



+27 28 514 8500

info@swellendam.gov.za

swellenmun

www.swellendam.gov.za

+27 28 514 2694

49 Voortrek Street, Swellendam | P.O Box 20, Swellendam 6740

MEDIA RELEASE: NEW COLLAB CITIZEN APP – CONNECTING YOU WITH SWELLEN DAM MUNICIPALITY

Swellendam Municipality has launched a new Citizen App to replace the former Link App for submitting complaints. The Collab Citizen App will allow citizens to access:

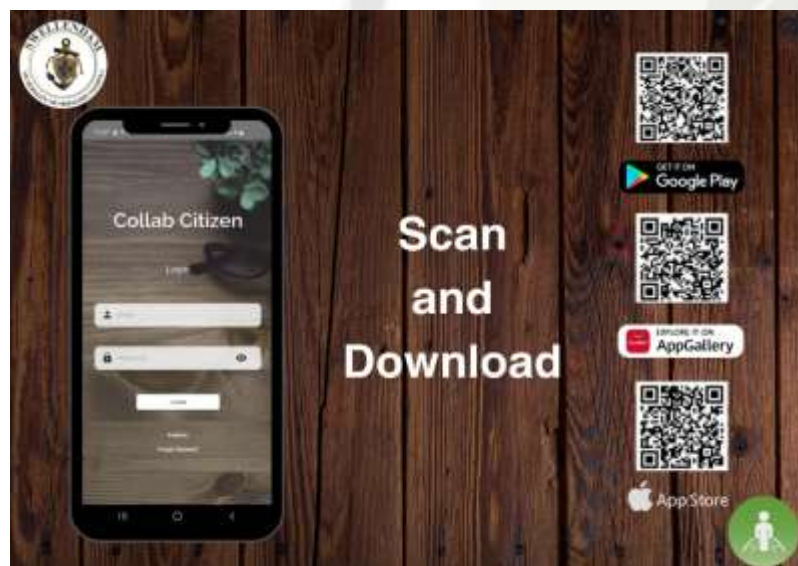
- News and notifications
- Report & Track Services Requests
- Easy Access to Emergency Contacts



Residents may download the application via Google Play, Huawei AppGallery, and the App Store.

This online application is developed to assist residents in submitting complaints, enquiries, and providing a rating of the municipality's services.

Step 1 – Download the Collab Citizen App.



Step 2 – Register as a Citizen.

To register, you need the following information:

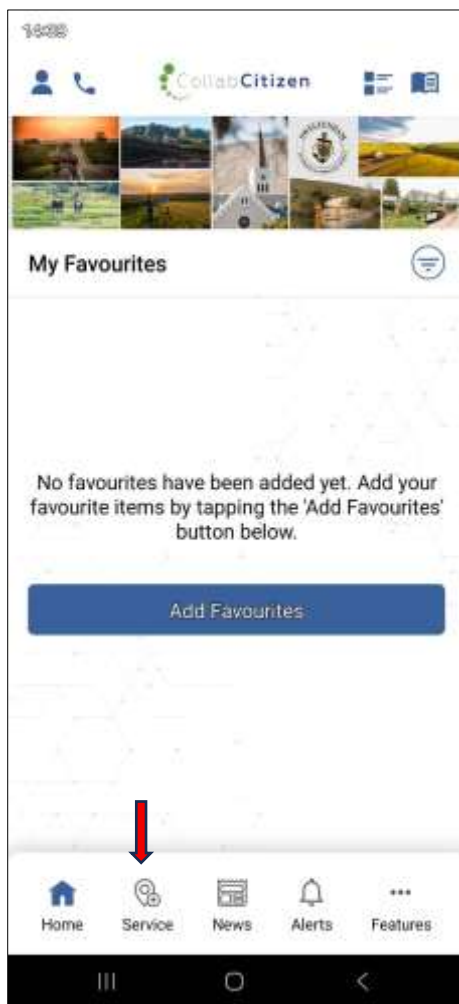
- Name and Surname
- Cell phone number
- Email
- ID Nr
- Password
- Agree with terms and conditions

Upon registration, users are granted access to the application and can begin utilising its features. It is recommended to watch the App Introduction video to become familiar with the application's functionalities and navigation.

