

Citizens

Getting Started on Whatsapp

- 1 First, create a new contact on your phone.
- 2 Save the name as GovChat, and the number as 082 046 8553.
- 3 Open Whatsapp.
- 4 Under 'search' look for GovChat.
- 5 Type in a greeting to start chatting to our friendly bot.

Welcome to GovChat!



Simply type in 'Help' and GovChat will help you with what to do next.

Who is My Ward Councillor?

- 1** Type in for example: *'Who is my ward councillor?'*
- 2** Drop a pin using location drop based on your current location.
- 3** Confirm the location pin.
- 4** Give a rating from 1 to 5 for the Services Experienced (5 is best).
- 5** Give a rating from 1 to 5 for the Quality of Facility (5 is best).
- 6** Add a comment when GovChat asks you for one.



Rate over 60 000 Government Facilities

- 1 Type in for example: *'I'm at Home Affairs'*.
- 2 Drop a pin using location drop based on your current location.
- 3 Confirm the location pin.
- 4 Give a rating from 1 to 5 for the Services Experienced (5 is best).
- 5 Give a rating from 1 to 5 for the Quality of Facility (5 is best).
- 6 Add a comment when GovChat asks you for one.

Municipal Services

- 1 Type in what the issue is. For example: *'We have no water'*.
- 2 From your location search for the address of the issue.
- 3 Drop a pin using location drop.
- 4 Confirm the location pin.