



DRAKENSTEIN

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Paarl | Wellington | Gouda | Saron | Simondium

Customer Services Charter

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A city of excellence

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1. INTRODUCTION

We, the Drakenstein Municipality, strive to provide municipal services at a cost reasonable to each of our clients. Therefore, it is necessary to establish which levels of services are expected by our clients. These service levels should be applied consistently throughout the Municipal area.

The White Paper on the Transformation of Public Service Delivery (1997) sets out eight Batho Pele (*"People First"*) principles, aimed at transforming public service delivery. This document, referred to as the Batho Pele White Paper, favours the customer and places the obligation on the service provider to deliver on basic customer requirements.

The Batho Pele principles remain central to this document, promoting service excellence in the public sector and more specifically in local government.

2. OUR VISION

The Municipal Council adopted **Vision 2032** as the strategy for Drakenstein Municipality to realise the vision **"A city of excellence"**. Key elements of the vision include: economic dynamism; quality of life for all; a strong, well-governed brand; and financial sustainability. Long-term strategies are required to develop, maintain and grow Drakenstein's national and international competitiveness.

3. OUR SERVICE PLEDGE

We, the Drakenstein Municipality, are committed to respect the rights of our clients through the implementation of the eight Batho Pele Principles:

CONSULTATION

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, be given a choice of the services that are offered:

- At least twice a year we, the Municipality, shall consult with all our stakeholders and communities through public participation meetings (Integrated Development Plan (IDP) and Budget Roadshows);
- We shall at all times have questionnaires and suggestion boxes available at our main office and satellite offices to enable our service beneficiaries to continuously evaluate our services;
- Our consultation methods shall consider the geographical location of our communities, language and living conditions;
- Results of our consultation shall be made public through our own publications and independent local publications, and shall be extensively published internally to inform staff members and councillors of how our services are being perceived.

SERVICE STANDARDS

Citizens should be told which level and quality of municipal service they will receive so that they know what to expect. Service standards should clearly state how long it will take and exactly what people can expect from the public service:

- The Municipality will ensure that it maintains a high level and quality of services as enshrined in our various service standards; and
- Every department has to set service standards guiding exactly what they deliver and to which level of quality or standard they deliver these services.

ACCESS

All citizens should have equal access to the services to which they are entitled:

- All our offices shall have clear signage, and be clean and comfortable; and
- All our public buildings shall be accessible to all, including people with physical disabilities.

COURTESY

Citizens should be treated with courtesy and consideration:

- All frontline staff will wear their name tags at all times;
- We will be neatly dressed and well presented at all times; and
- Citizens shall be treated with courtesy and consideration at all times.

INFORMATION

Citizens should be given full and accurate information about the municipal services they are entitled to receive:

- We, the Municipality, shall at all times give complete and accurate information to our clients and members of the community through newsletters, roadshows, the media, our website, social media and annual reports; and
- We shall at all times, where possible, engage in the language the intended audience understand.

OPENNESS AND TRANSPARENCY

Citizens should be told how the municipality is being run, how much it costs and who is in charge:

- We, the Municipality, will be transparent at all times on how the Municipality conducts its business;
- Members of the community and businesses have a standing invitation to all ordinary and/or special council meetings; and
- Our IDP, budget and related processes shall be open to the public.

REDRESS

Citizens should be treated with courtesy and consideration:

- If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response; and
- In the unfortunate event of mistakes and/or misrepresentations, we, the Municipality, will take reasonable steps to correct these mistakes and/or misrepresentations, and dutifully apologise to our client/s.

VALUE FOR MONEY

Citizens should receive value for money:

- Municipal services should be provided economically and efficiently to give citizens the best possible value for money; and
- We, the Municipality, will provide municipal services cost-effectively and efficiently to all our residents and businesses.

4. OUR SERVICES STANDARDS

APPLICABLE TO ALL DEPARTMENTS

Service Area	Committed Action (Response time/Frequency of delivery)
Enquiries	
Written	Report-back within five (5) working days. In certain instances, response time may vary depending on the nature of the matter.
E-mail	Report-back within five (5) working days. In certain instances, response time may vary depending on the nature of the matter.
Telephonic	Report-back within five (5) working days.
In Person	Report-back within five (5) working days.

