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Please use this platform to communicate all activities, events and other developments within your section.

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EDITORIAL COMMENT

In this edition of Bulletin, we seek to highlight the achievements and bring to your attention the variety of news about your institution.

In this edition of The Bulletin, Bloem Show 2019 has been covered extensively.

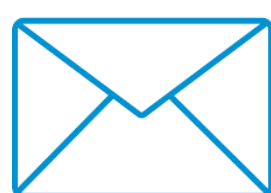
Please forward all your stories or information that you would like to see covered in the next edition of The Bulletin to communications@centlec.co.za.

I hope that you will enjoy reading this brochure.



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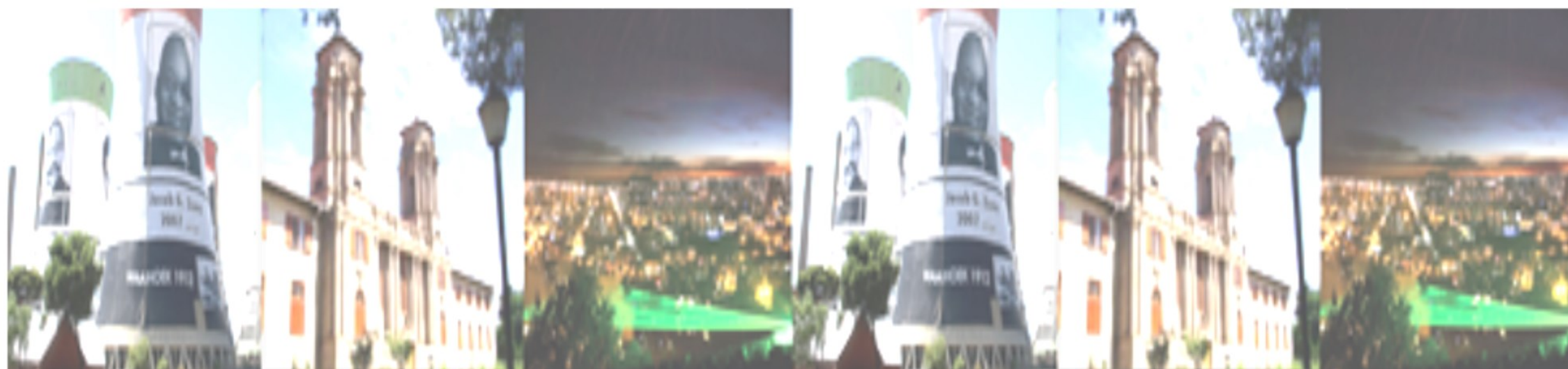
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CENTLEC ACCELERATE PROVISION OF SERVICES VIA BLOEM SHOW 2019

Since the inception of the new democratic dispensation, community participation in all government activities and programmes has been one of the priorities of government. This can be evident, at the Local Government level, whereby government has adopted and guided by the provisions of the Municipal Systems Act, 32 of 2000, chapter 4 which deals specifically with Public Participation by community members.

This meant that various communities are now actively involved in the decision making processes of government and that government services can be easily accessed by all closer to where they live. In conforming to the legislative requirements, CENTLEC (SOC) Ltd, identified the 2019 Bloem Show as one of the platforms through which it could encourage public participation and improved service delivery to the community of Mangaung. This year's event took place at the Bloemfontein Show Grounds from the 26th of April 2019 until the 04th of May 2019.

The Bloem Show is an annual event in Bloemfontein and hosted every year between March and May. It takes place over a period of 10 days and is one of the only two shows in South Africa that still successfully combine agricultural, entertainment and trade activities in one event. The show attracts hundred thousand people from all over the country every year.

During our 2019 participation in the Bloem Show, CENTLEC (SOC) Ltd re-affirmed its commitment and dedication of assuring our paying customers, that we priorities their energy demands. In this year's event, CENTLEC had a service stall whereby our Customer Care, Metering and Finance departments stationed at the show and provided necessary assistance to ordinary members of the community regarding metering complaints, connection applications, updating of metering information and all service related problems they have encountered. All complaints and service defects identified were dealt with on the spot, while others that could not be resolved were then referred to the relevant departments internally for further processing and their speedy resolution.

CENTLEC's participation at the show is one of the initiatives undertaken by the organisation to accelerate provision of services to our communities and also ensure that CENTLEC conforms to the provisions of the Municipal Systems Act and the principles of Batho Pele which advocates for putting the people first in everything that government does.



CENTLEC OFFICIALS AT THE STALL DURING 2019 BLOEM SHOW

