



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

Contact us

The City of Cape Town aims to ensure fast, effective service and communication with our public. If you need to speak to someone on the phone, or don't yet know who you should contact, please see our list of public City contacts below.

General Enquiries

City Of Cape Town Switchboard

Telephone:

[021 400 1111](tel:0214001111)

Customer Call Centre

Telephone:

[0860 103 089](tel:0860103089)

General email:

contact.us@capetown.gov.za (<mailto:contact.us@capetown.gov.za>)

Accounts email:

accounts@capetown.gov.za (<mailto:accounts@capetown.gov.za>)

Fax:

[0860 103 090](tel:0860103090)

Emergency Numbers And Hotlines

Any Emergency

Telephone from landline:

[107](tel:107)

Telephone from mobile:

[112](tel:112) / [021 480 7700](tel:0214807700)

Fires, Floods, Rockfalls And Other Environmental Emergencies

All hours emergency telephone:

[0809 114 357](tel:0809114357)

General telephone:

[021 597 6000](tel:0215976000)

Email:

disaster@capetown.gov.za (<mailto:disaster@capetown.gov.za>)

General fax:

[0865 761 776](tel:0865761776)

Information and advice fax:

[0865 761 775](tel:0865761775)

Fraud Hotline

Telephone:

[0800 323 130](tel:0800323130)

Illegal Occupancy / Land Invasion

24 hour hotline:

[021 596 1999](tel:0215961999)

Alcohol And Drugs

24 hour telephone hotline:

[0800 435 748](tel:0800435748) (0800 HELP 4 U)

Law Enforcement

24 hour hotline:

[0860 765 423](tel:0860765423)

Reporting

Report online through our Service requests portal (<http://www.capetown.gov.za/servicerequests>)

Electricity Faults - City Of Cape Town

Telephone:

[0860 103 089](tel:0860103089)

SMS:

[31220](tel:31220)

Email:

power@capetown.gov.za (<mailto:power@capetown.gov.za>)

Electricity Faults - Eskom Supply Area

Electricity call centre:

[0860 037 566](tel:0860037566)

Email:

western@eskom.co.za (mailto:western@eskom.co.za)

Cable Theft

Telephone:

[0800 222 771](tel:0800222771)

Fax:

[021 400 5910](tel:0214005910)

Land Invasion (Squatter Control)

Emergency telephone:

[107](tel:107)

Direct telephone:

[021 596 1999](tel:0215961999)

Roads And Stormwater (Potholes / Flooding / Fallen Trees / Open Manholes / Chemical Spills)

Telephone:

[0860 103 089](tel:0860103089)

Email:

watertoc@capetown.gov.za (mailto:watertoc@capetown.gov.za)

Traffic Signal Faults

24 hour telephone:

[0860 001 948](tel:0860001948)

Street People

Toll-free telephone:

[0800 872 201](tel:0800872201)

Services

Request a service online through our Service requests portal
(<http://www.capetown.gov.za/servicerequests>)

Utility Services

Electricity Department: Emergencies, Accounts And General Enquiries

Telephone:

[0860 103 089](tel:0860103089)

Email:

electricity@capetown.gov.za (mailto:electricity@capetown.gov.za)

Electricity - Eskom Supply Areas

Telephone:

[0860 037 566](tel:0860037566)

SMS (all networks):

[35328](sms:35328)

Email:

western@eskom.co.za (mailto:western@eskom.co.za)

Water And Sanitation: Emergencies, Accounts And General Enquiries

Telephone:

[0860 103 089](tel:0860103089)

Email:

watertoc@capetown.gov.za (<mailto:watertoc@capetown.gov.za>)

SMS:

[31373](sms:31373)

Fax:

[021 957 4726](tel:0219574726)

Solid Waste: Illegal Dumping, Wheelie Bins And General Cleaning

Telephone:

[0860 103 089](tel:0860103089)

Fax:

[0860 103 090 021 400 4302](tel:08601030900214004302)

Email:

wastewise@capetown.gov.za (<mailto:wastewise@capetown.gov.za>)

Metro Police And Traffic Services

Telephone:

[0860 765 423](tel:0860765423)

Motor Vehicle Registration

Telephone:

[0860 103 089](tel:0860103089)

Fax:

[021 419 1676](tel:0214191676)

Email:

accounts@capetown.gov.za (mailto:accounts@capetown.gov.za)

Public Transport

General information:

[0800 656 463](tel:0800656463)

Dial-a-Ride:

[0800 600 895](tel:0800600895)

