



MEDIA RELEASE

Tuesday 20 January 2015
EMBARGO: Immediate

Self-service kiosks set to simplify interactions with municipality

Self-service kiosks that offer customers direct access to various municipal departments will soon be in operation in Knysna. Knysna Executive Mayor Georlene Wolmarans said that this initiative forms part of their efforts to improve interactions with customers.

"Each kiosk will be equipped with a telephone handset and direct numbers for various customer care departments," Wolmarans explained. "These include but are not limited to account enquiries, customer relations, the electrical department, housing, prepaid electricity enquiries, roads and stormwater, and water and sewerage departments. Customers will also receive a reference number to confirm that their service request or complaint has been logged."

Wolmarans said that making direct contact with customer care officials via the kiosks would speed up turnaround times and save customers the cost and time of traveling into town. "These kiosks will be placed at specific, pre-determined spots in Knysna and surrounds, the first of which will be located at Masifunde Library and the Khayaletu and Hornlee offices. Roll out to other locations will be made public at a later date."

"We realise that the only way many of our residents have of communicating with us, is by actually coming down to the customer care centre or the relevant department's office," she said. "But making this process as convenient as possible for the customer is part of 'customer care'. We believe that the convenience these kiosks offer will improve service delivery and contribute towards building and improving on our relationships with our customers. This initiative is only one of our efforts to make this municipality easier accessible and much more customer friendly."

For those with access to a cell phone and the Internet, the municipality also offers a short code SMS line on 44453, and a dedicated customer care email address at customercare@knysna.gov.za. All sections may also be contacted at [044 302 6300](tel:0443026300) or knysna@knysna.gov.za.

"We also encourage our customers to go paperless by requesting that their accounts be received via email," said Wolmarans. "To do so, please send your request, along with the account name and 12-digit account number to accounts@knysna.gov.za."

"Effective communication is a two-way dialogue," she concluded. "Please make use of these contact details and, when the self-service kiosks have been positioned, please use them to communicate with us. By talking to each other we'll go a long way in creating a town where people and nature prosper."

Caption:

Executive Mayor Georlene Wolmarans tested the new system while Governance & Economic Committee Portfolio Chairperson, Cllr Ray Barrell and Acting Municipal Manager Grant Easton look on.

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