

CC: CSI: SERVICE CHARTER ANNUAL REVIEW

10/1/P

COMPETENCY: COUNCIL

PURPOSE

To review the Service Charter for Midvaal Local Municipality, serving the Midvaal area is tasked by The Constitution to provide services at a fair and acceptable cost, to all our customers and it is therefore necessary to indicate the level of service that our customers can expect from the municipality. This level of service shall be applied and maintained consistently throughout the municipality.

RECOMMENDATION

1. That the Service Charter be reviewed as part of the annual amendment to update service delivery processes and developments.
2. That the reviewed and amended Service Charter for the Midvaal Local Municipality, attached to the report as "Annexure A", be approved.

REPORT

The Service Charter outlines Midvaal's commitment to service delivery and fulfilling its vision and mission.

Attached as "Annexure A", is the reviewed and amended Service Charter for the financial year 2024/2025.

COMMENTS:

CORPORATE SERVICES

DEVELOPMENT AND PLANNING

COMMUNITY SERVICES

FINANCE SERVICES

ENGINEERING SERVICES

SERVICE CHARTER

2024/2025



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1. Background

The Midvaal Local Municipality is responsible for providing equitable and cost-effective services to Midvaal residents, as directed by the South African constitution. It is, therefore, necessary to inform residents about the level of service they can expect from the municipality.

In 1997, the White Paper on the Transformation of Public Service Delivery introduced eight Batho Pele (people first) principles, which aim to transform public service delivery and prioritize the needs of the residents. The said principles obligate the municipality to meet basic customer requirements.

The Batho Pele principles are still central to this Service Charter and are essential to promoting service excellence in the public sector, particularly within local government.

2. Vision

The Vision of the Midvaal Local Municipality is to *“Achieve excellence in service delivery”*.

3. Mission

To achieve this vision the municipality strives to:

- Enhance service delivery through innovative technologies.
- Enable a safe, healthy community and environment.
- Promote local economic development and tourism.
- Adopt clean, renewable energy.
- Build strong partnerships, and
- Be a people-centred, compassionate institution.

4. Strategic focus

The Municipality implements its mandated powers, duties and functions through its Integrated Development Plan which focuses on the following strategic focus areas,

1. Good governance
2. Safe and Healthy environment
3. Community development
4. Institutional development
5. Financial stability
6. Infrastructure and sustainable living environment
7. Communications and Customer Care
8. Economic growth and spatial transformation

5. Service Standards

At an operational level the following will apply:

5.1 Office hours

- The Municipal offices will be open between 07h30 and 16h00 daily, except weekends.
- Libraries, Clinics and the Rates Hall will remain open during lunch periods.

5.2 Switchboard

The number for the Midvaal Local Municipality switchboard can be reached on 016 360 7400.

The following service standards will be maintained:

- Staff should endeavour to answer all calls within five rings (switchboard).
- Staff should endeavour to whenever possible, resolve customer enquiries at first contact.
- All telephonic messages must be responded to as soon as practically possible, preferably within 48 hours if the message was left over a weekend, and/or public holiday.

5.3 Customer Care

All complaints can be logged via the direct Call centre number, 087 106 2471, Chatbot (Virtual Agent: 081 876 0408) or My Midvaal App and will be subject to the turn-around times approved by relevant service departments. (

The Midvaal Local Municipality Call centre is operational between 06:00 - 22:00, 7 days a week.

Complaints to the Call Centre can be raised via the following channels:

5.3.1 DIRECT CALLING

Calling the Call Centre on 087 106 2471 between the hours of 06h00 and 22h00.

5.3.2 MY MIDVAAL APP

The My Midvaal App is a digital platform that brings municipal services to communities through mobile technology. The App provides a tool to enable improved interaction between residents and the municipality. The My Midvaal App can be downloaded on the Google App Store and App Store.

