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# Lip Service only paid to ideals of courtesy and efficiency

*Sayed Iqbal Mohamed*

Batho Pele is the catchphrase of the government, its employees required to engage with the public, the ratepayers and taxpayers in particular, with elements of warmth, courtesy and efficiency.

There are tenants of the department of Transport who will dispute that Batho Pele exist because of their personal humiliation over the months and in some instances, for several years.

These tenants were informed that the dwellings they occupy would be offered to them at a specific price should they decide to purchase them.

Tenants were informed accordingly of an assessment or valuation that was conducted. They waited anxiously for months for the purchase and sales document and finally received communication that the death of the Minister of Transport had delayed the process.

There appeared to be some hope! Years later, the selling price has escalated with no formal documents presented to them, except for rentals increases.

Communicating with Intersite that manages the portfolio on an agency basis seemed to be the tenants' last hope of getting answers; a response of some sort.

Well, the tenants' representative is looking forward to an acknowledgement of a letter sent six months back that followed with telephone messages for the regional manager to respond.

These tenants are reluctant to deal with the department of Transport because of the callous and arrogant experiences and the department's agent Intersite seemed to have learnt the "Batho Pele" principles from their principal, it exist in theory only.