

# Ntirhisano

We Care. We Act



Respond



Resolve



Grow



Together  
Moving **Gauteng**  
**City Region**  
Forward



**GAUTENG**  
PROVINCIAL GOVERNMENT  
REPUBLIC OF SOUTH AFRICA



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The Gauteng Service Delivery War Room is set to radically change the way government serves the people.

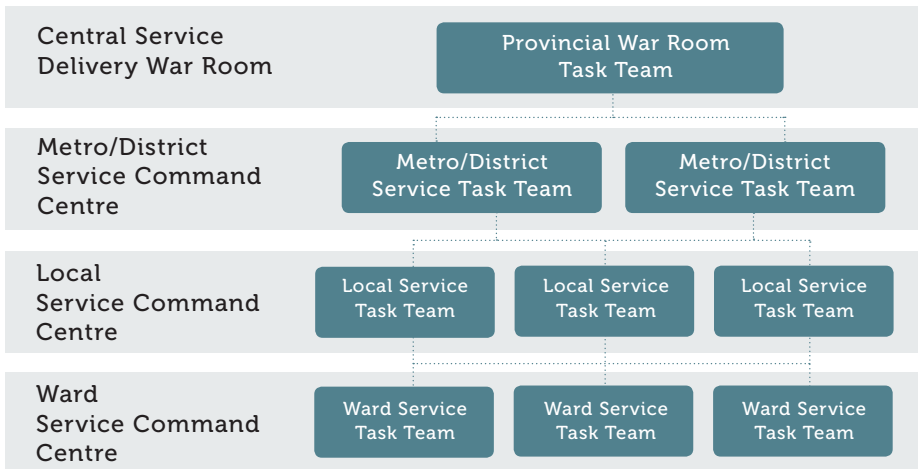
The Service Delivery War Room is a province-wide, integrated, comprehensive and sustainable service delivery model that seeks to radically restructure interface between government and the people to better respond to the needs of the people.

Dubbed Ntirhisano – a Tsonga word for working together – the collaborative War Room Machinery aims to improve government’s service delivery capacity and build an activist public service that is responsive to the needs of the people. It further seeks to empower communities to propel their own development.

Ntirhisano further seeks to strengthen partnership between government and social partners and mobilise local resources to address socio-economic needs.

The model will ensure the servicing of people where they live, and this will result in reduced duplication and inefficiencies in resource allocation.

## War Room Service Model:



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