ENGINEERING SERVICES

Service Area	Committed Action (Response time/Frequency of delivery)
Accounts	
Enquiries	Feedback is provided within five (5) working days.
	Adjustments made before next account is levied.
Electricity Supply	
Repair of unforeseen power outages, e.g. due to electrical faults or malfunctioning equipment, etc.	There is a need to classify each interruption or customer in an emergency priority list (EPL) which dictates the order in which supply after each unplanned interruption is restored. After unplanned interruptions, the supply should be restored as follows:

ENGINEERING SERVICES	
Service Area	Committed Action (Response time/Frequency of delivery)
	<ul style="list-style-type: none"> • 30% within 1.5h • 60% within 3.5h • 90% within 7.5h • 98% within 24h • 100% within a week
Scheduled power outages due to upgrading or maintenance	Limited to 12 hours.
Applications for electrical connections, upgrading, changes and new developments	<ol style="list-style-type: none"> 1. Provided within ten (10) working days where existing infrastructure can be used. 2. Within 1 month where no network extensions are required and; 3. If new networks have to be installed or if supply is required for industrial and commercial customers, the period for providing a quotation shall be negotiated between the customer and the licensee.
Street and other lighting	<p>95% within ten (10) working days.</p> <p>Complaints regarding existing street lighting in areas where Eskom is the electricity supply authority must preferably be reported directly to Eskom. Application for new streetlights can be handed in at Drakenstein Municipality. New streetlights can be installed according to a schedule subject to the available funds and Eskom's approval. Copper theft incidents as well as vandalized streetlight infrastructure will not form part of this commitment.</p>
Streets (subject to weather conditions)	
Grading of gravel streets	Done according to a scheduled programme.
Repair potholes	Safeguard within 72 hours and fully repair within 2 weeks (4 weeks during the winter) weather permitting. (excluding weekends and public holidays)
Storm Water	
Blocked stormwater drains	Response for emergencies within 3 hours or sooner after the incident is reported. Other instances within 5 days (excluding weekends and public holidays)
Water Supply	
Repair network	Response to burst pipes on main supply pipes within 2 hour or sooner. Repair to take up to 24 hours on the location and size of the pipe.
Minor Leaks in roads and sidewalks	Response to minor leaks in roads and sidewalks within 5 days
Installation of new household water connection	Within 10 working days after receipt of payment as per SOP conditions. The applicant to clear all obstacles on property and indicate erf boundary.
Provision of Sanitation (Sewage) Services	
Clearing obstruction	Response within 24 hours or sooner after the incident is reported. Access to private properties must be provided by the home owner.

ENGINEERING SERVICES	
Service Area	Committed Action (Response time/Frequency of delivery)
Installation of new household sewer connections	Within 10 working days after receipt of payment and an approved building plan as per SOP conditions. The applicant to clear all obstacles on property and indicate erf boundaries.
Draining of conservancy tanks	According to scheduled programme on receipt of a request.
Replacement of Manhole Covers (on municipal network only)	
Handling	As soon as possible after being reported or detected and depended on the availability of covers.

FINANCIAL SERVICES	
Service Area	OUR STANDARD
Accounts	
Enquiries	Feedback is provided within five (5) working days. Adjustments made before next account is levied.
Distribution of accounts	Monthly before the first day of each month.
Meter reading enquiries (Average readings, high readings or averages)	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Outstanding balances on account	Acknowledged within 48 hrs and feedback is provided within two (2) working days.
Opening of new service account	A transfer of property, depending on turnaround time of Deeds Office.
Prepaid electricity queries	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Refunds applications	Acknowledged within 48 hrs and paid within fourteen (14) working days.
Processing of refunds	Acknowledged within 48 hrs and paid within fourteen (14) working days.
Customer queries about payments, journals, transfers and any other unforeseen billing on their accounts	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Incorrect information on account	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Tariff increases queries	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Time spent processing a payment	Five (5) working days after received at creditors offices.
Time taken to complete pre-payment transaction	Immediately at the various pay points.

FINANCIAL SERVICES	
Service Area	OUR STANDARD
Processing of EFT Payments	Acknowledged within 48 hours and finalised within five (5) working days
Issuing of valuation certificates	Valuation certificates are issued within 48 hours from receipt of application.
Assessment rates queries	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Rental/deposit queries	Acknowledged within 48 hrs and feedback is provided within five (5) working days.
Concluding of an agreement for paying off arrears	Immediately when municipal offices are visited.
Disconnection for non-payment	14 days after disconnection notice is issued.
Reconnection following payment	48 hours after payments are received.
Application for indigent subsidy	Immediately when municipal offices are visited.
Service provider related account queries (SCM)	Two (2) working days.
Billing of accounts	Accounts billed by the 28 th of each month and accounts sent via e-mail and SMS by the 1 st working day after the billing run.
Meter readings	Meter reading cycle is between the 18 th and the 12 th of the next month.
Account due date	Account due date is the 15 th each unless the 15 th falls on weekend, then due date moves to first working after the 15 th .
Interest on arrear accounts	Interest is levied 3 working days after the payment's due date.
Time taken to register a new supplier	Three (3) working days
Time taken to produce an official order	Three (3) working days
Time taken to pay a supplier electronically	Within 30 days of receipt of the invoice
Time taken to pay a supplier - cheques	Within 30 days of receipt of the invoice
Time taken to register a new supplier	Within 30 days of receipt of the invoice
Electronic mailing of remittances in respect of electronic payments.	Upon request from the supplier.
Electronic mailing of remittances in respect of special payments	Upon request from the supplier.

