



CUSTOMER SERVICES CHARTER



DRAFT CUSTOMER SERVICES CHARTER



CUSTOMER SERVICES CHARTER

1. Foreword from the Honourable Mayor

////////////////////////////////////

2. Message from the Municipal Manager

////////////////////////////////////

3. Municipal Overview:

The City of uMhlathuze (KZ 282) is situated on the north-east coast of the province of KwaZulu-Natal, about 180 kilometers north-east of Durban. The uMhlathuze area covers 795 km² and incorporates Richards Bay, Empangeni, eSikhaleni, Ngwelezane, eNseleni, Felixton and Vulindlela, as well as the rural areas under Traditional Councils namely, Dube, Mkhwanazi, Khoza, and Zungu (Madlebe). The municipality borders a coastline that spans approximately 45 kilometers. The N2 highway traverses the uMhlathuze Municipality in a north-east direction towards the Swaziland border and south-west towards Durban. It effectively forms a division between Empangeni and Richards Bay. The R34 Provincial Main Road passes through Empangeni towards Melmoth.

The municipality has the benefit of about 45km of coastline of which about 80% is in its natural state. Linked to its coastal locality is the Richards Bay deep-water port that has been instrumental in the spatial development of the area in the past and will definitely impact on the areas' future spatial development. There is one airport and a couple of land strips in the municipal area.

The municipal population as per 2011 the census is 334 459 with 86 609 households in 2011. These will increase as from 3 August 2016 because in terms of Section 21 of the Local Government Municipal Demarcation Act 27 of 1998 the Municipal Demarcation Board has re-determined the municipal boundaries of Ntambanana Municipality (KZ283) and City of uMhlathuze (KZ282) by including Wards 5, 7, 8 and portion of ward 6 from into the municipal area of uMhlathuze Municipality.

4. Who are the City's Customers?

These are residents and businesses whose main contact with the City is through the consumption of municipal services, and it is here that City needs to begin to build relationships with citizens and communities. These include Councillors, municipal officials and other stakeholders.

It is necessary to be responsive to the needs of the consumers and strive to improve customer management and service provision which is critical to building an environment conducive to economic and social development.

5. Structures and functions





CUSTOMER SERVICES CHARTER

The City of uMhlathuze is a category B municipality as described in Section 155(1)(b) of the Constitution of the Republic of South Africa. The functions of the municipality are as described in Section 156 of the Constitution.

The functional structures consist of Chief Operations Officer and five (5) Directorates whose heads report directly to the Municipal Manager.

5.1 Municipal Manager

The Municipal Manager is the Accounting Officer of the Municipality and amongst other things responsible for Performance Management, Internal Audit, IDP and Enterprise Risk Management.

5.2 Chief Operations Officer (COO)

This office is responsible for Communication, Integrated Development Planning, Marketing, Outdoor Advertising, Batho Pele Institutionalisation

5.3 Financial Services Directorate (CFO)

This Directorate is divided into three (3) Departments namely:

1. **Expenditure** responsible for Budget and Financial Management; Expenditure and Cash Management; AFS, Assets, Reporting and Loans
2. **Revenue** responsible for Revenue Control, Billing, Rates and Tariffs; Revenue Enhancement; Revenue Customer Relations, Credit Management and Indigent Support
3. **Supply Chain Management** responsible for Demand and Acquisition and Logistics and SCM Risk

5.4 City Development Directorate (DMM: CD)

This Directorate is divided into three (2) Departments namely:

- 1 **Urban and Rural Planning** responsible for Land use Management; Development Administration; Spatial and Environmental Planning, Human Settlement; and Human Settlement Programmes
- 2 **Economic Development Facilitation** responsible for Property Valuations; Property Administration; and Business Support, Markets and Tourism,
- 3 **Public Transport Facilities and Operations Coordination** responsible for: Transport

5.5 Infrastructure and Technical Services Directorate (DMM: I&TS)

This Directorate is divided into four (4) Departments namely:



CUSTOMER SERVICES CHARTER

- 1 **Engineering Services** responsible for Project Management and Implementation, Buildings and Structure, Infrastructure Asset Management, and Fleet Transport Services
- 2 **Electrical Supply Services** responsible for Operations and Maintenance, Streetlights, Operations and LV Networks, Retail, Marketing and Customer Services, Electricity Planning and Strategy, Process Control Systems
- 3 **Transport Roads and Storm-water and Coastal Management** responsible for Rural Roads, Urban Roads and Rail, Stormwater and Coastal Management System, Transport Planning and Strategy, Integrated Public Transport Operation
- 4 **Water and Sanitation Services** responsible for Infrastructure Maintenance, WDM Planning and Strategy, Scientific Services, Plant Production and Operations and Customer Service

