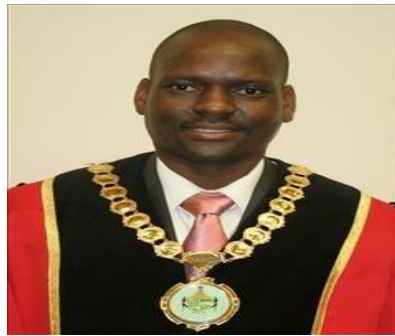




HARRY GWALA DISTRICT MUNICIPALITY SERVICE STANDARDS COMMITMENT CHARTER 2017/2018



MAYOR: CLLR M.E. NDOBE



MUNICIPAL MANAGER: MRS A.N. DLAMINI

CORE MANDATE OF HARRY GWALA DISTRICT MUNICIPALITY

Harry Gwala District Municipality is mandated by the Constitution of the Republic of South Africa for the distribution of portable Water and Sanitation, Municipal Health and Disaster Management.

OUR VISION

In 2030 Harry Gwala District Municipality will be a leading Water Services provider in the KZN Province with its communities benefitting from a vibrant Agriculture and Tourism sector.

BATHO PELE PRINCIPLES

Harry Gwala District is committed to the principles of Batho Pele.

SERVICE LEVEL STANDARDS COMMITMENT CHARTER

To commit to a turn-around time by dealing with consumer account queries in seven (7) days

To repair burst pipes in 48 hours and water leaks in 24hrs

To clear sewer blockages within 6 hours after having been reported to the municipal call centre

To attend to illegal connections to our infrastructure within 48 hours after a report has been received from the call centre

To attend to the backfilling of trenches and the excavation of in- roads on verges by attending to the service within 3 days after the call centre has been notified

To maintain a functional and effective 24 hour call centre that will allow for uninterrupted communication with consumers

To respond to all incoming telephone calls within 30 seconds at the call centre and within the administration at the reception desk and other work bases

All correspondence received will be acknowledged within 48 hours

All correspondence received will be responded to within seven (7) working days

To reply to Emails within 48 hours

To respond to all reported Disaster Incidents within 5hrs

Upon termination of any contract, the municipality will appoint another contractor or service

provider within a period of three months

To deal with restrictions, disconnections and re-connections of water immediately

To exit all municipal documentation from and by the office of the municipal manager

***"We, the Councillors, Management and staff of Harry Gwala District Municipality,
adopt this Service Standards Commitment Charter"***