

## CENTRE OF ENVIRONMENTAL RIGHTS - Government Hotlines:

Call centre	Description	Telephone number	E-mail
<b>Presidential hotline</b>	<ul style="list-style-type: none"> <li>This hotline primarily deals with complaints about unresolved service delivery issues. Where the non-compliance relates to service delivery (for example, waste collection services) this hotline may be useful.</li> <li>The hotline is intended as a 'last resort' hotline, to be used when the responsible Department of Authority fails to take action on a complaint.</li> </ul>	17737 (1 PRES) Fax: 086 681 0987 / 012 323 8246	<a href="mailto:president@po.gov.za">president@po.gov.za</a>
<b>Gateway</b>	<ul style="list-style-type: none"> <li>This hotlines deals with enquiries about government services and is useful for identifying the right authority.</li> <li>Accommodates six of the eleven official languages - English, Afrikaans, Xhosa, Zulu, Sesotho and Tshivenda</li> </ul>	1020	
<b>GCIS Information Centre</b>	<ul style="list-style-type: none"> <li>A central point where you can get government and government-related information.</li> <li>The information centre provides information stored in internal databases and/or various external sources, or they will refer you to contact persons at relevant departments or bodies.</li> </ul>	012 314 2211	<a href="mailto:info@gcis.gov.za">info@gcis.gov.za</a>
<b>National Anti-corruptionForum</b>	<ul style="list-style-type: none"> <li>National anti-corruption hotline for the public service</li> <li>Where environmental non-compliance involves corruption (such as irregular and corrupt licensing of mining activities) we would recommend you both report the environmental non-compliance to the relevant authority and report the corruption.</li> </ul>	0800 701 701	
<b>CrimeStop</b>	<ul style="list-style-type: none"> <li>This hotline allows you to report crime anonymously. Where environmental non-compliance also amounts to a criminal offence, you may wish to report it to the hotline. Usually crimes should be reported at the relevant police station an not via the hotline.</li> </ul>	08600 10111	<a href="http://www.saps.gov.za/_dynamicModules/internetsite/crimestop.asp">http://www.saps.gov.za/_dynamicModules/internetsite/crimestop.asp</a>
<b>Department of Environmental Affairs</b>	<ul style="list-style-type: none"> <li>Environmental Affairs call centre provides useful information, names and contact numbers for the DEA.</li> </ul>	086 111 2468	
	<ul style="list-style-type: none"> <li>Tip-offs on contraventions of environmental legislation</li> <li>This hot line is discussed in more detail below</li> </ul>	0800 205 005	<a href="mailto:environment@tip-offs.com">environment@tip-offs.com</a>
<b>Department of Water Affairs</b>	<ul style="list-style-type: none"> <li>Water affairs enquiries provides useful information, names and contact numbers for the DWA</li> </ul>	0800 200 200	
<b>Health complaints</b>	<ul style="list-style-type: none"> <li>Where environmental non-compliance results in health impacts,</li> </ul>	Limpopo 0800 919 191 Mpumalanga 0800 204 098	

	complaints can be lodged with the provincial hotlines.	Eastern Cape 0800 032 364 Free State 0800 535 554 Gauteng 0800 203 886	
<b>Public Protector RSA</b>	<ul style="list-style-type: none"> <li>Investigates maladministration in government</li> </ul>	0800 112040	
<b>Gauteng Provincial Government</b>	<ul style="list-style-type: none"> <li>General enquiries</li> </ul>	0860 GAUTENG (0860 428 8364)	