



CUSTOMER SERVICE CHARTER

SERVICE STANDARDS



TABLE OF CONTENTS

1. INTRODUCTION.....	
1.1 VISION.....	
1.2 MISSION.....	
1.3 SERVICE EXCELLENCE.....	
1.4 COMMITMENT OF ROLE PLAYERS TO BATHO PELE.....	
2. VALUES.....	
2.1 STRATEGIC OUTCOMES.....	
2.2 CUSTOMER CARE VALUES.....	
2.3 CUSTOMER FOCUS.....	
2.4 CODE OF CONDUCT.....	
3. UGU MUNICIPALITY SERVICE STANDARDS.....	
3.1 MAIN DEPARTMENTAL SERVICE STANDARDS.....	
3.2 OPERATIONAL SERVICE STANDARDS.....	
3.2.1 WATER, SANITATION AND ENVIROMENTAL SERVICE STANDARDS.....	
3.2.2 BILLIING AND METERING.....	
3.3 GENERIC CUSTOMER CARE SERVICE STANDARDS.....	
4. COMPLAINTS PROCEDURE.....	
5. HOW TO CONTACT US.....	

1. INTRODUCTION

1.1 VISION

A place where everyone benefits equally from socio-economic opportunities and services.

1.2 MISSION

To provide quality drinking and access to sanitation. Create an enabling environment for social and economic development. Ensure community participation and coordinate public and private players.

1.3 SERVICE EXCELLENCE

All employees of Ugu work towards service excellence. We will, at all times, perform our duties to the best of our abilities. Our conduct will bear the mark of professionalism and serve as proof of our commitment to service excellence

1.4 COMMITMENT OF ROLEPLAYER

In pursuit of our vision; guided by Batho Pele Principles; we pledge to transform Ugu DM and deliver services to the communities by:

- **Consulting** customers and stakeholders every time;
- Publishing our **service standards** annually;
- Being **open** and **transparent** to our customers and stakeholders;
- Treating our customers **courteously** at all times;
- Providing accurate **information** to the public;
- Ensuring our customers have **access** to all our services;
- **Redress** where we acted below our promised standards;
- Providing **best value formoney** in compliance to our mission;
- **Encouraginginnovation** and **rewarding excellence** for improved service delivery;
- Providing **leadership** to implement the set **strategic direction** of the Municipality;
- Measuring our **service deliveryimpact** to give feedback to our customers and stakeholders.

2. VALUES AND PRINCIPLES

2.1 PLAN FOR THE FUTURE 2014 - 2019: STRATEGIC OUTCOMES

The Customer Service Charter is an integral part of the strategic outlook of the Ugu District Municipality. It ensures a continued focus upon effective and efficient delivery of services to all customers, both external and internal.

2.2 CUSTOMER CARE VALUES

The Ugu District Municipality works within a framework of five organisational values –

2.2.1 RESPECT

- Treat others with consideration, courtesy and honesty,
- Encourage and acknowledge effort and initiative,
- Believe in the ability of others,
- Recognise and acknowledge diversity and equal employment principles.

2.2.2 OPENNESS

- Share information and ideas,
- Listen and provide feedback in a positive manner,
- Only talk positively about others,
- Take responsibility for own actions.

2.2.3 TEAMWORK

- Work as a team and assist each other for the betterment of the Municipality, its residents and visitors,
- Provide a high level of customer service.

2.2.4 LEADERSHIP

- Involve employees and community in decision-making,
- Communicate plans and objectives,
- Encourage learning and personal development,
- Lead by example.

2.2.5 EXCELLENCE

- Strive to learn,
- Actively seek and evaluate new ways of doing things.

2.3 CUSTOMER FOCUS

Staff of the Ugu District Municipality are committed to:

- Respecting the diversity of our community,
- Being fair and accountable in our service delivery,
- Being transparent in our decision making,
- Working with our customers to understand and respond to their needs both now and in the future,
- Providing opportunities for community engagement,
- Striving for excellence in all that we do,
- Focusing our improvement efforts on better service for our customers.

