



**OFFICE OF THE DIRECTOR: STAKEHOLDER MANAGEMENT AND CITIZEN CARE SERVICES**  
Steve Vukile Tshwete Complex, Zone 6 Zwelitsha, 5608, Private Bag X0032, Bhisho, 5605 REPUBLIC OF SOUTH AFRICA:  
Enquiries: Ms Z. Bontshi Tel: 040 608 4675. Email: [zukiswa.bontshi@ecdoe.gov.za](mailto:zukiswa.bontshi@ecdoe.gov.za) Website: [www.eceducation.gov.za](http://www.eceducation.gov.za)

## MEMORANDUM

**TO : HEAD OF DEPARTMENT  
DDGs  
CHIEF DIRECTORS  
DIRECTORS  
CESSs/CMC HEADS  
DEPUTY DIRECTORS  
CIRCUIT MANAGERS  
DEFs  
SGB ASSOCIATIONS  
UNIONS**

**FROM : DIRECTOR: STAKEHOLDER MANAGEMENT & CITIZEN CARE SERVICES**

**SUBJECT: ECDOE APPROACH TO STRENGTHENING INTERGOVERNMENTAL RELATIONS (IGR), PUBLIC PARTICIPATION, AND DISTRICT DEVELOPMENT MANAGEMENT OPERATIONS**

**DATE : 11 JUNE 2026**

### 1. PURPOSE

The purpose of this letter is to strengthen the approach regarding Intergovernmental Relations (IGR) and the District Development Model (DDM) across all districts. It outlines the compliance, reporting, and community participation mandates necessary to drive public service delivery.

### 2. HOW IGR WORKS AT PROVINCIAL AND DISTRICT LEVELS

#### PROVINCIAL LEVEL

At the provincial level, IGR acts as the primary vehicle for high-level coordination between provincial government departments, municipalities, and broader socio-economic stakeholders. It provides a structured platform to align provincial strategic planning, budget allocations, and service delivery priorities. This alignment ensures that public resources are utilized optimally and target areas of greatest need.

## DISTRICT LEVEL

At the district level, IGR focuses heavily on localized collaboration among local municipalities situated within a district's jurisdiction. District IGR forums are designed to facilitate joint planning, resource sharing, and continuous monitoring of service delivery to prevent the duplication of projects and improve overall operational efficiency.

- **Mandatory Representation:** District Directors are hereby requested to ensure that the ECDOE is consistently and actively represented at all district IGR forums.
- **Meeting Frequency:** These critical forums sit on a quarterly basis.
- **Reporting Protocol:** Comprehensive, data-driven reports from each district must be compiled immediately following these sessions. These reports are to be formally submitted directly to the provincial Stakeholder Management Directorate for review and tracking.

## 3. PUBLIC PARTICIPATION AND RAPID RESPONSE OF COGTA

Public participation remains central to democratic governance in South Africa. It serves as the primary mechanism ensuring that local communities directly influence administrative and infrastructure decisions that affect their everyday lives.

To bridge the gap between governance and citizens, the Department of Cooperative Governance and Traditional Affairs (COGTA) utilizes specialized rapid response mechanisms. These protocols allow for immediate, targeted intervention in acute service delivery challenges, local conflict resolution, and emergency disaster management. Active alignment with COGTA's rapid response networks strengthens institutional trust and ensures citizen grievances are addressed before escalating.

## 4. PARTICIPATING IN DISTRICT DEVELOPMENT MODEL (DDM) PROCESSES

To avoid working in isolated departmental silos, districts must actively integrate their operations into the broader DDM processes. This collaborative framework will promote and sustain long-term cross-sectoral planning. District offices are expected to implement the following action points:

- **Establish Structured Community Forums:** Create formal communication and planning channels that feed directly into the DDM pipelines to maintain integrated spatial planning.
- **Encourage Civil Society and Private Sector Co-Creation:** Actively involve civil society through the District Education Forums (DEFs), local business chambers, and traditional leadership bodies to co-create sustainable regional development plans.

- Leverage Modern and Traditional Engagement: Utilize accessible digital platforms alongside physical town hall engagements to ensure absolute inclusivity, transparency, and widespread community reach.

## 5. DEVELOPING A NEW CULTURE OF RESPONSIVENESS

We must actively promote institutional accountability by embedding IGR and DDM practices into our everyday governance habits. Moving forward, the department requires a shift toward proactive engagement rather than reactive damage control. Districts are requested to attend to public petitions and Portfolio Committee findings with maximum speed and accuracy. Resolving these findings efficiently serves as a direct expression of the core values of the ECDOE – specifically those of responsiveness and empathy. Furthermore, swift resolution ensures strict adherence to the Public Service Charter as well as the foundational Batho Pele Principles ("People First"). Government officials, local communities, and external stakeholders must view these collaborative processes not as administrative burdens, but as integral components of sustainable development. May this arrangement be regarded rather be addresses as part of performance agreement for District Directors.

Therefore, circuit managers, CMC Heads, and District Directors are urged to heed this call to annihilate anything that has the potential to threaten stability in the department as well as in government in general.

Your commitment to implementing these directives with the necessary urgency is highly anticipated.



**Dr. CK MDINGI**  
**DIRECTOR, STAKEHOLDER MANAGEMENT & CITIZEN CARE SERVICES**