

MEDIA STATEMENT

Executive Mayor leads oversight visit to Call Centre and Fire Department to strengthen service delivery

Executive Mayor Cllr Shiela Mabale-Huma, together with Members of the Mayoral Committee, today conducted an oversight visit to the Municipal Call Centre and Fire Department as part of the municipality's commitment to ensuring that residents receive prompt, reliable, and dignified assistance when they need it most.

The Call Centre and Fire Department are critical service points that residents rely on during emergencies, service queries, and moments of distress. The Executive Mayor emphasised that when residents reach out for help, they must be met with professionalism, efficiency, and compassion.

The oversight visit assessed operational readiness, response times, staffing capacity, equipment functionality, and adherence to service standards. Engagements were also held with frontline staff to understand challenges that may affect service delivery and to identify areas requiring immediate improvement.

While acknowledging the dedication of many officials working under demanding conditions, the Executive Mayor made it clear that inefficiencies, delays, or poor service cannot be tolerated. "Residents deserve services that work, especially in emergencies where every minute counts. Where gaps are identified, corrective measures must be implemented without delay," said Cllr Mabale-Huma.

The municipality will closely monitor the implementation of recommendations arising from the oversight visit to ensure that both the Call Centre and Fire Department operate at the required standard. Accountability mechanisms will be strengthened to ensure consistent performance and improved responsiveness.

This visit forms part of ongoing oversight initiatives aimed at putting residents first, restoring confidence in municipal services, and ensuring that all units deliver on their mandate to serve the community effectively. [**#RLM #oversight #MyCityMyResponsibility #CityAtWork #acceleratedservices**](#)









