

# Contact Centre to the rescue of struggling suppliers

For too long the suppliers had to contend with being send from one pillar to another due to challenges in payment of invoices.

## This is about to change.

The MEC for Finance, Economic Development and Tourism, Mr Sikhumbuzo Kholwane has recently announced that the Provincial Treasury is in the process of setting up a contact centre for suppliers who have been struggling to get paid for services rendered to the provincial government.

“The Executive Council is committed to ensuring that service providers are paid on time for work done on behalf of the provincial government,” said MEC Kholwane.

The decision to establish a contact centre follows several attempts to get the target of 100 percent compliance on payment of service providers, through the issuing of practice notes and escalation of report on payment on invoices to the executive council amongst others.

“To close the information gap and ensure reliable reporting to the Executive Council, the Provincial Treasury will establish a help desk



to follow up on invoices not paid on time on behalf of the suppliers,” MEC Kholwane said.

He said non-payment of suppliers has a negative impact on both the government and the service providers. Non-payment of suppliers creates a challenge for the survival of the small enterprises and also inhibit economic growth and job creation since the SMMEs have the

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greatest potential to help increase employment in the province. It is the responsibility of the public institution and the service provider to ensure that purchase orders, specifications and invoices correspond in order to expedite the payment of the invoice.

The suppliers will be able to contact the Provincial Treasury on **0800-00-66-57**

**TOLL FREE NUMBER: 0800 00 66 57**

**PAYME@MPG.GOV.ZA**

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