



Republic of Botswana

NATIONAL EMERGENCY OPERATION CENTRE

RESPONSE TO COVID-19

PUBLIC COMPLAINTS

COVID 19 PUBLIC COMPLAINTS

Public complaints as identified through social media and calls. Ministries are requested to identify issues as raised by the public on a daily basis and submit them with interventions put in place to neoc@gov.bw

ISSUES	Accountable Ministry
<p>1. Issues of obtaining authorized permits defeating the social distancing efforts.</p> <ul style="list-style-type: none">a) Noted the influx of people applying for the new permit ignoring social distancing:b) Permits for self-quarantined citizens who arrived and need to drop COVID-19 daily monitoring kits at the clinics	Office of the President -BGCIS
<p>2. Monitoring of fake news</p> <ul style="list-style-type: none">a) Explain the danger of sharing and spreading of fake news on social mediab) Consequences	Office of the President – BGCIS

3. Reported cases of sale of home brewed alcohol in homes and farms	Ministry of Investment, Trade and Industry
4. Essential service organizations including other Ministries have not trimmed down their staff to avoid being overcrowding and ignoring the social distancing	Office of the President
5. Private Essential Services Personnel complains about the 5 days permit. Some have cited examples of having engineers working on the other end of the country and having to come back and re-apply. They request that the decision be reviewed.	Office of the President

.....


Major General MC Mophuting
NEOC Coordinator - Operations

MINISTRY OF PRESIDENTIAL AFFAIRS, GOVERNANCE AND PUBLIC ADMINISTRATION COORDINATOR DATE: 06/04/20 NATIONAL EMERGENCY OPERATIONS CENTRE
--