



## **Dr NKOSAZANA DLAMINI ZUMA LOCAL MUNICIPALITY**

### **CUSTOMER SERVICE CHARTER POLICY**

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## MESSAGE FROM THE HONOURABLE MAYOR

*The Dr Nkosazana Dlamini Zuma Local Municipality customer care policy, incorporating this Customer Service Charter, sets out the Council's commitment towards Service Excellence.*

*Underlined by the eight Batho Pele principals that National Government prescribes as the core of service delivery for all levels of government. This document intends putting People First and has at its heart, Government's vision of "Creating a Better Life for All".*

*The Municipality considers anyone who lives, works and socialise in the greater municipal area as its customers. We want to ensure that you understand your rights and responsibilities, receive the services you are entitled to and have the opportunity for feedback. We believe that the Customer Care Policy and Service Charter is a progressive step towards achieving such goals.*

## MESSAGE FROM THE MUNICIPAL MANAGER

*Our Municipality was established in August 2016 and with the start of a new financial year, we are establishing a Customer Care responsibility under the office of the CFO to address issues surrounding service delivery and related communications. It is anticipated that this section will report, once established, to the Office of the Municipal Manager thus ensuring a direct line of communication between the customer and myself.*

*In this Customer Service Charter; all departments within the Municipality have been assigned specific Service Standards according to the services it provides and will be measured accordingly.*

*I believe that this section, this document and its related processes signify a new approach to customer service within our Municipality. This will go far in affirming the values we believe in: transparency, accountability and service excellence.*

*This document also signifies a relationship in which the customer has responsibility to pay timeously for the services he expects to be delivered and reports issues and problems as soon as they occur. The municipality and its people remain in partnership which has a better chance of success when everyone is working together.*

## DR NKOSAZANA DLAMINI ZUMA LOCAL MUNICIPALITY AT A GLANCE

The Municipality was established after the Local Government elections of 2016 and followed a gazetted merger between the former Ingwe and Kwa Sani municipalities. The Dr Nkosazana Dlamini Local Municipality is located within the Harry Gwala District Municipality and is the second largest of the Local municipalities in the district. It is predominantly rural with 5 main towns, namely: Himeville, Underberg, Bulwer, Donnybrook and Creighton. The total population stands at 118480 and covers an area of approximately 3200sq kms. There are 15 wards with 29 Councillors (15 Ward and 14 PR).

### Governance

#### Municipal Manager

The Municipal Manager is the Accounting Officer of the Dr Nkosazana Dlamini Zuma Local Municipality.

#### Community Services

This directorate is responsible for Disaster Management; Safety and Security; Solid Waste; Cemeteries; libraries; Arts and culture Heritage; Parks; Sports and Recreation and Youth and Gender programmes

#### Corporate Services

This directorate is responsible for Legal Services; Administration; Committee Services; Human Resources; Public participation; Property and Records Management.

Corporate Services is also the secretariat of Council and supports the legislative and executive functions of Council

#### Budget & Treasury

This directorate covers Income, Expenditure, Budget Office, Information Technology and Customer Care

## Planning and Technical

Key areas are Town Planning and Building /control, integrated Development Planning (IDP), economic Development; infrastructure; integrated human settlements and environmental management

## Customers

Customers are all people it deals with in the performing of its work. These include people who live, work and socialise in the great Dr Nkosazana Dlamini Zuma Local Municipality. The definition also includes those who do business with the Municipality.

## Service standards

Designed to measure Customer Care services, the Dr Nkosazana Dlamini Zuma local Municipality has developed the following set of Service Standards for every department within the Municipality.

## General

### Telephone calls

- Municipal staff will answer telephone calls within 5 ringtones, where possible

## All departments

### Written and email enquiries

- Acknowledge receipt of letter or email within five (5) working days of receipt or immediately after enquiry has been recorded via SMS service
- Enquiry answered or feedback provided if problem not resolved within ten (10) working days of receipt or immediately after inquiry has been resolved, via SMS service.

### Telephonic enquiries

- Enquiry answered or feedback provided if problem not resolved, within ten (10) working days of phone call, or immediately after the inquiry has been recoded via SMS service

### Walk-in Enquiries

- Answered within Ten (10) working days or feedback provided if not resolved.

## Community Services

### Fire & Rescue

- Reaction time 15 to 20 mins within the town areas after receipt of a call

#### Other emergencies (motor vehicle, crowd control etc.)

- Received immediate attention

#### Grass mowing on Sports' Fields

- Done according to prescheduled programme (monthly?)

#### Mowing of grass in public areas and open spaces

- Done according to prescheduled programme (monthly?)

#### Refuse Collection

- Collected on week days (Mondays to Fridays) according to the scheduled programme for Commercial concerns in the town areas.
- Collection on weekends according to the scheduled programme for Commercial concerns in the town areas
- Collected weekly according to scheduled programme for residential areas
- Daily street cleaning according to the scheduled programme for Street cleaners

### Technical Services

#### Pothole repairs

- Done according to scheduled programme (90 days)

#### Road Maintenance

- Done according to the scheduled Maintenance Plan (180 days)

### Planning and Development

#### Building Plans

- Acknowledgment of receipt within 4 hours of receipt
- Processing of plans smaller than 500m<sup>2</sup> within 10 days of receipt
- Processing of plans larger than 500m<sup>2</sup> within 20 days of receipt
- Inspection of complaints within 5 days of receipt
- Issuing of completion certificates within 10 days of receipt of request
- Rates clearance Inspection within 48 hours of receipt of request

### Applications for land use

- Acknowledgment of receipt and confirmation of completeness of application within 7 days of receipt
- Advertising, where necessary, within 14 days of acknowledgement of receipt
- Comment provided to applicant within 14 days after closing date stipulated in advertisement
- Decision or submission to Council within 30 days after receipt of response to comments
- Notification of decision within 14 days of delegated decision or issue of relevant council minutes
- Processing time no more than 90 days (excluding advertising time and time waiting for response to comments or additional input) from receipt of application.
- Inspection of complaints within 5 days of receipt

### Contact Details

#### Dr Nkosazana Dlamini Zuma Local Municipality

##### *Creighton Offices*

Telephone	:	039 833 1038
Street Address	:	Main Road; Creighton; 3263
Postal Address	:	Po Box 62; Creighton; 3263
Email:	:	<a href="mailto:mailbox@ndz.gov.za">mailbox@ndz.gov.za</a>
Website	:	<a href="http://www.ndz.gov.za">www.ndz.gov.za</a>

##### *Himeville Offices*

Telephone	:	033 702 3000
Street Address	:	32 Arbuckle Road; Himeville; 3256
Postal Address	:	Po Bo 43; Himeville; 3256

##### *Cashiers*

Himeville	:	033 702 3027
Bulwer (Bulwer library)	:	039 832 0181

Offices of the Municipal Manager; Chief Financial Officer; Corporate Services Manager; Community Services Manager and Technical Manager

Creighton	:	039 833 1038
Debtors	:	039 833 1038 Creighton and 033 702 3000 Himeville