



uMGUNGUNDOVU
U M A S I P A L A W E S I F U N D A
D I S T R I C T M U N I C I P A L I T Y
D I S T R I K M U N I S I P A L I T E I T

2017/2018

SERVICE COMMITMENT CHARTER

TABLE OF CONTENTS

Who are we.....Page 3

Physical Address and Contact Details.....Page 4

Vision and Mission.....Page 5

Introduction.....Page 6

Our Values.....Page 7

Organisational Structure.....Page 7

Statement of Service commitment.....Page 8

How can you help us serve you better.....Page 12

WHO ARE WE?

UMgungundlovu District Municipality

WHERE CAN WE BE FOUND?

Physical Address

176/ 242 Langalibalele Street

Pietermaritzburg

Postal Address

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Pietermaritzburg

3200

Contact Details

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VISION

uMgungundlovu District Municipality will evolve into a dynamic metropolitan municipality, spreading its vibrant economic benefits to all its citizens and place and will through concerted integrated development and service delivery, realise improvements in the overall quality of life.

MISSION

The uMgungundlovu District Municipality will through sound governance and community participation ensure the provisions of equitable and sustainable services and economic growth.

INTRODUCTION

In responding to the challenges presented by the legacy of the past and having to rise to the legitimate demands of citizens to be treated as customers as opposed to mere users of public services, government has passed a body of enabling legislation, known as the Regulatory Framework (Public Service Management Framework).

Public Service exists to serve the needs of the people. All citizens have the right to expect high quality public services which meet their needs. It serves to transform attitudes and culture of the public service from a “can’t do” rules bound mindset to a “can and will do” from “knowing” to “doing”.

A Service level Charter is a statement of commitment that a municipality makes towards service delivery and it is derived from the following pieces of legislations amongst others:

- The South African Constitution, Act No, 108 of 1996
- The Promotion of Administrative Justice Act, No, 3 of 2000
- The Promotion of Access to Information Act, No. 2 Of 2000
- The Public Service Act, No. 103 of 1994
- The Public Service Regulations of 2001
- The Municipal Systems Act and
- The Batho Pele Handbook

Service Charter stipulates the level and quality of services to be provided, including the introduction of new services to previously marginalized service beneficiaries who were denied access to information and services.

The main purpose of this Service Charter is to improve awareness of the availability and quality of the services offered by the Municipality.

Our Corporate Values

Driven by the aspirations of the people we strive to achieve our vision and mission through;

- Providing services according to the principles of Batho Pele (Peoples first)
- Practicing Ubuntu
- Accepted codes of practice and standards of professionalism
- Teamwork and Commitment
- A high standard of work ethics and
- Constant engagement with stakeholders

Our Organizational Structure

To render best services to our citizens we have organized ourselves into five administrative departments as follows:

- Office of the Municipal Manager
- Department of Finance
- Department of Corporate Services
- Department of Community Services
- Department of Technical Services

Statement of Service Commitment:

We are committed to provide high quality of services that are responsive to our citizens and uphold the principles of Batho Pele, this is what the public should expect from us:

uMgungundlovu District Municipality(DC22) - Schedule of Service Delivery Standards	
Description	
Standard	Service Level
<u>Solid Waste Removal</u>	N/A
Premise based removal (Residential Frequency)	N/A
Premise based removal (Business Frequency)	N/A
Bulk Removal (Frequency)	N/A
Removal Bags provided(Yes/No)	N/A
Garden refuse removal Included (Yes/No)	N/A
Street Cleaning Frequency in CBD	N/A
Street Cleaning Frequency in areas excluding CBD	N/A
How soon are public areas cleaned after events (24hours/48hours/longer)	N/A
Clearing of illegal dumping (24hours/48hours/longer)	N/A
Recycling or environmentally friendly practices(Yes/No)	N/A
Licenced landfill site(Yes/No)	No
<u>Water Service</u>	
Water Quality rating (Blue/Green/Brown/NO drop)	Blue and Green
Is free water available to all? (All/only to the indigent consumers)	Only for indigent
Frequency of meter reading? (per month, per year)	monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	1 month
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>	
One service connection affected (number of hours)	12 hours
Up to 5 service connection affected (number of hours)	12 hours
Up to 20 service connection affected (number of hours)	12 hours
Feeder pipe larger than 800mm (number of hours)	N/A
What is the average minimum water flow in your municipality?	8.5 mill kl(pa)
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty water meters? (days)	24 hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No. Applicable for Bulk Pipes
<u>Electricity Service</u>	
What is your electricity availability percentage on average per month?	N/A

