

Human Settlements increases call centre capacity to deal with referrals from Presidential Hotline

7 October 2009

Media statement by Chris Vick

Special Advisor to Human Settlements Minister Tokyo Sexwale

The Human Settlements Department has increased its call centre capacity in response to the number of queries that are being channeled through the Presidential Hotline.

The Human Settlements National Call Centre has been in operation since 2003 and, like the Presidential Hotline, is toll-free - operating on the number 0800 146 873.

At the beginning of September, in anticipation of an increased number of calls, the Department added an additional six lines to its 0800 number, and employed six new call centre operators.

By the end of September, approximately half the number of calls being received by the Human Settlements call centre were referrals from the Presidential hotline. The majority of calls came from people living in Gauteng and relate to the demand database/"waiting lists", and the status of subsidy applications.

We are obviously keen to ensure that we have the capacity to receive, process and respond to public queries - whether it is in the form of phone calls, e-mails, letters or walk-ins. We will continue to monitor traffic, to ensure we are geared to provide an efficient and effective response.