

# MPUMALANGA PROVINCIAL GOVERNMENT

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## *Department of Cooperative Governance and Traditional Affairs*

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### MEDIA RELEASE

#### **MEC NORMAN MOKOENA LAUNCHES SERVICES AT CASTEEL THUSONG SERVICE CENTER IN BUSHBUCKRIDGE LOCAL MUNICIPALITY**

The MEC for Co-operative Governance and Traditional Affairs, Norman Mokoena has officially launched the provision of services at the Casteel Thusong Service Centre. The centre provides services which include applications for Identity Documents, Child Birth registration, issuing of death certificates, application for social grants, information on different government departments, dealing with labour issues, access to internet, post office services, certification of documents, youth training and other services.

When launching the services, MEC Mokoena acknowledged that government is still faced with a challenge of addressing the social distance that exist between government and the people, particularly with regard to public participation in government decision making processes and communication in general. "Most of the services and activities done at government level are not reaching the people as expected. As part of building a developmental state, we must roll out integrated multi- sphere service delivery centres. Such centres will improve the performance of the state in frontline services such as Home Affairs, policing, post office and many other related services" said Mokoena.

MEC Mokoena called upon the community and the public servants working there to make sure that the centre delivers services as expected. He further urged the public servants working there to be led by the principles of Batho Pele/ People First. "As public servants we must display an attitude of a caring and committed government. We have to make sure that community members coming for help to this institution are treated with dignity and respect" said Mokoena. He also requested the community to look after the centre.

Thusong Service Centres are a one stop, integrated community development centres with community participation and services relevant to the people's needs. This government programme extends government services in an integrated way, primarily to rural communities. National Governments current target is to have at least one Thusong Service Centre in each and every municipality by 2014, however the Mpumalanga Provincial Cabinet took a resolution to establish two (2) Thusong Service Centres in each municipality by 2014. This will increase citizen's access to government services and information.

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