3. UGU MUNICIPALITY SERVICE STANDARDS

We are committed in delivering Services by abiding to the following categories of Service Standards

- **Main Departmental Service standards**, which are based on the core services rendered by the municipality for your benefit
- **Operational Service standards**, based on our day to day activities which affect you on regular basis
- **Generic Customer Care Service standards**, which explain our general conduct towards you on specific soft issues

3.1 MAIN DEPARTMENTAL STANDARDS

MAIN DEPARTMENTAL SERVICES	SERVICE STANDARDS
----------------------------	-------------------

<p>OFFICE OF THE MUNICIPAL MANAGER</p>	<ul style="list-style-type: none"> - The Municipality shall ensure functional Inter Governmental Structures within the District - The Municipality shall provide support to its Local Municipalities to ensure all Ward Committees are fully functional - The Municipality shall ensure that it is compliant with all legislation and regulations pertaining to its operations - - The municipality will develop and review a credible IDP each year, supported by a sound Performance Management System - The Municipality shall ensure that the Audit functions are carried out in a transparent and ethical manner - Water Services Authority shall ensure that transparent Tariff structure are published prior to adoption - There will be a reward system for all individuals and teams to recognise their excellence of service
<p>COPORATE SERVICES: HUMAN RESOURCES</p>	<ul style="list-style-type: none"> - All supervisors shall, through attendance registers, do inspection; ensure that working hours are kept as per the HR policy. - All employees shall be provided with name tags and offices shall have identifiable door-signs - Supervisors shall always be available for staff debriefing, supervision and appraisal. - There will be a reward system for all individuals and teams to recognise their excellence of service
<p>TREASURY: REVENUE MANAGEMENT</p>	<ul style="list-style-type: none"> - Customers shall receive 100% accurate billing statements. - Water disconnection of defaulting customers will be done after 3 reminders. - An SMS or letter of recognition shall be sent to customers who have not defaulted in their accounts payment. - The revenue collection rate shall not be less than 90%. - There will be a reward system for all individuals and teams to recognise their excellence of service.
<p>LOCAL ECONOMIC DEVELOPMENT & ENVIRONMENTAL SERVICES</p>	<ul style="list-style-type: none"> - There will be 100% compliance with air quality legislation. - The standard operation procedure will always be used to guide the implementation of policies. - Health and Environmental Services management will always keep an open door policy to encourage communication and also enhance progress and innovation. - There will be a reward system for all individuals and teams to recognise their excellence of service

WATER AND SANITATION SERVICES	<ul style="list-style-type: none"> - Interrupted water supply shall be restored within 48 hrs. - - There will be a reward system for all individuals and teams to recognise their excellence of service. - Ugu DM shall strive to improve and maintain the blue drop and green drop certification
--------------------------------------	---

3.2 OPERATIONAL SERVICE STANDARDS

3.2.1 WATER AND SANITATION

OPERATIONAL SERVICE	SERVICE STANDARDS
<ul style="list-style-type: none"> • New connections 	<ul style="list-style-type: none"> • <u>90</u> working days (maximum) from date of payment
<ul style="list-style-type: none"> • Meter replacement (faulty meters) 	<ul style="list-style-type: none"> • 30 working days (maximum) from date of request
<ul style="list-style-type: none"> • Requested disconnections 	<ul style="list-style-type: none"> • Within 5 working days after official request
<ul style="list-style-type: none"> • Reconnections 	<ul style="list-style-type: none"> • Within 48 working hours from time of receipt of proof of payment
<ul style="list-style-type: none"> • Planned Interruption 	<ul style="list-style-type: none"> • 24hours' notice (minimum) Restoration within set time limits and alternative supply if longer than 4hrs
<ul style="list-style-type: none"> • Unplanned Interruption 	<ul style="list-style-type: none"> • Restoration within 24hours and alternative supply if longer than 4hours. • Designated delivery points will be identified with communities where affected citizens may collect relief water from the relief tank or truck
	<ul style="list-style-type: none"> • Public notices if longer than 24hrs
<ul style="list-style-type: none"> • Poor Water Quality 	<ul style="list-style-type: none"> • 24hours for reported incidents

