

Project Title	eThekwini Mobile App
Institution/Department	EtheKwini Municipality
Innovation	<p>The eThekwini Mobile App offers a quicker platform to improve customers engagement and service delivery. It enables customers to engage with the municipality in an efficient manner with shorter response times.</p> <p>The app allows residents to report service delivery issues such as water leaks, power outages, road damage. Citizens can submit queries, receive feedback, and updates from the municipality. It also offers notifications and alerts for emergencies, planned maintenance, and disruptions, ensuring residents are informed in a timely manner. Customers/users can monitor the progress of their reported complaints or issues on the app. They can also pay utility bills, such as water, electricity, etc and request services directly from their mobile devices.</p>
Impact	<p>The app allows residents to report service delivery issues such as water leaks, power outages, road damage. This has led to faster resolution times as the municipality can quickly identify and address problems. Case tracking features enable residents to monitor the progress of their complaints, improving transparency and responsiveness. The app has improved the two-way communication between the municipality and the public. Citizens can easily submit queries, provide feedback, and receive updates from the municipality, promoting a more engaged and informed community. It supports notifications and alerts for emergencies, planned maintenance, and disruptions, ensuring residents are informed in a timely manner. Through the app, users can pay utility bills (water, electricity) and request services directly from their mobile devices. This has reduced the need for in-person visits to municipal offices, saving time and reducing queues at service points.</p> <p>The app has facilitated better data collection on the types and frequency of service delivery issues reported by residents. This data helps the municipality to identify patterns, allocate resources more effectively, and prioritize critical infrastructure repairs or upgrades. It enables data-driven decision-making, allowing for more efficient planning and management of municipal services. The app ensures that all residents, especially those in remote areas or who are unable to visit municipal offices, can access important services, information and report issues. This helps bridge the service delivery gap between urban and underserved areas.</p>
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