5.3.3 VIRTUAL AGENT (CHATBOT)

The Midvaal Virtual Agent is an additional resident engagement channel. The agent operates on a what's app interface and allow citizens to view account statements, log complaints, pay for municipal services (accounts, traffic infringements and procurement of prepaid services). In addition, the agent allows residents to submit meter readings and view service delivery notices and schedules.

5.3.4 WALK-IN CUSTOMERS

Supplementing the above engagement channels, the Call Centre also allow for residents to walk into the facility and submit complaints using the kiosks within the Call Centre. The walk-in services operate between 07h30 and 16h00 hours.

6. Municipal Departments

The Municipality is structured to deliver services to Midvaal residents across six Departments. It consists of four service delivery and two supporting departments. The Departments and the associated services and service levels or response times is listed below:

6.1 Development and Planning

BUILDING PLANS

- | | |
|---|---|
| <ul style="list-style-type: none">• Acknowledgement of receipt | <ul style="list-style-type: none">• Within (5) working days |
| <ul style="list-style-type: none">• <u>Approval / Non-Approval of Building Plans process:</u>- Standard Building Plans- Non-standard building plans- Occupancy Certificate | <ul style="list-style-type: none">▪ Written response within an average of (40) working days excluding pending and circulation period from date of application.▪ Written response within and an average of (60) working days (excluding pending and circulation period) from date of application.▪ Written response within an average of (20) working days from submission of Occupancy Certificate application. |

BY-LAW ENFORCEMENT

- **Formal Trade License:**

- **Consider an application for trading on a demarcated area.** - Written response within an average of (3) working days from date of application.
- **Consider an application for trading on non-demarcated area.** - Written response within an average of (14) working days including the consent from the relevant Ward Councillor and internal departments.
- **Consider an application for business for the selling of food** - Written response within an average of (21) working days from date of application.

- **Poster Management:**

- **Consider an application for posters.** - Written response within an average of (3) working days from date of application.
- **Response to complaints pertaining to posters.** - Within an average of (7) working days from date of receipt of such complaint.
- **Removal of Posters** - Within an average of (3) working days after the expiry date of such approval.
- **Deposit Refunds** - Within an average of (21) working days from receipt of such a deposit refund application.

APPLICATION FOR LAND USE

- **Acknowledgement of receipt of application** Within (5) working days
- **Consideration of Land Use applications if the application meets the minimum requirements in terms of the time frames.**
 - Administration phase may not be longer than (12) months.
 - Consideration phase may not be longer than (3) months.
 - Decision phase within (30) days from the last Municipal Planning tribunal or the authorized official.

- **Public Participation**

- **The Integrated Development Plan (IDP) review process**

To be conducted as per the approved IDP Process Plan.

6.2 Community Services

Sport fields and swimming pools

- **Mowing of grass of sport fields** - Done according to prescheduled match programmes.
- **Swimming pools** - Public has access between 01 September to 31 May every year.

Public parks

- **Mowing of lawns and pruning of shrubs and trees** - Done according to a prescheduled programme.

Illegal dumping

- **When polluter is identified**
 - The identified polluter will be given a Notice within (3) working days.
 - Otherwise removed within (2) weeks.

Cleaning and waste removal

- **Collection of residential, garden and business refuse:**
 - Done on a weekly basis according to programme.
- **Residential areas** - Done (3) times a week.
- **Business areas** - Swept daily.
- **Central Business District (CBD)**

Libraries

- **Operating Hours:**
 - **09:00 to 17:00 in winter** - Fridays from 09:00 to 17:00
 - **09:00 to 17:30 in summer** - Saturdays from 09:00 to 12:00

Clinics

<ul style="list-style-type: none"> - Clinics will be open from 07:30 to 18:00 on weekdays. - Operating hours on Saturdays will be from 08:00 to 13:00 	All patients to be attended to within (2) hours.
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Cemeteries

<ul style="list-style-type: none"> - Grave applications and allocations 	<ul style="list-style-type: none"> - Finalised immediately upon permit. Applications to be dealt within 24 hours.
<ul style="list-style-type: none"> - Cemetery maintenance 	<ul style="list-style-type: none"> - According to facility maintenance schedule.

