

## 'War Room' to help service delivery in Gauteng

The Gauteng Department of Cooperative Governance and Traditional Affairs has committed itself to setting up what it calls a Service Delivery War Room to improve its service to communities.



Gauteng Premier David Makhura wants to see greater coordination between ward councillors, representing the voters, and provincial government structures that determine service delivery priorities.

Image: [Tru Legal Media](#)

Gauteng Premier David Makhura said the Integrated Development Plan (IDP) has lost meaning and hence many people are responding through protests.

"Over the next 100 days, we shall work with local government to review current structures and processes of community participation so that people's democracy is expanded, institutions of democracy improved and enriched," Makhura said during a Gauteng-wide Municipal Councillor Conference.

Makhura said that the conference is expected to undertake a detailed review of why people have lost confidence in the current structures and processes of public participation and examine what needs to be done to build popular democracy and people's power.

"How do we re-energise our communities and ensure they actively participate in community development in a constructive and proactive way?

### Responsiveness is key

"I see the Service Delivery War Room machinery running from ward to provincial level in order to improve the responsiveness and galvanise all resources of provincial and local government in a coordinated and integrated way.

"We need to find ways to empower ward councillors and place them at the centre of building local popular democracy and people's power on the one hand and enhancing capacity for rapid response to unblock service delivery and resolve community complaints on the other," he said.

In a bid to address the concerns and to move the community forward Cooperative Governance and Traditional Affairs MEC Jacob Mamabolo has already engaged most community leaders to stabilise the environment and to start building public trust between the local government representatives and communities.

Mamabolo said that local government often succeeded when all stakeholders contribute to the basket of support, which addresses and respond positively to municipal challenges.

"Well functioning municipalities excel in service delivery and thus reduce pressure on ward councillors. It is a logical conclusion that part of support to ward councillors is help them assist municipalities to run well," said Mamabolo.

The two-day conference, held in Kempton Park, is being organised by the Gauteng Department of Cooperative Governance and Traditional Affairs. It will offer an opportunity for various stakeholders operating in local government to understand each other's issues and challenges, and most importantly, the plight of ward councillors who have been besieged with protracted violent community protests.

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