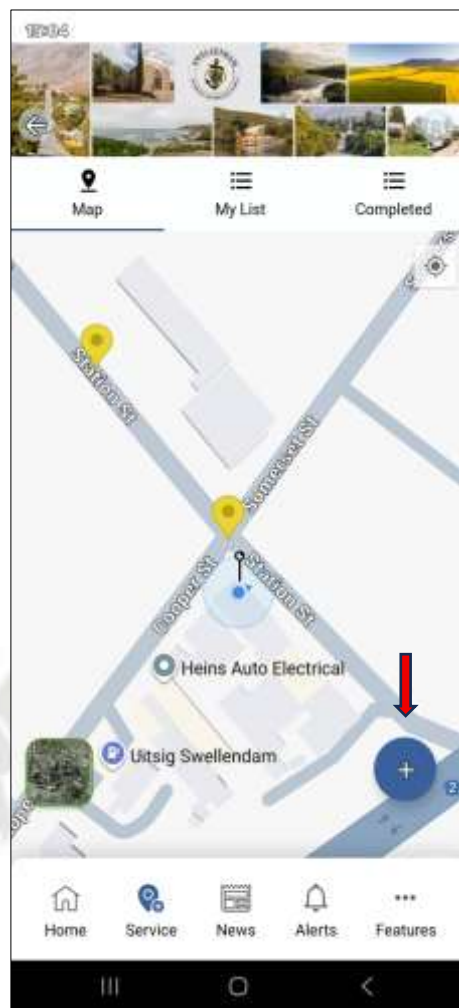
Please note that some features may be temporarily unavailable as the municipality continues with the phased rollout of the full version of the application.

To log a service request or a complaint, please follow these steps:

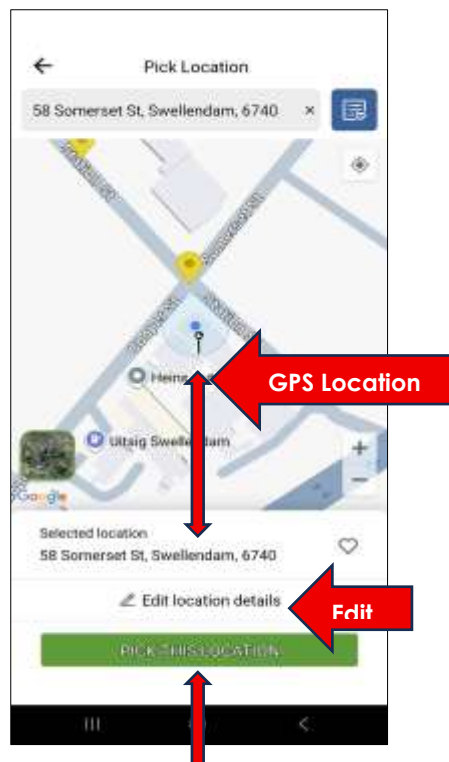
Step 1 – Click on Service



Step 2 – Click on the + sign

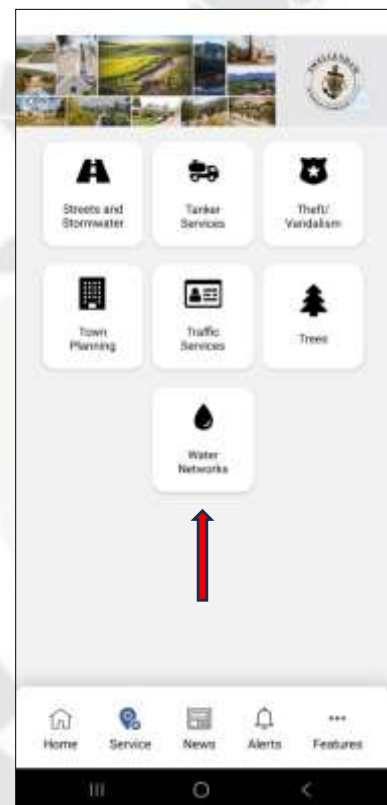
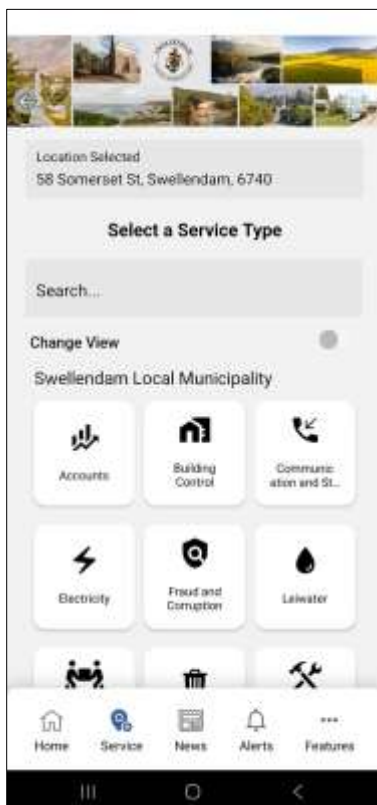


Step 3 – Select the GPS address on the app or manually enter the address.

