



## MIDVAAL LAUNCHES ADDITIONAL FEATURES TO DIGITAL PLATFORMS

In a pioneering step towards enhancing e-government service delivery, the Midvaal Local Municipality has partnered with Nedbank Commercial Banking to introduce transactional services on its new WhatsApp Chatbot and the updated My Midvaal App. This collaboration signifies a significant stride towards providing residents with a centralised digital platform for payment of municipal services, in alignment with the municipality's digital strategy.

Responding directly to the Midvaal Mayoral commitments to adopt innovative solutions to enhance Municipal services, this initiative offers residents an efficient, and secure alternative to accessing municipal services. It represents a strategic advancement towards fulfilling the municipality's vision of enhancing digital transformation, fostering citizen engagement, and ensuring services are easily accessible to all residents.

The WhatsApp chatbot and enhanced My Midvaal App are meticulously crafted to enhance residents' interaction with municipal services, eliminating the need for physical office visits and the associated waiting times.

Through the digital platforms, residents can effortlessly:

- View and request municipal account statements
- Make payments and purchase prepaid services
- Lodge complaints and track their progress
- Submit meter readings
- Access municipal notices and schedules

This digital leap forward is expected to enhance operational efficiency and alleviate the administrative burden of managing multiple engagement channels.

MMC for Corporate Services, Cllr Chantal Gomes, from the Midvaal Local Municipality, emphasises the significance of the chatbot and mobile app as effective communication tools between the municipality and residents. Residents can now receive timely updates, notifications, and alerts regarding crucial notices, schedules, and events directly through the platform, fostering transparency and ensuring residents are well-informed about municipal activities and initiatives.



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Loderick Lubisi, Nedbank Executive, Relationship Banking Channel elaborated on the added benefits of integrating payment solutions into the online platform, "This innovation extends beyond simple transactions. Residents can now apply for building permits, check, and settle outstanding municipal services, and pay traffic fines online, all without the hassle of physical queues. This convenience saves valuable time and ensures secure transactions, reinforcing Nedbank's commitment to leveraging our financial expertise for the greater good."

With the launch of both the pay functionality on WhatsApp and the revamped My Midvaal App, the municipality is bringing unprecedented convenience to the public, ushering in a new era of accessible municipal services. This partnership between Nedbank and Midvaal Local Municipality sets a new standard for municipal service delivery, underscoring a shared commitment to enhancing and streamlining access to municipal services through safe, efficient, and innovative digital solutions.

"Nedbank's mission is to use our financial expertise for good, and by partnering with Midvaal Local Municipality in its digital strategy, we are supporting the municipality's ongoing journey to improve and streamline service delivery through innovative, efficient, safe and secure alternatives for residents to access municipal services via the chatbot," concludes Lubisi.

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