Do your municipality have a ripple control in place that is operational? (Yes/No)	N/A
How much do you estimate is the cost saving in utilizing the ripple control system?	N/A
What is the frequency of meters being read? (per month, per year)	N/A
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	N/A
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N/A
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	N/A
Are accounts normally calculated on actual readings? (Yes/no)	N/A
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	N/A
How long does it take to replace faulty meters? (days)	N/A
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	N/A
How effective is the action plan in curbing line losses? (Good/Bad)	N/A
How soon does the municipality provide a quotation to a customer upon a written request? (days)	N/A
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	N/A
How long the municipality does takes to provide electricity service for low voltage users where network extension is not required? (working days)	N/A
How long the municipality does takes to provide electricity service for high voltage users where network extension is not required? (working days)	N/A
<u>Sewerage Service</u>	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	6kl
<i>How long does it take to restore sewerage breakages on average</i>	
Severe overflow? (hours)	24hrs.
Sewer blocked pipes: Large pipes? (Hours)	36hrs
Sewer blocked pipes: Small pipes? (Hours)	24hrs
Spillage clean-up? (hours)	5hrs
Replacement of manhole covers? (Hours)	5hrs
<u>Road Infrastructure Services</u>	
Time taken to repair a single pothole on a major road? (Hours)	N/A
Time taken to repair a single pothole on a minor road? (Hours)	N/A
Time taken to repair a road following an open trench service crossing? (Hours)	N/A
Time taken to repair walkways? (Hours)	N/A
<u>Property valuations</u>	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	N/A
Do you have any special rating properties? (Yes/No)	N/A

<u>Financial Management</u>	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsourced? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for a Tax/Invoice to be paid from the date it has been received?	16 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
<u>Administration</u>	
Reaction time on enquiries and requests?	48 hours
Time to respond to a verbal customer enquiry or request? (working days)	48 hours
Time to respond to a written customer enquiry or request? (working days)	48 hours
Time to resolve a customer enquiry or request? (working days)	48 hours
What percentage of calls are not answered? (5%,10% or more)	25
How long does it take to respond to voice mails? (hours)	N/A
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Monthly
<u>Community safety and licensing services</u>	
How long does it take to register a vehicle? (minutes)	N/A
How long does it take to renew a vehicle license? (minutes)	N/A
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	N/A
How long does it take to de-register a vehicle? (minutes)	N/A
How long does it take to renew a driver's license? (minutes)	N/A
What is the average reaction time of the fire service to an incident? (minutes)	3 minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
<u>Economic development</u>	
How many economic development projects does the municipality drive?	8
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	6
What percentage of the projects have created sustainable job security?	10
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)	Yes

<u>Other Service delivery and communication</u>	
Is an information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

How Can You Help Us Serve You Better

You can help us by:

- Treating our staff with courtesy and respect
- Complying with what is required of you by the law
- Providing us with feedback on our services
- Providing us information where we have not met your requirements
- Informing us when we do not meet your expectations
- Providing clear details of relevant facts, persons and dates when you made a complaint
- Telling us if you have special needs
- Letting us know if you need an interpreter to access services
- Attending community scheduled meetings punctually
- Responding to requests for information accurately and thoroughly and
- Abiding to all legal requirements and other obligations

Thank You