6.3 Corporate Services

Council Meetings	<ul style="list-style-type: none"> - Open to the public, at least once a month at 13:30 (not open to the public during the declared national state of disaster).
<ul style="list-style-type: none"> • Anti-Fraud and Corruption Hotline 	<ul style="list-style-type: none"> - 0860 268 624 (24 hours, 7 Days a week).
<ul style="list-style-type: none"> • Legal & Properties 	<ul style="list-style-type: none"> - Enquiries and requests for Legal assistance response within 48 Hours.
<ul style="list-style-type: none"> • Auxiliary Services 	<ul style="list-style-type: none"> - Halls confirmation of booking upon proof of payment. Assistance within 1 working day. - Rental of municipal facilities confirmation immediately upon proof of payment. Assistance within 1 working day.
<ul style="list-style-type: none"> • Human Resources 	<ul style="list-style-type: none"> - Open to the public during working hours from Monday to Friday, 07:30 to 16:00. - Flexible time hours will be amended to core working hours subject to Council Approval.

<ul style="list-style-type: none"> • Information Technology (IT) 	<ul style="list-style-type: none"> - Response to calls logged on the (IT) Helpdesk, this includes Hardware, Software, Wide area network, and local area network. - The (IT) helpdesk operates from Monday to Friday, 07:30 to 16:00. - Internal Calls at 25 Mitchell Street must be attended to within an hour from the call being logged at the IT.
<ul style="list-style-type: none"> • Call Centre (087 106 2471) Virtual Agent Chatbot: 081 876 0408 	<ul style="list-style-type: none"> - Switchboard open to the public from 7:30 - 16:00. - Call Centre operational from 06:00 to 22:00 Monday to Sunday. - Call is diverted to Midvaal Fire Department from 22:00 to 06:00. - Walk in customers will be attended to during working hours, Monday to Friday, 07:30 to 16:00. - The Virtual Agent (for complaints logging) is available 24x7x365

6.4 Finance Department

Queuing time for municipal accounts payments	The Municipality will endeavor to serve customers within a reasonable timeframe.
Clearance certificate turnaround time	Within (5) working days.
Meter readings	Will be read monthly.

6.5 Public Safety & Roads

Streets	
<ul style="list-style-type: none"> - Grading of gravel streets 	<ul style="list-style-type: none"> - Done according to a scheduled programme. Schedule to be made available on website. - Done within (1) week.
<ul style="list-style-type: none"> - Repair of potholes 	<ul style="list-style-type: none"> - Done according to a scheduled programme.

- Maintenance of tarred roads	- Schedule to be made available on website.
Storm water	
- Floods/emergencies	- Reaction within (1) day after incident has been reported.
Emergency Calls	
- Emergency calls dispatching times after receiving the logged call response times to affected site.	- Within (3) minutes.
Vehicle Licensing and Registrations	
- Sedibeng District Function for Learners and drivers' licenses	- This falls under the management of Sedibeng District Municipality and can be contacted on the following telephone numbers: (016) 450 3940 / 1 / 2 / 3 / 4.
Road markings and Road Signs	
- Road markings complaints	- Complaints investigated and finalized within (7) to (14) days.
- Road marking, street names and road signs	- As per technical roster (2) months per ward subject to availability of stock.
- Replacement of damaged stop signs	- Immediate after reporting, (1) day subject to availability of stock.
- Repainting of faded stop markings	- Immediately after reporting, (1) day subject to availability of stock.
Speed Law Enforcement	
- As per approved schedule	Feedback within (2) working days.
- Ad hoc law enforcement requests consideration	

Accident Scene

- **In case of an unforeseen accidents** Immediate dispatch to the scene, within 3 minutes.