<ul style="list-style-type: none"> Smell 	<ul style="list-style-type: none"> As per Incident Management Protocol for lab results
	<ul style="list-style-type: none"> Within 24hrs
<ul style="list-style-type: none"> Burst pipe 	<ul style="list-style-type: none"> Will be attended to within 4hours and repaired within 24hoursof reporting/discovery
<ul style="list-style-type: none"> Leaks 	<ul style="list-style-type: none"> Will be attended to within 24 hours
<ul style="list-style-type: none"> Backfilling and road reinstatement 	<ul style="list-style-type: none"> Backfilling should be done within 3 working days after completion of repairs.
<ul style="list-style-type: none"> Spillages/blockages 	<ul style="list-style-type: none"> Within 24hours of reporting/discovery
<ul style="list-style-type: none"> Vacuum Tanker emptying requests 	<ul style="list-style-type: none"> Within 48hours of request
<ul style="list-style-type: none"> Sewer collapse/pumping main failure 	<ul style="list-style-type: none"> According to standard schedule
	<ul style="list-style-type: none"> Minimise nuisance within 24hours and restore pipeline within 5 days
<ul style="list-style-type: none"> Production downtime 	<ul style="list-style-type: none"> Maximum 24hours
<ul style="list-style-type: none"> Process downtime 	<ul style="list-style-type: none"> Maximum 5 working days

3.2.2 BILLING & METER READING

Services	Service Standards
<ul style="list-style-type: none"> Request for a copy of an invoice 	<ul style="list-style-type: none"> Within 4 hours of request
<ul style="list-style-type: none"> Querying an inaccurate invoice 	<ul style="list-style-type: none"> Feedback will be provided within 7 days
<ul style="list-style-type: none"> Request reversal of penalties after fixing a leak and submission of plumber's report 	<ul style="list-style-type: none"> Account will be adjusted accordingly after 3 consecutive readings (3 months)
<ul style="list-style-type: none"> Application for indigent support 	<ul style="list-style-type: none"> Will be finalized within 4 weeks after verification of

	documents received
<ul style="list-style-type: none"> • Meter Reading 	<ul style="list-style-type: none"> • All meters will be read bi-monthly.
<ul style="list-style-type: none"> • Billing 	<ul style="list-style-type: none"> • Customers to receive bills each month by post or e-mail.
<ul style="list-style-type: none"> • Creditors Management 	<ul style="list-style-type: none"> • Pay creditors within 30 days of authorisation of invoice.
<ul style="list-style-type: none"> • Procure goods and services on behalf of the municipality 	<ul style="list-style-type: none"> • At all times to be guided by Supply Chain Management Policies when procuring goods and services on behalf of the municipality.

3.2.3 ENVIRONMENTAL SERVICES

Services	Service Standards
<ul style="list-style-type: none"> • Food Poisoning: 	<ul style="list-style-type: none"> • Investigation commences immediately (24hours a day)
<ul style="list-style-type: none"> • Food Related Complaint: 	<ul style="list-style-type: none"> • Investigation commences within 1 working day
<ul style="list-style-type: none"> • Communicable disease notification 	<ul style="list-style-type: none"> • Investigation commences within 24 hours *depending on the classification of the disease and manner of notification
<ul style="list-style-type: none"> • Environmental pollution (air, soil, water) 	<ul style="list-style-type: none"> • Certificate will be issued within 1 day once 100% compliance has been determined by the authorities. complied
<ul style="list-style-type: none"> • Certification/Permitting • Atmospheric Emissions Licensing 	<ul style="list-style-type: none"> • Acknowledgment within 7 days of receiving application. Processing and issuing within 90 days if fully compliant. Appeal will be responded to within 30 days

<ul style="list-style-type: none"> Complaints investigation on Health and Environmental Services 	<ul style="list-style-type: none"> Feedback within 48 hours

3.3 GENERIC CUSTOMER CARE SERVICE STANDARDS

1. Language

All Frontline staff members are available and adequately trained to be able to handle queries in both English and IsiZulu as the main spoken languages.

