



co-operative governance,
human settlements & traditional affairs

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

Rhino & Samora Machel Buildings, No. 7 Government Boulevard, Riverside Park, Extension 2
Private Bag X11328, Mpumalanga, Mbombela, 1200
Tel: +27 (13) 766 6088, Tel: +27 (13) 766 6087

Litiko Letekubusa
Ngekubambisana
Tekuhlaliswa Kwebantfu
Netendzabuko

Departement van
Samewerkende Regering
Menslike Nedersettings
en Tradisionele Sake

UmNyango weTjhebiswano
laboRhulumende
zokuHlaliswa kwabantu
neenDaba zenDabuko

Press Release

30 April 2025

AN INTERACTIVE TOOL TO ENHANCE SERVICE DELIVERY

Communities in Mpumalanga have been presented with an interactive platform to engage with their municipalities. This, as the Provincial Government launched an interactive application (APP) – **Live Lemphakatsi** – aimed at creating an interactive mechanism between the public and municipalities. The APP, launched at eMalahleni Local Municipality will bridge the gap between citizens and government officials, creating a direct line of communication between provincial offices, municipalities, and the people of Mpumalanga.

The APP will enable citizens to report issues and raise concerns within their respective localities. Communities will have an opportunity to access disaster alerts, service delivery interruptions, latest news and updates, local service directory, surveys, feedback, compliments and suggestions. Using the APP, there will be no need for airtime or data, as it is free to use, or alternatively by dialing Vodacom - *120*3117.

It will allow the people to submit and track service delivery complaints in real - time, ensuring accountability from local government structures. The APP will not work without the correct leadership and effective and efficient workforce in line with the agenda of government. It is entirely up to us to make it work as we can't be allowing our people to be subjected to poor service delivery.

Acting Premier who is also Cooperative Governance, Human Settlements and Traditional Affairs (CoGHSTA), Mr. Speed Mashilo emphasized the importance of the use of the APP by stating that - "Today we are launching the Livi Lemphakatsi application. This is an important tool to enhance citizen engagement, transparency, and service delivery within our municipalities". It is very important to understand that what we are doing today is in line with our commitment as provincial government to improving service delivery and fostering inclusive governance", he emphasised.

In welcoming this groundbreaking move, local community member, Mr Moses Mashianoke from quipped that, "the APP will enable the community to voice issues concerning service delivery directly to the relevant parties. Another community member, Ms Vuyelwa Madonsela welcomed the initiative as it will assist them to report service delivery challenges they have been experiencing. "Issues of water, drug abuse, and housing issues continue to affect our communities here in our area". Through the Living Lemphakatsi APP, people's voices are now louder than ever before.

ISSUED BY CoGHSTA COMMUNICATION SERVICES
CONTACT PERSON(S): MS LINDIWE MSIBI / MR FREDDY NGOBE
CONTACTS: 013 766 6089 / 0614810135 & 013766 6014 / 0828594630

