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MEDIA RELEASE

To : News Editors
From : Kgamanyane Maphologela
Director: Communications & Stakeholder Management
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City assists thousands of customers at shopping malls.

The City of Johannesburg' Revenue Team has recently visited more than 28 shopping centres across the City and assisted thousands of customers with their municipal accounts.

The revenue mall campaign initiative is part of the broader outreach and educational campaign throughout all regions, which allows customers to conveniently address their municipal account challenges with the City while visiting shopping malls.

In addition to mall visits, this past Saturday, 30 November 2024, the City also hosted a successful Open Day in Region F Revenue, where the City extended its operating hours to assist scores of customers with their queries. More than 1 500 customers were assisted on the day.

The City furthermore also assisted more than 1 500 customers with their municipal account related services between September and November 2024 as part of its mall visits. The bulk of customers who were assisted were those who had applied for pensioner rebates.

Kgamanyane Maphologela, Group Finance's Director for Communications and Stakeholder Engagement says, the City has extended its services in a further attempt to meet customers' needs.

"The City has responded to the changing needs of our customers – who require more options and flexible times to engage the City. The revenue mall campaign is another addition to assist our customers while they are still busy with their shopping, they can come through to the City's revenue desk to get assistance and interact face-to-face with our friendly staff," says Maphologela.

Maphologela says the revenue mall campaigns have, amongst others, assisted pensioners to apply for pensioner rebates, check the status of pensioner rebates applications that have been submitted, assist customers to log queries related to rates accounts for water and electricity and also linking customers to receive online statements via the e-Joburg website.

Residents have welcomed the revenue mall campaigns coming to the areas where they live.

“The City’s revenue campaign has been welcomed by residents, particularly the elderly. It is convenient for them, that as they continue to do their shopping, they can just pop in to be assisted,” adds Maphologela.

Maphologela encourages customers to take full advantage when revenue mall campaigns come near to their area.

For more information on all customer service offerings, visit www.joburg.org.za or call 0860 562 874.

ENDS –

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