1.1 Switchboard standards

- All calls will be answered within 5 rings
- All calls, regardless of caller will be answered in a consistent professional manner
- We ensure the appropriate resource contact is identified to resolve the issue
- We ensure that call goes through to the right contact or a suitable substitute
- If a message taken, it is delivered

1.2. Once the call is transferred;the following guidelines apply

- We will introduce ourselves properly and ensure that the caller will be able to contact us again if required.
- We will identify the callers name and requirements accurately and politely
- We will speak clearly avoiding jargon and abbreviations
- We will log/record details of the caller and the issue
- Summarises what the caller has said to check our understanding
- Ensure we have the caller's number in case we need to call back
- We will respond to the caller's need efficiently and effectively
- We will only transfer a call if we know we have the correct contact to avoid passing the caller around unnecessarily
- If the transfer is unsuccessful we will return to the caller and reassume responsibility
- If a query is transferred, we will make sure that the new contact person assumes responsibility for the query- until this is confirmed the transferor is responsible.
- We will notify callers of any delays in resolving their enquiries, with reasons
- We will observe confidentiality procedures and only give callers information in line with PAIA, PAJA, and POPI PAIA, regulations
- If the problem can't be resolved immediately, we will ensure that we follow it up until it is resolved
- We will give the customer a reference number or a responsible official's name and contact number so that they can follow-up and track progress on their query
- We will make sure the person is called back on resolution, or if there are any delays in resolving the matter
- We will check answering machines and voice mail regularly and return calls promptly.

1.3. Dealing with difficult customers

- We will treat difficult callers with the same respect one would use for any other caller
- We will attempt to determine the cause of their anger/frustration
- We will remain calm and courteous
- If the call degenerates into personal abuse-e.g. personal insults or offensive language- we will either indicate to the caller that we are unwilling to continue the conversation and terminate the call, reporting the incident to the supervisor, or transfer the call to a supervisor.

1.3.1. Telephonic enquiries

- We put ourselves in the caller's shoes and try to see things from his or her point of view.
- We will apologise on behalf of the Municipality for any mistake made even if we are not personally responsible.
- We listen to the caller and indicate we are doing so by summarising key points
- We adopt a positive tone.
- We remain courteous at all times.
- We may continue to assist a Caller who insists on using abusive language.

1.4.1. Written query standards

- All written enquiries and complaints will be logged and filed ensuring a proper traceable paper trail.
- Written responses, where required will be logged and filed.
- A file review system will be implemented to ensure that files are periodically checked to ensure that there are no outstanding issues related to the case.
- Files to be archived for a period of 5 years in line with the Municipal file plan.

1.5. Accessibility

- We will maintain our rural offices with same professionalism in order to provide our customers with the good service they deserve .
- We will produce written documents in clear readable print .
- We will provide responses in plain, jargon free language.
- We will provide the option of responding using other official languages common to the District.
- We will produce information in alternative formats and according to PAIA of Council

1.6. Consistency and identity

- We will write in a professional and courteous manner.
- We will use municipality approved stationery.
- We will develop and use document templates that reflect the municipality's identity and ensure consistency and uniformity.
- We will identify all correspondence, literature, leaflets and other publications with the municipality's approved logo.
- We will always check written materials carefully, not relying on an electronic spell check.

1.7. Electronic communication

- We will check e-mails regularly and reply to them promptly e.g. acknowledge receipt within 24 hours and respond within 5 working days.
- We will avoid using 'sms' language or other e-slang or jargon- even if the initial query was written in this style.
- All officials will use an auto-forward or auto-reply function when an official is away from place of work with a contact name or number for urgent enquiries.
- We will take particular care in maintaining confidentiality-when replying we will ensure that we are aware of all the recipients that the e-mail is going to. We will only send, copy, forward messages to people who need the information. We will be particularly cautious when using the 'reply to all' function.
- We will use electronic communication appropriately
- In terms of spelling and grammar- we will ensure that the same high standards applicable for other written communication are observed.