FINANCIAL SERVICES	
Service Area	OUR STANDARD
Mailing of remittances in respect of cheques	Upon request from the supplier.
Preparation of creditor statement on request	Five (5) working days after received at creditors offices.

COMMUNITY SERVICES	
Service Area	Committed Action (Response time/Frequency of delivery)
Sport Fields	
Mowing of grass	Done according to prescheduled match programmes. Sport fields must be tidy at all times. Weekly grass cutting schedule.
Maintenance of Swimming Pools	
Access	Public has access between October and March.
Mowing of grass	Done according to a programme. Swimming pool must be tidy at all times. Weekly grass cutting schedule.
Public Parks/Public Open Spaces/Cemeteries	
Mowing of lawns and pruning of shrubs and trees	Done according to a prescheduled 6 weekly programme. Must be tidy at all times.
All cemeteries and resorts to be maintained at a minimum standard to promote clean, green, tidy and safe areas.	Done according to the Minimal Maintenance Standard Schedule developed for Cemeteries and Resorts. The maintenance standards contained in this document is to be considered the minimum standard to which all Cemeteries and Resorts must be maintained. The overall impact and desired outcome are that all areas should be maintained to be green, clean, tidy and safe.
Motor Registration and Licensing	
Handling	All related transactions will be concluded within 15 – 20 minutes (excluding queue time).
Traffic and Law Enforcement	
Ad Hoc Law Enforcement request for investigation	Feedback within two (2) working days.
Accident Scene	Response time to accident scene within 10 – 15 minutes depends on the location of the accident.
Emergency Law Enforcement Complaints	Response within 10 – 15 minutes.
General Law Enforcement Complaints	Response within 24 hours.
Disaster Management	
Natural disaster response	Joint Operation Centre (JOC) dispatched within one (1) hour after disaster has been declared.
Emergency Calls: Dispatching times after receiving the logged call.	Within 5 minutes after call has been logged.

COMMUNITY SERVICES	
Service Area	Committed Action (Response time/Frequency of delivery)
Response time to affected site	Within 7 – 10 minutes, depending on the locality of the incident.
Resorts and Halls	
Central booking, response system and uniform standards	Bookings are done on a first-come, first-served basis, out of season. Preference will be given to the longer period of occupation during these periods and school holidays.
Muslim Burials	
Response rate to Muslim communities for burial	The Leader (Imam) of Muslim community must contact the Municipality during office hours or the 24-hour call centre after hours for burial arrangements.
	Burial sites are only available at the following cemeteries: <ul style="list-style-type: none"> • Parys Cemetery; and • Hillcrest Cemetery.
Refunding of Money Owed to Public by the Municipality	
Time period to refund public	Resorts and Community Hall deposits to be refunded after 10 working days of receipt of the signed document by the Caretaker and the Tenant.
Refuse Removal	
Collection of residential, garden and business refuse	Done on a weekly basis according to a scheduled programme.
Cleaning Services	
Residential areas	Area cleaning on a monthly basis according to a zone schedule.
Central business district	Cleaned on a daily basis in bigger towns and on a weekly basis in smaller towns.

PLANNING AND DEVELOPMENT	
Service Area	Committed Action (Response time/Frequency of delivery)
Building Plans/Land Use Management	
Handling of land use applications and building plans	Complete land use applications signed off by the authorized official within 60 days of receipt of complete application and all outstanding documentation and comments.
	Building plans exceeding 500 square meters approved or refused within 60 days of receipt of complete application and all outstanding documentation.
	Building plans not exceeding 500 square meters approved / refused within 30 days after receipt of complete application and all outstanding documentation.

PLANNING AND DEVELOPMENT	
Service Area	Committed Action (Response time/Frequency of delivery)
Maintenance complaints of Rental Units	
Water and sewerage in rental units	As soon as possible after being reported or detected or within 9 hours
Other maintenance complaints	<ul style="list-style-type: none"> • Complaints inspection within 72 hours • Addressing the complaint within at least working 21 days, excluding the maintenance inspection above
Informal Settlements maintenance and service complaints	
Water and sewerage – communal ablution facilities	As soon as possible after being reported or detected or within 9 hours

5. CONTACT DETAILS

Drakenstein Municipality
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 Berg River Boulevard
 PAARL
 7646

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Email: customercare@drakenstein.gov.za

Facebook: @DrakensteinMunicipality

Instagram: @drakensteinmunicipality

LinkedIn: Drakenstein Municipality, Paarl, Western Cape

SeeClickFix: <http://www.drakenstein.gov.za/seeclickfix>