



SALGA
South African Local Government Association

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Date: 20 June 2012

MEMORANDUM

FROM : DOUGLAS COHEN
SPECIALIST: ECONOMIC DEVELOPMENT & ICT

TO : MR RECKSON LUVHENGU
HEAD OF ICT /COMMUNICATION

DATE : 20 JUNE 2012

SUBJECT : INVITATION TO SALGA MUNICIPAL E- PARTICIPATION PILOT PROJECT WORKSHOP

Dear Municipal Manager / Head of ICT/Communication

SALGA, in partnership with the German International Cooperation (GIZ-Strengthening Local Governance Programme), recently completed a study on the potential for Information and Communication Technologies (ICTs) to be utilised in innovative ways to enhance citizen participation and social accountability in local governance, also simply referred to as e-participation (see the local government ICT Network for the full report¹). The ground-breaking research revealed a number of possible ways in which ICTs can be used as practical, effective and complementary mechanisms for improving two-way communication between municipalities and citizens and stakeholders, thereby contributing to more participatory and responsive local governance.

As an extension of the e-participation study, SALGA, with the support of GIZ, is embarking on a process to investigate and demonstrate practical e-participation solutions through the implementation of a pilot project with a select group of municipalities. Given the high penetration of cell phones and relatively low levels of internet access amongst the general population, the pilot will concentrate on the use of mobile phone communication, particularly SMS, as one form of e-participation.

SMS-based communication has the advantage of enabling municipalities (councillors/administration) to communicate with and receive feedback directly and cost-effectively from residents and stakeholder groups. This can potentially give municipalities a

¹ <http://lgict.org.za/document/study-potential-utilize-information-and-communication-technologies-ict%E2%80%99s-promote-inclusion->

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Berea, East London 5214
Tel: 043 727 1150
Fax: 043 727 1156

Free State
Cnr Nelson Mandela Dr
& Burger St
Bloemfontein 9300
Tel: 051 47 1960
Fax: 051 430 8250

Gauteng
3rd Floor Braampark
Forum 2, 33 Hoofd St
Braamfontein 2017
Tel: 011 276 1150
Fax: 011 403 3636

KwaZulu-Natal
202 Transnet Building
3rd Floor, Smith St
Durban 4000
Tel: 013 361 1236
Fax: 013 361 1234

Limpopo
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Polokwane 0699
Tel: 015 291 1400
Fax: 015 291 1402

Mpumalanga
SALGA House
11 Van Rensburg St
Nelspruit 1200
Tel: 013 752 1200
Fax: 013 752 5595

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Jade Square, Suite 400
Cnr O R Tambo &
Margaretha Prinsloo St
Klerksdorp 2570
Tel: 018 462 5290
Fax: 018 462 4662

Northern Cape
Crescent House
1 & 2 D' Arcy St
Kimberley 8300
Tel: 053 833 2505
Fax: 053 833 3828

Western Cape
7th Floor
Eleven Adderley
11 Adderley St
Cape Town 8000
Tel: 021 469 9800
Fax: 021 461 1936

better understanding of and ability to respond to community needs/concerns, help promote trust and confidence in councillors/the municipality, improve service delivery and stimulate more active, and cost effective, participation of citizens in local governance.

For example:

- Municipalities can use the SMS communication system for sending messages to residents/stakeholders on a broad range of topics, including for example: contact details for ward councillors, notices of opportunities to participate (e.g. ward/ward committee/IDP/budget meetings, izimbizo etc.), satisfaction surveys, and service delivery notices.
- The kinds of feedback municipalities can receive from residents via SMS could include: input on development priorities (e.g. linked to IDP/budget consultations) and proposals, such as new policies, by-laws and tariffs, inputs on surveys or logging service delivery faults.

This initiative was presented and endorsed by SALGA's National Working Group on Economic Development and Planning at its last meeting on 24th May 2012. On the Working Group's recommendation, it was decided that:

1. All SALGA Provincial Offices were requested to put forward names of municipalities in their provinces that would be interested / relevant to participate in the process and possibly through to the implementation phase;
2. That all the original (non-metro) municipalities that participated in the ICT and e-participation study, also be invited back, to participate in the process and possibly through to the implementation phase; and
3. Any specific municipality that already have an e-participation mechanism in place should be invited to share their knowledge and experience.

Through this approach, your municipality has been selected or nominated to participate and you are hereby invited to attend a workshop on behalf of your Municipality where the pilot project concept will be presented and discussed in more detail. A list of invited municipalities is presented below. The intention is that out of this workshop, a group of municipalities will be selected and commit to taking part in the actual implementation of the pilot project, which is to be supported by both technical support and limited funding for certain aspect of the pilot.