1.8. Presentations

- We will develop and use a standard template to ensure that the municipality's identity is consistently communicated.
- We will use large clear print-e.g a minimum 24 point
- We will use a generous, uncluttered layout- avoid cramming too much onto a single slide.
- We will avoid simply replicating documents laid out in paper format
- We will be sensitive around using images, phrases or sayings which may inadvertently give offence through stereotyping

4. COMPLAINTS PROCEDURE

A complaint is defined as a statement of dissatisfaction with Service received or not received during interaction or desired interaction with any of the Municipal officials. When any of the stated Service Standards are not met within the agreed time frames, the citizen has a right to initiate the complaints process

Please note that for an interaction to be qualified as a complaint, it must meet the following criteria:

- The agreed service standard as per Service Charter has not been met
- The customer care standard has not been met, example: an enquiry about an inaccurate invoice or water supply interruption has not been resolved within stipulated timeframes
- There is a reference number of trail of communication regarding the failed service

Where to log in your complaint?

Ugu Municipality has a dedicated complaints unit which can be contacted as follows:

- By telephone:

- By email: complaints@ugu.gov.za
- By visiting any of Ugu offices and complete a complaints form available at the reception, and deposit it in the complaints/suggestion box

How will your complaint be handled?

- A dedicated official will acknowledge the receipt of your complaint within 2 working days, either in writing, telephonically, or electronically.
- You will be given a reference number for the complaint
- An investigation will commence, and you will receive feedback within 7 working days.
- Your complaint will be resolved within 14 working days
- An independent Quality Assurance official may contact you after 14 working days to verify your satisfaction

What if you are still not satisfied with the outcomes?

- Should you not be satisfied with the manner in which your complaint has been handled, you may contact the Office of the Municipal Manager, quoting the complaint reference number
- The office of the municipal manager may be contacted by telephone or in writing. Should you wish to visit the office, you are advised to notify the office in advance in order to ensure availability and undivided attention
- Your dissatisfaction will be acknowledged within 2 working days
- The municipal manager or his representative will endeavour to resolve your dissatisfaction within 4 working days
- Should you still not be satisfied with the manner in which the municipal manager has handled your complaint, you may contact the Presidential Hotline for further investigation

5. HOW TO CONTACT US

IMPORTANT CONTACT DETAILS:

Department	Physical Address	Services	Contact details
Office of the Municipal Manager	28 Connor Street Port Shepstone	Municipal Manager's Office	Telephone: 039 688 5702 Email: Peroshnee.Moodley@ugu.gov.za
		IDP/Annual Report & Performance Management	Telephone: 039 688 5803 5700 Fax:

Department	Physical Address	Services	Contact details
			Email: Malusi.Mzotho@ugu.gov.za Nomawethu.Mkhungo@ugu.gov.za
		Mayoral Support	Telephone: 039 688 5713 Email: Information@ugu.gov.za France.Zama@ugu.gov.za Zimbini.Ntlangula@ugu.gov.za
		Communications; Media liaison and Customer Relations Management	
		Public Participation	Telephone: 039 688 5716 Email: Mondli.Ngcobo@ugu.gov.za
		Youth and Special Programmes	Telephone: 039 688 3522 Email: Dudu.Ngcobo@ugu.gov.za
		Legal Services	Telephone: 039 688 3530 Email: Melanie.Olivier@ugu.gov.za
Water, Sanitation and Environmental Services	96 Marine Drive, Oslo Beach	Water Services Authority	Telephone: 039 688 5872 Email: Mandy.VanderWalt@ugu.gov.za
		Water Services Operations	Telephone: 039 688 5857 Email: Paul.Watson@ugu.gov.za Nokulunga.Msomi@ugu.gov.za
		Water Conservation and Demand Management	Telephone: 039 6883435 5700 Email: Thuli.Mwelase@ugu.gov.za phumzile.mayeza@ugu.gov.za
		Project Management Unit	Telephone: 039 688 3552 Email: Chuma.Mqoboli@ugu.gov.za Dezmond.Zuma@ugu.gov.za
		Environmental Health Services Environmental Management Services Environmental Services	Telephone: 039 688 5794 Email: Noloyiso.Walingo@ugu.gov.za Vella.Grammoney@ugu.gov.za Janine.Blackhead@ugu.gov.za
Treasury Department	Bazely Street, Port Shepstone	Revenue Management	Telephone: 039 688 5832 Nokuthula.Mkhwanazi@ugu.gov.za Thobekile.Mhlongo@ugu.gov.za
		Grants and Expenditure	Telephone: 039 688 3448 Fax: Email: Sizakele.Magadaza@ugu.gov.za

