

SERVICE DELIVERY CHARTER



1. OUR ORGANIZATIONAL STRUCTURE

To best render services to our customers we have organized ourselves into 7 departments as follows:

- (a) The Office of the Municipal Manager
- (b) The Political Office
- (c) The Department of Public Works
- (d) The Department of Finance
- (e) The Department of Community Services
- (f) The Department of Local Economic Development
- (g) The Department of Corporate Services

2. BATHO PELE PRINCIPLES

Eight Batho Pele principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with the Constitutional ideals of:

- Promoting and maintaining high standards of professional ethics;
- Providing service impartially, fairly, equitably and without bias;
- Utilising resources efficiently and effectively;
- Responding to people's needs; the citizens are encouraged to participate in policy-making; and
- Rendering an accountable, transparent, and development-oriented public administration

The Batho Pele principles are as follows:

1. Consultation

There are many ways to consult users of services including conducting customer surveys, interviews with individual users, consultation with groups, and holding meetings with consumer representative bodies, NGOs and CBOs. Often, more than one method of consultation will be necessary to ensure comprehensiveness and representativeness. Consultation is a powerful tool that enriches and shapes government policies such as the Integrated Development Plans (IDPs) and its implementation in Local Government sphere.

2. Setting service standards

This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or products they receive from departments. It also plays a critical role in the development of service delivery improvement plans to ensure a better life for all South Africans. Citizens should be involved in the development of service standards.

Required are standards that are precise and measurable so that users can judge for themselves whether or not they are receiving what was promised. Some standards will cover processes, such as the length of time taken to authorise a housing claim, to

issue a passport or identity document, or even to respond to letters. To achieve the goal of making South Africa globally competitive, standards should be benchmarked (where applicable) against those used internationally, taking into account South Africa's current level of development.

3. Increasing access

One of the prime aims of Batho Pele is to provide a framework for making decisions about delivering public services to the many South Africans who do not have access to them. Batho Pele also aims to rectify the inequalities in the distribution of existing services. Examples of initiatives by government to improve access to services include such platforms as the Gateway, Multi-Purpose Community Centres and Call Centres.

Access to information and services empowers citizens and creates value for money, quality services. It reduces unnecessary expenditure for the citizens.

4. Ensuring courtesy

This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves.

The public service is committed to continuous, honest and transparent communication with the citizens. This involves communication of services, products, information and problems, which may hamper or delay the efficient delivery of services to promised standards. If applied properly, the principle will help demystify the negative perceptions that the citizens in general have about the attitude of the public servants.

5. Providing information

As a requirement, available information about services should be at the point of delivery, but for users who are far from the point of delivery, other arrangements will be needed. In line with the definition of customer in this document, managers and employees should regularly seek to make information about the organisation, and all other service delivery related matters available to fellow staff members.

6. Openness and transparency

A key aspect of openness and transparency is that the public should know more about the way national, provincial and local government institutions operate, how well they utilise the resources they consume, and who is in charge. It is anticipated that the public will take advantage of this principle and make suggestions for improvement of service delivery mechanisms, and to even make government employees accountable and responsible by raising queries with them.

7. Redress

This principle emphasises a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy

the situation. This should be done at the individual transactional level with the public, as well as at the organisational level, in relation to the entire service delivery programme.

Public servants are encouraged to welcome complaints as an opportunity to improve service, and to deal with complaints so that weaknesses can be remedied quickly for the good of the citizen.

8. Value for money

Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs. Failure to give a member of the public a simple, satisfactory explanation to an enquiry may for example, result in an incorrectly completed application form, which will cost time to rectify.

FS Province: Dihlabeng Municipality - Schedule of Service Delivery Standards Table

Standard Description	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	Once a week
Premise based removal (Business Frequency)	3 Times a week
Bulk Removal (Frequency)	Once containers are full
Removal Bags provided(Yes/No)	No
Garden refuse removal Included (Yes/No)	Yes
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Twice a week
How soon are public areas cleaned after events (24hours/48hours/longer)	24 hours
Clearing of illegal dumping (24hours/48hours/longer)	48 hours
Recycling or environmentally friendly practices(Yes/No)	No
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	2014 BDS - 61.59%
Is free water available to all? (All/only to the indigent consumers)	To the indigent

FS Province: Dihlabeng Municipality - Schedule of Service Delivery Standards Table

Standard Description	Service Level
Frequency of meter reading? (per month, per year)	once a month
Frequency of estimating consumption	every month
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	one 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)	2 hours
Up to 5 service connection affected (number of hours)	5hours
Up to 20 service connection affected (number of hours)	7 hours
Feeder pipe larger than 800mm (number of hours)	12 hours
What is the average minimum water flow in your municipality?	32ml/day
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)	28 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	Differs
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	R1200 per annum/house hold
What is the frequency of meters being read? (per month, per year)	once a month
Are estimated consumption calculated at consumption (period) ?	No estimates