The workshop aims to get both political endorsement and municipal buy-in through to implementation and therefore is targeted at 2-3 participants, including:

- I. Political heads, MMC's, Councillors responsible for Corporate Services /ICT/ Communication and/or Public participation;
- II. Senior Municipal Leadership, Municipal Manager, Heads of Corporate Services, IT and Communication;
- III. Operation Leadership, Municipal IT and IDP Managers, Communication and Participation Specialists and any other municipal officials who support the use of technology for improved municipal communication / public participation.

The workshop will take place on the 12th June 2012, from 10h00 – 15h30, at SALGA's National Offices in Menlyn, Pretoria. A draft programme and directions to the venue will be circulated to all participants prior to the workshop.

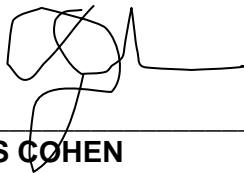
Kindly confirm your availability and RSVP to Faith Khumalo (Fax (012) 369 8001 fkhumalo@salqa.org.za) on the attached form by the 4th of July 2012.

Please note:

- If you are unable to attend the workshop but are still interested in the e-participation project, please also complete, indicate and return the RSVP form.
- Unfortunately travel costs cannot be covered for this initial workshop

For more information about the workshop, see the attached draft agenda or please contact Stefan Stautner on 012 369 0873 or ssautner@salqa.org.za

Kind regards,



DOUGLAS COHEN
SPECIALIST: ECONOMIC DEVELOPMENT AND ICT

CC: STEFAN STAUTER
TECHNICAL ADVISOR
SALGA PROVINCIAL MANAGERS
LED AND PLANNING

Province	List of Nominated / Selected Municipalities
North West	1. City of Matlosana Local Municipality 2. Moses Kotane Local Municipality 3. Ramotshere Moiloa Local Municipality
Eastern Cape	4. Cacadu District Municipality 5. Camdeboo Local Municipality 6. Emalahleni Local Municipality
Western Cape	7. Theewaterskloof Local Municipality 8. Knysna Local Municipality 9. Eden District Municipality 10. The City of Cape Town 11. Langeberg Local Municipality
Northern Cape	12. Nama Khoi Municipality 13. Kai !Garib Local Municipality 14. Emthanjeni Local Municipality
Limpopo	15. Greater Tzaneen Local Municipality 16. Sekhukhune District Municipality 17. Bela Bela Local Municipality
Gauteng	18. West Rand District Municipality 19. Mogale City Local Municipality 20. Merafong City Local Municipality 21. Randfontein Local Municipality 22. Westonaria Local Municipality 23. Emfuleni Local Municipality
Mpumalanga	24. Emakhazeni Local Municipality
KwaZulu-Natal	25. KwaDukuza Local Municipality 26. Msunduzi Local Municipality 27. Uthungulu District Municipality 28. Umzimkhulu Local Municipality
Free State	29. Maluti-a-Phofung Local Municipality
Other	30. Department of Cooperative Governance 31. SALGA Provinces

MUNICIPAL E-PARTICIPATION PILOT PROJECT WORKSHOP 12 JULY 2012, 10H00 – 15H30
SALGA NATIONAL OFFICES, MENLYN, PRETORIA
PLEASE COMPLETE THE RSVP FORM AND EMAIL OR FAX IT BY 4 JULY 2012 TO²:

Faith Khumalo
Phone (012) 369 8086
Fax (012) 369 8001
fkhumalo@salga.org.za

DELEGATE 1:

NAME & SURNAME	
MUNICIPALITY/ORGANISATION	
DESIGNATION / POSITION	
CONTACT TELEPHONE	
CELLPHONE	
EMAIL	
YES I AM INTERESTED AND I WILL BE ATTENDING	
YES I AM INTERESTED BUT CANNOT ATTEND	
NO I AM NOT INTERESTED	

DELEGATE 2

NAME & SURNAME	
MUNICIPALITY/ORGANISATION	
DESIGNATION / POSITION	
CONTACT TELEPHONE	
CELLPHONE	
EMAIL	
YES I AM INTERESTED AND I WILL BE ATTENDING	
YES I AM INTERESTED BUT CANNOT ATTEND	
NO I AM NOT INTERESTED	

DELEGATE 3

NAME & SURNAME	
MUNICIPALITY/ORGANISATION	
DESIGNATION / POSITION	
CONTACT TELEPHONE	
CELLPHONE	
EMAIL	
YES I AM INTERESTED AND I WILL BE ATTENDING	
YES I AM INTERESTED BUT CANNOT ATTEND	
NO I AM NOT INTERESTED	

² Unfortunately no travel costs cannot be covered for this initial workshop, i.e. Municipalities will be responsible for their own arrangements.