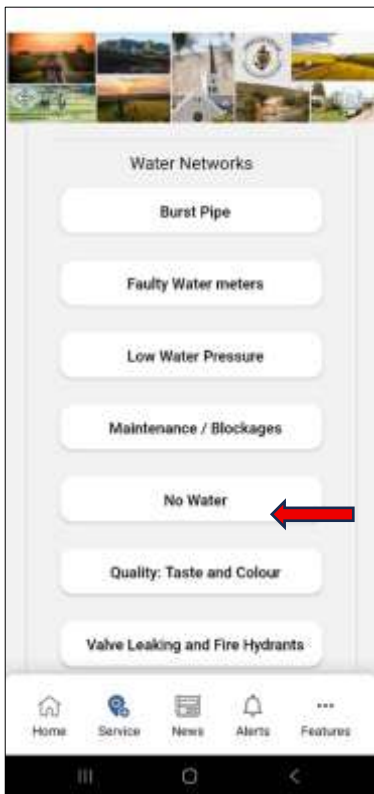


Step 4 – Pick the location, either the GPS location or the edited location.

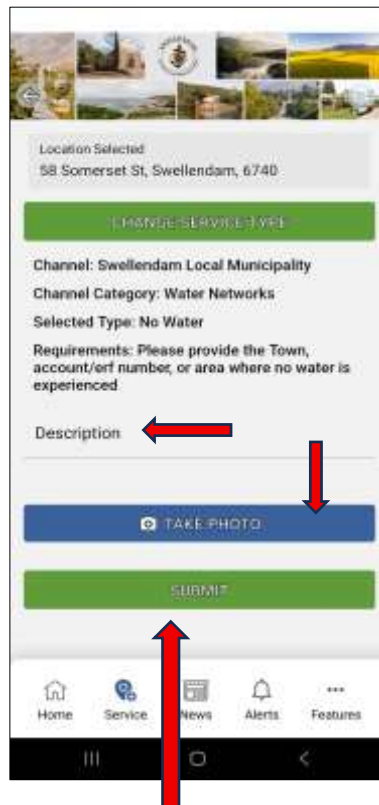
Step 5 – Select Service Type (For Example, Water Networks)



Step 6 – Select Complaint Type (For Example, No Water)

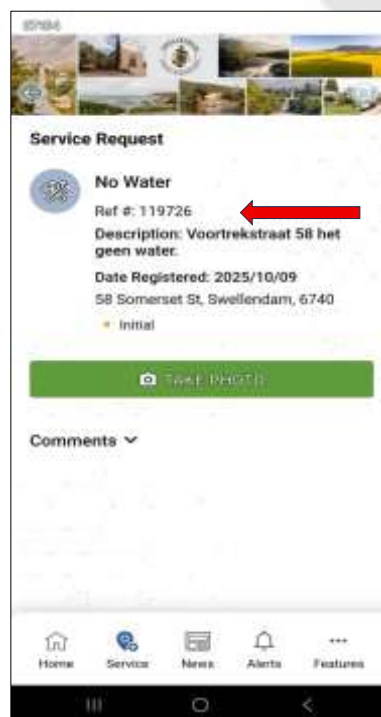
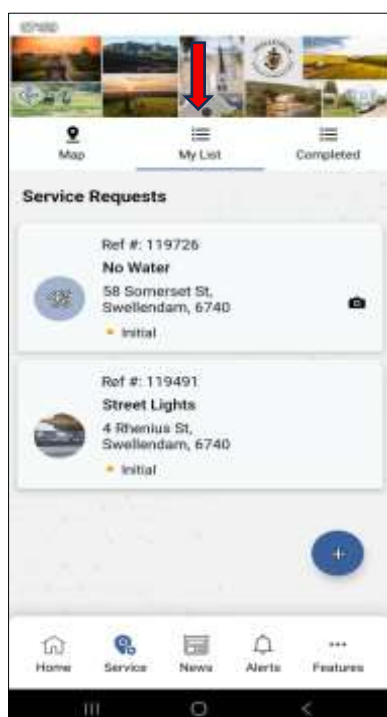


Step 7 -Provide details and, if available, a picture



Step 8 – Submit

Following Step 8, the citizen will be issued a unique complaint number. This confirms that your service request has been successfully registered with the municipality. You can track the status of your complaint or service request by accessing the 'Service Request' section and selecting 'My List'.



After a complaint is submitted and processed by the municipality, the citizen will receive a notification confirming the completion of the request. Subsequently, the citizen will have the opportunity to evaluate how effectively the complaint was addressed. This feedback mechanism allows the municipality to monitor service quality and improve management strategies effectively.

Citizens are strongly encouraged to download the new Collab Citizen App, register their accounts, and utilise the application for submitting service requests and complaints. The app provides a streamlined platform for engaging with municipal services, ensuring quicker response times and enhanced communication between residents and local authorities.

Implementing such digital tools aims to foster transparency, accountability, and efficiency in municipal operations. By actively participating through the app, citizens contribute to the continuous improvement of public services, ultimately leading to a more responsive and responsible local government.

Kindly note that this is a newly launched application. While the municipality has taken all essential precautions to ensure a smooth implementation, there may still be some initial challenges as the system stabilises. Your understanding and cooperation during the rollout of the new application would be highly appreciated to facilitate a seamless transition.

A Vorster
MUNICIPAL MANAGER