FS Province: Dihlabeng Municipality - Schedule of Service Delivery Standards Table

Standard Description	Service Level
Duration before availability of electricity is restored in cases of breakages	4 hours
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty meters? (days)	48 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Yes
How effective is the action plan in curbing line losses? (Good/Bad)	Very Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	within 7 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	within 7 days
How long does the municipality take to provide electricity service for low voltage users where network extension is not required? (working days)	within 7 days
How long does the municipality take to provide electricity service for high voltage users where network extension is not required? (working days)	within 30 days
<p>Sewerage Service</p> <p>Are your purification system effective enough to put water back in to the system after purification?</p> <p>To what extend do you subsidize your indigent consumers?</p>	<p>No</p> <p>100%</p>

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Standard Description	Service Level
<p><i>How long does it take to restore sewerage breakages on average</i></p> <p>Severe overflow? (hours)</p> <p>Sewer blocked pipes: Large pipes? (Hours)</p> <p>Sewer blocked pipes: Small pipes? (Hours)</p> <p>Spillage clean-up? (hours)</p> <p>Replacement of manhole covers? (Hours)</p>	<p>2 hours</p> <p>2 hours</p> <p>1 hour</p> <p>30 min</p> <p>3 hours</p>
<p>Road Infrastructure Services</p> <p>Time taken to repair a single pothole on a major road? (Hours)</p> <p>Time taken to repair a single pothole on a minor road? (Hours)</p> <p>Time taken to repair a road following an open trench service crossing? (Hours)</p> <p>Time taken to repair walkways? (Hours)</p>	<p>1 hour</p> <p>30 min</p> <p>4,5 hour</p> <p>1 week</p>
<p>Community safety and licensing services</p> <p>How long does it take to register a vehicle? (minutes)</p> <p>How long does it take to renew a vehicle license? (minutes)</p> <p>How long does it take to issue a duplicate registration certificate vehicle? (minutes)</p> <p>How long does it take to de-register a vehicle? (minutes)</p> <p>How long does it take to renew a drivers license? (minutes)</p> <p>What is the average reaction time of the fire service to an incident? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)</p> <p>What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)</p>	<p>n/a (provincial government)</p> <p>n/a (provincial government)</p> <p>n/a (provincial government)</p> <p>n/a (provincial government)</p> <p>n/a (provincial government)</p> <p>5-10 minutes</p> <p>n/a (provincial government)</p> <p>n/a (provincial government)</p>

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Standard Description	Service Level
<p>Property valuations</p> <p>How long does it take on average from completion to the first account being issued? (one month/three months or longer)</p> <p>Do you have any special rating properties? (Yes/No)</p>	<p>1 Month</p> <p>No</p>
<p>Administration (Accounts)</p> <p>Reaction time on enquiries and requests?</p> <p>Time to respond to a written customer enquiry or request? (working days)</p> <p>Time to resolve a customer enquiry or request? (working days)</p> <p>How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)</p>	<p>Immediately</p> <p>2 - 3 days</p> <p>1 Hour</p> <p>1 Hour</p>

Services & Contact Details

Accounts

General New & Disconnections	058 303 5732 (ext 3036)
Meter Reading	058 303 5732 (ext 3081)
Rates & Services	058 303 5732 (ext 3036)
Property Valuations	058 303 5732 (ext 3036)
Free Basic Services	058 303 5732 (ext 3036)
Electronic & Other payments	058 303 5732 (ext 3042)
Credit control	058 303 5732 (ext 3036)

Cemeteries & Halls

Cemeteries	058 303 5732 (ext 3233)
Bookings for Halls	058 303 5732 (ext 3046)

Emergencies

Fire Department	058 303 5732 (ext 3204)
Disaster Management	058 303 5732 (ext 3204)

Traffic

General enquiries	058 303 5732 (ext 3208)
Traffic Fines	058 303 5732 (ext 3210)

Trading Services

Water 058 303 5732 (ext 3035)
*(Water meters Interruptions. Defects. Leaks. Burst pipes.
Low water pressure & Water wastage)*

Electricity 058 303 5732 (ext 3215)
*(Electrical defects. Cable theft. Illegal connections. New
connections)*

Sewerage 058 303 5732 (ext 3035)
*(Defects. Blockages. Missing manhole covers. Drain
problems)*

Refuse 058 303 5732 (ext 3035)
*(Collections. Recycling. Disposal at landfill site. Bins.
Skips. Drop offs)*

Roads 058 303 5732 (ext 3259)
*(Repairs to potholes. Repairs to Sidewalks. Flooding of
roads)*