Department	Physical Address	Services	Contact details
		Supply Chain Management	telephone: 039 688 5700 Ntokozo.Mkhize@ugu.gov.za
Corporate Services		Human Resource Management	Telephone: 038 688 5885 Fax: Email: Vela.Mazibuko@ugu.gov.za
		Disaster Management Services	Makhosi.Gobhozi@ugu.gov.za
		Fleet Management	Patrick.Mzele@ugu.gov.za
		Registry & Auxiliary Services	Nonhlanhla.Langa@ugu.gov.za
		ICT	Norma.Grobler@ugu.gov.za
		Local Economic Development	96 Marine Drive, Oslo Beach

The following satellite offices are operational during the week, public holidays. Working hours are 7h30 – 16h00

Members of the public living in close proximity to these offices are urged to make use of them to access basic services like application for services, payment; general enquires reporting faults, and complaints. Our friendly officials are committed to provide you with professional service at all times. The municipal manager urges you to report any dissatisfaction with service to the complaints office immediately.

SATELLITE OFFICES : operating times 7h30 – 16h00 weekdays excluding public holidays

Accessible by personal visit only

OFFICE	ADRESS
Gamalakhe	Gamalakhe township, Ray Nkonyeni road, close to taxi rank
Bhobhoyi	In bhobhoyi location, off main Harding road
Kwanzimakwe	Along p69 kwaNzimakwe tribal area
Mathulini 1	Near Luthuli high school
Mathulini 2	Near mpompini bus stop
Izinqoleni	Within Izinqoleni municipal building
Phungashe	Phungashe location, Umzumbe
Murchison	Mbayimbayi ward 22 Hibiscus coast local municipality
Amahlongwa	Off p77 near Amahlongwa primary school

Main offices

Operating times 7h30 – 16h00 weekdays excluding public holidays

Cashiering hours : 8h00 – 15h00 weekdays excluding public holidays

OFFICE	ADRESS
Main Office	28 Connor Street, Port Shepstone
Oslo Beach Offices (Phase 1)	96 Marine Drive Oslo Beach
Harding Offices	Off main Rd, Harding
Park RynieOffice	Industrial Rd, Park Rynie

UGU CALL CENTRE CONTACT DETAILS

MEANS OF CONTACT	CONTACT DETAILS	OPERATING TIMES
TELEPHONE	039 688 5830 0800 092837	24/7 for water and sanitation emergencies 7h30-16h00 weekdays excluding public holidays for general/account enquiries
Ugu Municipality Facebook page FACEBOOK		7h30 – 22h00 weekdays
TWITTER	Ugu_Water (to be advised)	7h30 – 16h00 weekdays excluding public holidays
CHAT ROOM	www.ugu.gov.za (chat box visible on the Home page.	7h30 – 16h00 weekdays excluding public holidays
EMAIL	enquiries@ugu.gov.za	7h30 – 16h00 weekdays excluding public holidays
SMS	44751	24/7 for water and sanitation emergencies