5.6 Department of Community Services

This Directorate is divided into three (3) Sections namely:

- 1 **Emergency and Waste Management Services** responsible for Public Health & Pollution Control; Fire and Rescue Services; Disaster Management; Waste Management and Clinic Services/Occupational Health
- 2 **Recreational and Environmental Services** responsible for Project Management; Horticulture Management, Sport and Recreation; Contracts and Projects; and Arts and Culture
- 3 **Public Safety and Security** responsible for Traffic Services and Security Service

5.7 Department of Corporate Services

This Directorate is divided into three (3) Sections namely:

- 1 **Administration** responsible for Diverse Administration, Councillor Support and Public Participation, Legal Services, Central Registry and Service Delivery Programmes .
- 2 **Human Resources and Industrial Relations** responsible for Human Resource Administration Services, Human Resource Maintenance and Development Services, Labour Relations and Organisational Development and Change Management
- 3 **Information Communication Technology** responsible for ICT Governance, ICT Service Delivery and ICT Infrastructure

6 Service Standards

This is the level and quality of the municipal services that Municipal customers will receive and are informed of such so that they are aware of what to expect. They are designed to measure Customer Care services.

6.2 General



CUSTOMER SERVICES CHARTER

6.2.1 Telephone Enquiries

- Staff should aim to answer telephone calls within five (5) rings;
- Staff should aim, wherever possible, to resolve the customer's enquiry at first contact; and
- All messages must be responded to as soon as it practically possible, preferably within 24 hours or the next working day if the message was left after hours, over a weekend, or a public holiday.

6.2.2 Written Correspondence

- Incoming written correspondence, e-mail, fax or letter, will be acknowledged within a maximum of three (3) days and responded to at the maximum of ten (10) working days depending on information sought; and
- All written responses to customers must be precise, concise and include a contact name and number.

6.2.3 Walk-in Customer

- Customers will be greeted in a polite and courteous manner;
- Staff shall aim ensure that customers are not left unattended for more than five (5) minutes in reception or an interview room without providing an update on issues or progress, either directly or via a colleague; and
- Staff shall maintain confidentiality especially when dealing with sensitive enquiries in a busy reception area by making use of the interview rooms.

6.3 Sectoral Service Standards

6.3.1 Electricity

- Power outages restored (*excluding cable theft, load-shedding and major outages¹*) within (4) hours of logged call
- Electricity supply restored (technical fault) within (4) hours of logged call
- Faulty meters repaired within (3) working days of logged call
- Repair of public street lights within (3) days of logged call
- Forty eight (48) hour notice given for planned interruptions
- One (1) hour notice given for unplanned interruptions

¹ Medium or high voltage with no alternate feeder available: customers to be informed within 3 hours - restoration is dependent upon the construction work required

CUSTOMER SERVICES CHARTER

6.3.2 Water and Sanitation

- Burst water pipes, excluding major pipe burst, repaired within 3 hours of logged call
- Sewer system post overflow restored within 1 hours of logged call
- Water Meter readings taken monthly
- Sewer blockages cleared within 8 hours of logged call
- Collapsed sewer pipeline Customers to be informed with 3 hours – restoration is dependent upon the construction work required
- Meter and water leak repaired within 2 working days
- No water, investigation to be done within 3 hours

6.3.3 Parks and Cemeteries

- Trees² pruned within 24hours of logged call
- Fallen trees removed within 14 hours in general areas and 2 hours in and around road network system
- Grass cutting including open spaces done once every 30 days
- Burial requests attended to within 8 hours
- Park maintenance Once a week

6.3.4 Waste Management

- Collection of domestic waste every 7 days
- Collecting of general business waste done daily
- Collecting of wet business waste done daily
- Collection of refuse bags on the curbside done within 8 hours
- Litter picking done daily as per schedule

6.3.5 Roads and Storm water

- Repair and maintenance of road and open trenches done within 5 working days
- Pothole in minor road repaired within 4 working days
- Potholes in major road repaired within 2 working days
- Maintenance of gravel roads done once per quarter or after heavy rains subject to availability of equipment and budget
- Clearing of blocked storm water drains within 24 hours from time of logged call
- Traffic lights repaired within 3 hours of logged call
- Walkways repaired within 30 working days subject to procurement process

