



## MEDIA RELEASE

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**All Media Houses**

**Date: 29 April 2025**

### **Mpumalanga Government launches a groundbreaking new citizen engagement App to enhance public participation**

In a bold step towards greater transparency, accessibility and community involvement, the Mpumalanga Provincial Government will tomorrow launch a new citizen engagement App called ***Livi Lemphakatsi***. This is a digital platform designed to connect residents directly with the services and the leadership of both the local and provincial government spheres.

Through the use of the App, the citizens will report issues, receive feedback from government structures, through their mobile devices. It will allow them to submit and track service delivery complaints in real-time, whilst ensuring accountability.

The launch of *Livi Lemphakatsi* Citizen App is aligned with the Mpumalanga Provincial Government's commitment to improve service delivery and foster inclusive governance. The App is further expected to assist municipalities in monitoring service-related concerns efficiently, thus improving response times and public trust in government services.

The Mpumalanga Premier, Mr Mandla Ndlovu will officiate at the launch, and is expected to interact with the citizens during the demonstration when the App goes live tomorrow. Members of the Executive Council and Executive Mayors will attend the launch.

Mr Ndlovu has expressed enthusiasm about the launch of the APP and for building public trust in government's response.

"This is our response to the commitment we had made of open governance and responsive service delivery. The App puts the power of participation in the hands of the citizens, by ensuring that their voices are heard and their needs are addressed in real time.

"We recognise a need for *Livi Lemphakatsi* and have poured our passion and expertise into creating it to address the complains of our people. We are confident that the App will become an indispensable powerful tool for our communities to directly engage us as a government," said Premier Ndlovu.

The launch for the App is arranged as follows:

**Date:** Wednesday, 30 April 2025  
**Time:** 10h00  
**Venue:** Civic Centre, Emalahleni Local Municipality

Members of the media are invited, and those wishing to attend can send confirmations to **Ms Phumla Mokoena** (Office of the Premier) on 060 998 8781 or **Mr Sthembiso Mhlanga** (COGHSTA) on 078 120 7612.

**Ends...**

Issued by the Mpumalanga Provincial Government

**Office of the Premier**

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