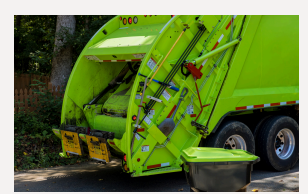
Traffic Lights



Fire Truck



Road Accidents



Waste Truck



Illegal Dumping



Law Enforcement



Faulty Street Lights



Municipal Land Invasion

Overarching Benefits of the app:



Improved Service Delivery

Efficiency: Citizens can easily report incidents, infrastructure issues, and crime areas through a centralized platform.



Enhanced Citizen Engagement:

facilitates direct interaction between citizens and the municipality. Citizens can track the progress of their service requests, view statements.



Crime Prevention and Public Safety:

CCTV integration enables real-time monitoring, evidence acquisition & enhancing public safety.



Political Oversight and Community

Involvement: Ward councilors and municipal employees can record visits and view issues within their respective areas, fostering better community engagement.



Data-Driven Decision Making:

The system generates management reports and dashboards, providing insights into service delivery metrics, incident response times, and citizen satisfaction levels. This data empowers decision-makers to identify trends, allocate resources effectively, and continuously improve service delivery.



Effective Resource Management:

Integration with GIS allows accurate geographic data capture and analysis. This helps in efficient deployment of resources for tasks such as emergency response, traffic management, and event crowd control.