



11th February 2021

Press Release: Thursday, 11th February 2021

**Honourable President of South Africa, Mr Cyril Ramaphosa
Premier of KwaZulu Natal, Mr Sihle Zikalala (MP)
Mayor of EThekweni, His Worship Mayor Mxolisi Kaunda**

The Minara Chamber of Commerce addresses this letter to our leadership as it is a concern that the recent increase in closure of Civil Services has become more frequent for extended periods. We understand there is a pandemic and safety of all citizens is of utmost importance.

However, in order for the economy to survive basic services need to remain open, rotation of staff or extended hours of civil services need to be immediately implemented to allow processes such as licensing, utility queries, deeds office and other important service to function normal.

An extreme backlog is the reason that is given at all of these offices when urgent matters need to be attended to as a result of continuous closures for the flimsiest reasons.

Business does not wait and has to continue in order to pay the bills.

Local and National leadership in Government need to urgently address this concern.

How long will employees be remunerated for not providing the services that citizens need to continue business activities.

There is a duty towards the Tax Payers to ensure services are provided and efficient.

One has to understand that such services cannot all be done remotely as it requires physical assistance.

Further, in our constitutional democracy, the Government is enjoined to ensure that the public administration is governed by the values enshrined in our Constitution.

Providing people whose rights have been adversely affected by a lack of basic service delivery in the comfort of an office, will often be important in providing fairness, accountability and transparency.

In the context of a contemporary democratic public service like ours, where the principles of Batho Pele, coupled with the values of Ubuntu, enjoin the public service to treat people with respect and dignity and avoid undue confrontation, is indeed a right in the Constitution which entitles the public in terms of the bill of rights to their human rights an aspect of which is dignity.

The Bill of Rights is the cornerstone of democracy in South Africa and that the State must respect, protect, promote and fulfil the rights in the Bill of Rights.

We trust our leadership will urgently address this concern.

For further information and comment email: kzn@minara.org.za

Yours in Good health.

Minara Chamber of Commerce