6.3.6 Finance

² This only relates to logged requests excluding proactive maintenance

CUSTOMER SERVICES CHARTER

- Maximum queuing time at Rates Hall is 30 minutes
- New Accounts Invoicing done within 30 days
- Clearance Certificates available within 5 working days if the account is in order and up to date
- Dispatch of accurate bills done monthly
- Open a new municipal service account completed with 30 minutes subject to correct documentation being submitted
- **Reconnections following payment**
 - High Voltage within 1 day
 - Low Voltage within 4 hours
- Account queries (written) respond within 5 working days
- Produce official order within 3 working days
- Pay suppliers within 30 working days

6.3.7 Sports and Recreation

- Libraries are open 6 days a week as designated providing adequate resources to enable learning, research and reading.
- Sport Fields are available 7 days a week and well maintained in terms of annual maintenance plan and schedules.
- Community Halls and Recreation Centres³ are available 7 days a week and well maintained in terms of annual maintenance plan and schedules.
- Swimming pools are available 6 days a week and well maintained in terms of annual maintenance plan, schedules and swimming seasons.
- Traffic, Fire and rescue, Disaster Management and Air quality

6.3.8 Fire & Rescue Services

- Available 24 hrs and 7 days a week.
- Minimum response immediately after the call received
- Turnout time within 3 minutes

7 Customers rights and responsibilities

- Customer have a right to review, appeal and complain; to privacy, confidentiality, and to see information related to the service or user
- Customers on the other hand have an obligation to treat staff members with courtesy; to attend scheduled appointments punctually; to respond to requests for information by the organization accurately, thoroughly and in a timely manner.

³ Availability of community halls and soccer fields is subject to the booking system as per council policy

CUSTOMER SERVICES CHARTER

8 Customer Complaints

- Verbal customer complaints shall be responded within two (2) working days;
- Written customer complaint shall be acknowledged within three (3) days and a detailed written response within ten (10) working days inclusive of escalation to appropriate level of management for a decision; and
- Service delivery complaints needing immediate attention such as a burst to be channelled through the Call Centre.

9 Communicating the Service Charter

9.1 Communicating the Service Charter to stakeholders.

Depending on the target group(s) of the charter the marketing strategy may consist of:

- Advertising the charter in the media (local newspaper, radio, TV, local council newsletter.)
- Sending a letter/email from your organization to households/service users
- Posting the charter on the website of your organization, ideally in HTML, and downloadable, so that it is easily accessible
- Placing the charter on reception desks in offices and other venues attended by the target group(s) of the charter.
- Advertising the service charters on highly visible posters in offices/buildings frequented by service users.

9.2 Communicating the charter to staff.

It is advisable to use a mix of communication channels to make your staff aware of the introduction of the service charter. This may include:

- Staff meetings with officials who are directly or indirectly affected by the introduction of the charter.
- Sending information by email to staff members
- Informing staff about the initiative on the intranet/ staff newsletter/other journals addressed to staff.

10 Customer interaction

To ensure that a host of municipal services are available closer to where the community stays, offices are open for those who wants to interact in person from Monday to Friday from 7:20 to 16:00 at the follows areas:



CUSTOMER SERVICES CHARTER

eSikhaleni	1086/0 H Section; Thokozani, 43-44
eSikhaleni	J 660 Mississippi Street
Vulindlela	A174, A EXT 63 Mfundo Street
Ngwelezane	Stand 1228, A7 Isundu Street
eNseleni	Stand A 1413, Ubhejane Street
Empangeni	141, Empangeni Central, 34 Turnbull Street
Empangeni	Corner Union and Turnbull Streets
Richards Bay	5 Mark Strasse

Those who want to get into contact through others means could do so by the following means:

24 hour Call Centre: 0800 222 827 (Service delivery complaints)

Tel: (035) 907 5000 (Switchboard)

Fax: (035) 907 5444/5

Email: reg@umhlathuze.gov.za

talk2us@umhlathuze.gov.za

customerservice@umhlathuze.gov.za (Service delivery complaints)

Twitter: @umhlathuzeM

Facebook: www.facebook.com/umhlathuze

Website: www.umhlathuze.gov.za

Postal Address
Private Bag x 1004
RICHARDS BAY
3900

