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🔊 Minister Gungubele conducts oversight visit to Lenasia & Protea Glen SAPO branches 🔊

Yesterday the Minister of Communications and Digital Technologies, Mr Mondli Gungubele conducted oversight visits to branches of the South African Post Office in Lenasia and Protea Glen.

The Minister was accompanied by the Deputy Director-General responsible for Entity Oversight, Mr Omega Shelembe and Ms Nonceba Mhlauli who also supported in her capacity as the departmental management to assess the state of government at these two branches.

One of the valued customers, Mr. Bash Desai highlighted both his compliments and concerns about SAPO, stating that they appreciate having a branch of the Post Office as the community of Lenasia however the branch must be better capacitated as systems are often offline when they need services.

The visit to the Protea Glen Post Office revealed a similar challenge of shortage of human resources and stationary which negatively affects access to government services.

Both branches reported that they were affected by the Post Bank system glitch which occurred earlier this month however these issues were resolved within a period of two days as announced by government.

Minister Gungubele recognized the need for greater oversight and accountability. To address this, the Minister has directed that an audit of all SAPO branches be conducted to identify the nature of challenges in each province.

Minister Gungubele further reiterated government's commitment to repositioning the South African Post Office to become a modern, functional and commercially viable entity which provides effective postal services to the people of South Africa.

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at the right time and place. NJALO!*

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