Traffic Fines

Telephone:

[0860 103 089](tel:0860103089)

Fax:

[0862 012 154](tel:0862012154) / [0862 938 189](tel:0862938189)

Events Applications And Permits

Telephone:

[021 417 4034](tel:0214174034) / [021 417 4035](tel:0214174035) / [021 417 4036](tel:0214174036)

Fax:

[0865 761 933](tel:0865761933)

Email:

events.permit@capetown.gov.za (mailto:events.permit@capetown.gov.za)

Film Shoots And Permits

Online film location booking system (<https://web1.capetown.gov.za/web1/filmpermitsonline/>)

General telephone:

[021 417 4025](tel:0214174025)

Stills / micro-shoots:

021 417 0599

Accounts:

021 417 4030

Email:

film.permit@capetown.gov.za (mailto:film.permit@capetown.gov.za)

Fax:

0865 761 933

Tenders

Online tender portal (<https://web1.capetown.gov.za/web1/tenderportal/>)

Online procurement portal (<https://web1.capetown.gov.za/web1/procurementportal/>)

Supplier self-service (<https://eservices.capetown.gov.za/irj/portal>)

Telephone:

021 400 2405 / 021 400 2505

Fax:

021 419 7659

Email:

tenders@capetown.gov.za (mailto:tenders@capetown.gov.za)

Investment And Trade Promotion

Telephone:

021 487 8600

Email:

info@wesgro.co.za (<mailto:info@wesgro.co.za>)

Our Facilities

We run world-class services and recreational facilities all around the metro. Find one near you that suits your needs.

See all our service facilities (<http://www.capetown.gov.za/family%20and%20home/see-all-city-facilities/our-service-facilities>)

Our Departments

Our departments are committed to offering and sustaining service excellence to the people of Cape Town, as well as to the corporate structures of the City of Cape Town. We are guided by the vision of our Executive Mayor and the City's [Integrated Development Plan](http://www.capetown.gov.za/family%20and%20home/meet-the-city/our-vision-for-the-city/cape-towns-integrated-development-plan) (<http://www.capetown.gov.za/family%20and%20home/meet-the-city/our-vision-for-the-city/cape-towns-integrated-development-plan>).

See a list of all our public-serving departments (<http://www.capetown.gov.za/departments>).

The Media Office

Our Media Office is tasked with protecting and promoting the public reputation of the City administration through free communication channels. These include newspapers, radio stations, television channels and various online platforms.

Visit the Media Office page for more information
(<http://www.capetown.gov.za/departments/media%20office>).

Legal

Ombudsman

Telephone:

[021 400 5487](tel:0214005487)

Fax:

[021 400 5952](tel:0214005952)

Appeals

Email:

msa.appeals@capetown.gov.za (<mailto:msa.appeals@capetown.gov.za>)

Fax:

[021 400 58300862 029 981](tel:02140058300862029981)

Insurance Claims

Email:

charlene.harmse@capetown.gov.za (<mailto:charlene.harmse@capetown.gov.za>)

Fax:

[0862 029 701](tel:0862029701)

Access To Information

Access To Information

Fax:

[021 400 5830](tel:0214005830) / [086 202 9982](tel:0862029982)

Email:

access2info.act@capetown.gov.za (<mailto:access2info.act@capetown.gov.za>)

PAIA online (<https://web1.capetown.gov.za/web1/paia/account/login>).

Open Data Portal

Access the City's

Open Data Portal (<https://web1.capetown.gov.za/web1/opendataportal/>).

Find Your Councillor

See our lookup tool to access councillor information

(<https://www.capetown.gov.za/family%20and%20home/meet-the-city/city-council/find-your-councillor-ward-or-subcouncil>).

Mayor's Office

Telephone:

021 400 1300

Fax:

021 400 1313

Email:

mayor.mayor@capetown.gov.za (mailto:mayor.mayor@capetown.gov.za)

Our Online Services: Service At Your Fingertips

We maintain a number of easy-to-use online services for you to use – from online reporting and service requests to plan submissions and supply chain management.

City Connect

Visit our full list of online services (<https://www.capetown.gov.za/city-connect/all-city-online-services/all-our-online-services>).

You May Also Be Interested In



Civic Honours

Learn more about our Civic Honours awarded to outstanding individuals, organisations and military units.



Section 57 Performance Agreements And Dashboards

See Section 57 performance agreements and dashboards listed according to year.



Community Food Garden Project

Participate in the City's Community Food Garden project and develop your gardening skills with your commu...