

**WELCOMING ADDRESS BY THE MAYOR- HER WORSHIP- Cllr S.M SINYOSI ON  
THE OCCASION OF LAUNCH OF THE MUNICIPAL WEBSITE HELD ON THE 28<sup>th</sup>  
JUNE 2017.**

**All Members of the Executive Committee and Councillors  
Our Ward Committee members  
All media houses present**

**Senior staff from the National, Provincial Departments**

As the Council of Makhado Municipality, we welcome and celebrate the re-launch of our municipal website, facebook page and other digital communication platforms.

We strongly believe that the newly revamped website will be our mirror to the world. We live in a world wherein information and communication technologies are central to democracy and socio economic development.

Our world today is a digital world and therefore, we have an opportunity as local government to use this communication technologies in order to improve access to information and government services.

It is equally important to mention that one of the principal objectives of the IT policy and system in municipal government is that it provides better citizen services and for enhancing efficiency, transparency and accountability of government departments, and agencies.

Information Communication Technologies has the potential to enhance local democracy, public policy making and improve direct service delivery.

The delivery of a citizen- centric and transparent government is only possible through the extensive use of technology and by leveraging digital government.

Not only would it impact citizen service delivery, it would also provide the much needed impetus to the public participation, information sharing and importantly economic growth given its focus on key social and industry sectors.

Ladies and gentleman- Good governance is fundamental and e-governance is instrumental.

Good governance dictates the design and shape of e-tools or e- governance for improving governance outcomes and processes.

Our website, facebook and twitter accounts can be an effective and efficient tool for good governance if and only members of the public enjoy using them and they add value to their lives.

We trust that this communication platfooirms wil attract more youth and mebers of the general

One of the principal objectives of the IT policy is the extensive use of IT within the process of governance for providing better citizen services and for enhancing efficiency, transparency and accountability of Government departments, and agencies.

The emergence of the digital economy has affected both the role and functions of public institutions. While undertaking traditional functions such as defense, law and order, justice, taxation, legislation, regulation, education, healthcare and social equity, the governments are now required to take new roles of harnessing the power of information technology and leading change

e-Government is about leading the transformation of government to provide efficient, convenient and transparent services to citizens and businesses through the use of Information and Communication Technologies (ICT). e-Government is not about 'e' but about 'government'; it is not about computers and websites, but about services to citizens and business. It is about to concerns with the transformation of government, modernization of government processes and functionsand better public service delivery mechanisms through technology. Citizens are the recipients in e-Government.

The purpose of implementing e-Governance is to improve governance processes and outcomes with a view to improving the delivery of public services to citizens.

Electronic governance goes far beyond mere computerization of stand alone back office operations. It is a means to fundamentally change how the government operates and this implies a new set of responsibilities for the machinery of the government.

ICT can act as a catalyst for organizational transformation and change in government by influencing governance in several ways as follows:

- Managing large volumes of data and work flow connectivity between government operations, departments and agencies and significantly reducing errors;
- Reaping scale economies and improving efficiency by automation of complicated and repetitive governance tasks and developing standard applications;
- Reducing personal interface of citizens and business with public service providers, cutting delay, bureaucratic red tape, corruption and harassment and increasing speed of response;
- Enhancing transparency and accountability by making information available to citizens through websites, reducing information monopoly, simplifying processes and empowering citizens to put pressure on public officials to deliver performance

Design of citizen-centric services and dependable service delivery mechanisms.

ii. Selection of appropriate (dependable, maintainable and cost effective) technologies for rural connectivity and information processing solutions. iii.

Design of cost-effective delivery stations (kiosks) to enable private entrepreneurs operate the services profitably and build new services for sustainability iv. Ensuring employee participation with well designed change management processes

Demonstration of transparency and efficiency to remove distrust and build confidence among the citizens on the functioning of service delivery mechanisms. vi. Inviting private participation to reduce the burden on the central servicing agency, bring in the expertise, enhance the speed of

implementation, and offer better value proposition to the citizens. vii. Identifying and preparing project champions, ensuring appropriate tenures, facilitating smooth transition, and internalization of the changed procedures.

As we know every technology is value neutral, it depends upon person or institution how to use it, further it will be not gainsaying that we use this technology for betterment of our institution, for teaching & non-teaching personnel and transcending all is our students

Certainly that day is not beyond our sight when through this e- governance every process up to last details will be hassle free, paper free, corruption free, subjectivity free and as we know for every man there is post and for every post there is a man so let be fittest man the post & work.

ALL PROTOCOL TO BE OBSERVED

Good Morning!

Ndi matsheloni!

Thank you!

**The End**  
**Office of the Mayor**  
**Makhado Municipality**