



CITY OF JOHANNESBURG

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A City of Johannesburg Press Statement by
the MMC for Finance, *Cllr Fuzela Ngobeni*

Service delivery interrupted at City's biggest customer service centre and Call Centre Unit

27 November 2018

Release: immediate

The City of Johannesburg would like to inform all residents of continued service interruptions at the City's call centre and Thuso House customer service centre in Braamfontein.

General customer service has been impacted since 16 November 2018, when employees in the City's Revenue Shared Service Centre and Property Unit raised a dispute with the City. The matter is currently being given immediate and urgent attention by the City Manager, and contingency plans are in process to ensure that service resumes as soon as possible.

We apologise for the inconvenience caused and urge all customers to visit alternative walk-in customer service centers for immediate service delivery attention.

"The City remains committed to ensure that customer service at Revenue unit takes priority. A team of a dedicated management is hard at work handling the issue in order to ensure speedy resolution and to restore service delivery at the center of the City's operations," said Councillor Fuzela Ngobeni, Member of the Mayoral Committee (MMC) for Finance in the City.

We appeal to all our customers to be patient during this period as we put measures in place to ensure that the much needed services are provided to them.

The city will continue to update residents on a daily basis.

Alternative centres:

Region A:

Midrand

[300 15th Road,](#)

Randjiespark, Midrand

Region B:

Randburg

Cnr Bram Fischer Drive & Jan Smuts Ave,
Randburg

Region C:

Roodepoort

[100 Christiaan De Wet Road,](#)
Florida Park

Region D:

Dobsonville

[2332 Luthuli Street,](#)
Dobsonville

Jabulani

[1 Koma Road,](#)
Jabulani

Chiawelo

[989 Tshabuse Street,](#)
Chaiwelo

Protea North

299/49 Kunene Street,
Protea North

Orlando East

1425 Sosasonke Street,
Orlando East

Meadowlands 47

Stand 293, Portion [7, Hekpoort Circle,](#)
Meadowlands Zone 2

Pimville

[2943/50 Modjadji Street,](#)
Pimville Zone 2

Region E:

Sandton

Corner West & Rivonia Road,
Sandton

Alexandra Community Centre

Corner 8th Avenue & Roosevelt Street,
Alexandra

Region F:

Eureka Customer Service Centre

Corner Glenroy & Pioneer Road,
Pioneer Park

Region G:

Lenasia

Corner Rose Avenue & Eland Street,
Lenasia

Orange Farm

Rent Office 9125, Extension 5,
Orange Farm

Ennerdale Ext. 9

Corner Katz & Smith Walk Roads
Ennerdale

Eldorado Park

[4046 Link Crescent Avenue](#),
Ext 5 Eldorado Park

**Issued by Councillor Funzela Ngobeni
Member of the Mayoral Committee for Finance**

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