



PHYSICAL ADDRESS: NO 38 AGATHA STREET

Postal Address: P O Box 24, Tzaneen, 0850

Website: www.greatertzaneen.gov.za

Telephone Number: +2715 307 8000

Call Centre (Electricity) +2782 679 0720

Anti-fraud and Corruption Hotline: 0800 44 66 44

WhatsApp line: 082 679 0794

MEDIA RELEASE

FOR IMMEDIATE RELEASE

28 JULY 2025

CLOSURE OF WHATSAPP GROUPS FOR FAULT REPORTING

The Greater Tzaneen Municipality wishes to inform residents and stakeholders that a decision has been taken to officially close all WhatsApp groups previously used for reporting service delivery faults.

Effective from 1 August 2025, all service delivery complaints and fault reports must be directed to our 24-hour Customer Care Call Centre using the following contact details:

Landline: 015 307 8190

Alternative Number: 082 679 0720

WhatsApp Line: 082 679 0794

Residents can log service delivery faults either by calling the 24-hour number or sending a message to the dedicated WhatsApp line. Upon reporting, a reference number will be issued, allowing customers to track the progress of their complaint. Please note that response times for reference numbers issued via WhatsApp may be slightly longer than those issued through phone calls.

Customers will receive an update within 2 hours of being issued a reference number. However, the resolution time may vary depending on the volume and complexity of reported faults. We appeal to the public for their patience and understanding in this regard.

The decision to discontinue WhatsApp groups for reporting was taken to improve the quality of service, ensure proper fault tracking, and align with the Municipality's service delivery standards. As such, faults reported via WhatsApp groups will no longer be accepted, and the groups will no longer serve as official reporting platforms.

We urge residents to avoid submitting false or fictitious complaints, as this disrupts operations and delays service delivery to those genuinely in need.



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Let's work together to improve our systems, enhance accountability, and ensure timely and efficient delivery service for all.

MEDIA ENQUIRIES:

Members of the media who require additional information or interviews can contact Ms. Vutivi Makhubele via SMS, WhatsApp, or phone call at **072 604 6169**.

Neville Ndlala – Head of Communications & Marketing Services

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