



# Bela-Bela Local Municipality

Chris Hani Drive, Bela-Bela, Limpopo. Private Bag X1609

Bela-Bela 0480

Tel: 014 736 8000 Fax: 014 736 3288

Website: [www.belabela.gov.za](http://www.belabela.gov.za)

## Office of the Municipal Manager

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To: News Editors/ Municipal reporters  
From: Office of the Municipal Manager  
Date: 01 September 2009  
Subject: Challenges in the Licensing department

### **Statement on the challenges in the licensing department**

In light of the concerns raised by community regarding the provision of services at the licensing department, the municipality wishes to put on record its position on the matter.

To this end, we wish to acknowledge that there are challenges in the department, which the municipality is determined to address.

In this regard, the municipality has made an assessment of both causal factors as well as remedies that should be applied.

The causal factors include the following:

**1. Inadequate communication between our officials and clients (residents)**

Communication between the two has not been as it should, especially in terms of Batho Pele Principles. This has resulted in our clients leaving the office without full information on the procedures, processes that should be followed as well as timeframes

- 2. Shortage of personnel** continue to impact negatively our response time
- 3. Inadequate space for clients:** This has resulted in clients experiencing congestion and long queues.

In our resolve to address the above mentioned challenges, the municipality will be implementing the following remedies:

- 1. The appointment of additional staff in the department:** The municipality will, by end of October 2009, appoint two more personnel to alleviate pressure on the existing workforce.
- 2. Revisiting all outstanding queries** dating back to the year 2007, with the aim of resolving them. The objective is to reprioritize and finalise old queries (backlog).

3. **Municipality is negotiating with the transport department** to increase the number of officers in the municipality who would be allowed to authorize/perform certain transactions
4. **Municipality will put in place internal control measures** to ensure that all transactions meet requirements before been dispatched to the Provincial office.
5. **Improve communication:** The municipality commits to improving communication with our clients especially by assisting those standing on the queues, so as to ensure clarity on the processes and procedures on the information that our clients are entitled to.
6. **Congestion:** We envisage that this will be alleviated as soon as the licensing department moves into the newly reconstructed offices. This will further provide sufficient accommodation (space) for our clients while waiting to be served.

The municipality wishes to apologize for any inconvenience caused.

For more information contact:

Spokesperson for the Bela Bela Local Municipality

Matome Sebelebele

083 383 7917

014 736 8005

[matome@belabela.co.za](mailto:matome@belabela.co.za)

[www.belabela.gov.za](http://www.belabela.gov.za)