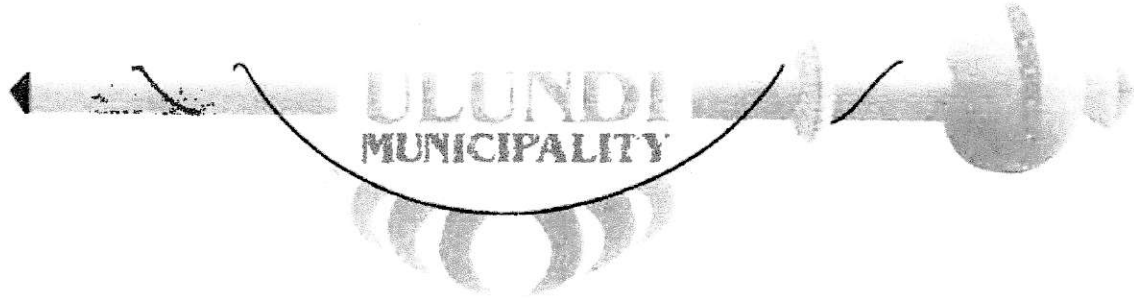


# **"The City of Heritage"**



## **SERVICE DELIVERY CHARTER 2018-2022**

## **5. Constitutional Mandate of the Municipality**

Our Developmental objectives are grounded in Section 152 of the Constitution of the Republic of South Africa Act No.109 of 1996 as follows:

- To provide democratic and accountable government for local communities;
- To ensure the provision of services to communities in a sustainable manner;
- To promote social and economic development;
- To promote a safe and healthy environment; and
- To encourage the involvement of communities and community organizations in the matters of local government.

## **6. List of Services**

We provide the following services:

### ***Office of the Municipal Manager***

- Legal Services
- Internal Audit
- Performance Management
- Risk Management

### ***Financial Services***

- Revenue Collection
- Budget and Expenditure Management
- Supply Chain Management
- Asset Management
- Information Technology

### ***Community Services***

- Environmental Services (Parks, Gardens and Cemeteries)
- Culture, Sports and Recreation Services
- Library and Information Services
- Waste Management & Cleansing Services
- Youth Development
- Special Programs

### ***Technical Services***

- Electrical Services
- Roads and Storm Water Drainage
- Project Management Services
- Fleet and Loss Control Management
- Municipal Buildings Maintenance

### ***Corporate and Management Services***

- Council Support
- Human Resource Management and Development

- You have a right to be treated fair and reasonable
- You have a right to be treated courteously and considerate at all times
- You have a right to be provided with clear and accurate information at all times
- You deserve and apology for any lapse in service delivery

## 10. Your Obligations as a Customer

- You are expected to be courteous, civil, and respectful to the dignity and integrity of the officials you interact with.
- You are expected to utilise services provided by the municipality properly and also pay for them.
- You are also expected to do the following:
  - Provide the municipality with all the information it needs
  - Attend all community, IDP and Budget meetings as scheduled
  - Direct all complaints to the municipality
  - Comply with all the prescribed laws and bylaws governing the municipality
  - Report all fraudulent activities to the municipality

## 11. Our Core Service Standards

*We undertake to provide services of high quality; in this regard we aim to:*

- Ensure that all municipal employees wear their name tags
- Ensure that all municipal officials be formally dressed and be presentable
- Ensure that complaints raised by the public shall be treated as confidential
- Attend to all queries within 10 working days
- Answer the telephone calls within 5 rings
- Process applications within 30 days
- Deal with written requests within 21 days
- The municipality shall provide services to the best interests of its service beneficiaries
- The municipal employees shall be beyond reproach and never be seen exercising an unfair discrimination against service beneficiaries
- Political affiliation shall not determine the manner in which service beneficiaries are serviced
- Whenever any external person walks into any office of the municipality, there should be a sense of warm welcome and high level of professionalism
- An instrument to assess the standard of service being provided by the municipality will be implemented and reviewed on annual basis
- The municipality shall always strive for a proactive approach in particular task and not merely reactive on task at hand
- Performance information shall be provided on our website, newsletter and annual report
- If it happens that the person you wish to talk to is not available another official will be assigned to deal with your query or will return your call within 24 hours and recorded messages shall be responded to within 1 working day
- Contact details of the municipality shall always appear on the website and newsletters

## **14. Measuring Our Standard**

*We shall endeavor to assess the impact of our services annually and ascertain whether we are achieving our specified objectives, in this regard we will:*

- Evaluate the performance of staff at all levels on quarterly basis
- Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness
- Implement Integrated Quality Management System in all departments
- Appraise the quality of services we render from time to time