Law Enforcement Complaints

- **Logged via the Call Centre or Control Room**
 - Within (5) working days subject to an approval from the Municipal Manager.

Events

- **Events Applications**
 - Big events: Apply (6) months before the event.
- **Functions**
 - An event with a spectator capacity of at least 2,000 persons.
- **Safety Certificates**
 - Small events: Apply 30 working days before the event.
 - An event with a spectator capacity of 250 to 1,999 persons.
 - Should there be high profile persons VIP's, the event will be considered as a risk event, the application period can be more than (30) days.
 - Apply 30 working days before the event. An event with 30 - 250 persons for example weddings, funerals, celebrations, initiation ceremonies etc.

6.6 Engineering Services

Electricity	Planned	Unplanned
<p>1. Power Outages (communicate with relevant stake holders)</p>	<ul style="list-style-type: none">• Office hours• 6 hours depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be attended to. Single calls will then be dealt with.• After hours• Within 6 hours. As per Nersa guidelines, depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be attended to. Single calls will then be dealt with.	<ul style="list-style-type: none">• Within 2 working days prior to the interruption before any planned tasks are executed, notices will be served to the relevant stakeholders two days in advance.• For Area interruptions, notices will be served to the relevant stakeholders 2 days prior to the interruption. As per Nersa guidelines• Notice of planned interruptions• Where possible, at least 48 hours advance notification should be given of any planned interruption.• Midvaal Local Municipality may choose to give certain customers on the Emergency Priority List (EPL) more than 48 hours notification and may even decide to notify these customers personally.

- **2. Service outages or Power outages** (Midvaal supply areas for electricity)

Note: Midvaal Local Municipality however has no control over Eskom schedule or unforeseen power outages.

Office hours

- 6 hours depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be attended to. Single calls will then be dealt with.
- Within 6 hours. As per Nersa guidelines, depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be attended to. Single calls will then be dealt with.

After hours

- Within 2 working days prior to the interruption before any planned tasks are executed, notices will be served to the relevant stakeholders two days in advance.
- For Area interruptions, notices will be served to the relevant stakeholders 2 days prior to the interruption. As per Nersa guidelines

Notice of planned interruptions

- Where possible, at least 48 hours advance notification should be given of any planned interruption.
- Midvaal Local Municipality may choose to give certain customers on the Emergency Priority List (EPL) more than 48 hours notification and may even decide to notify these customers personally.

Planned

- **4. Overhead lines**

- Office hours
- 6 hours depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be

Unplanned

- Within 2 working days prior to the interruption before any planned tasks are executed, notices will be served to the relevant stakeholders two days in advance.

attended to. Single calls will then be dealt with.

- After hours
- Within 6 hours. As per Nersa guidelines, depends on outage cause, Staff availability and workload. All HT calls will receive priority. Afterwards area complaints will be attended to. Single calls will then be dealt with.

- For Area interruptions, notices will be served to the relevant stakeholders 2 days prior to the interruption. As per Nersa guidelines

Notice of planned interruptions

- Where possible, at least 48 hours advance notification should be given of any planned interruption.
- Midvaal Local Municipality may choose to give certain customers on the Emergency Priority List (EPL) more than 48 hours notification and may even decide to notify these customers personally.

5. Skew / falling pole	Planned	Unplanned
	<ul style="list-style-type: none"> • Office Hours • Within 2 working days. 	<ul style="list-style-type: none"> • After hours • Will be attended to the next working day. Except if lives are in danger.
6. Open substation / Kiosk	Office hours	After hours
	<ul style="list-style-type: none"> • Availability of staff (Same day.) 	<ul style="list-style-type: none"> • Within 24 hours.
1. Streetlights (after receiving complaint) –		
<ul style="list-style-type: none"> • Planned maintenance: Communication via notices. • Reactive Maintenance: All open calls will be dealt within the given area where planned maintenance is being done 		

8. New connections	• Standard connection and upgrading.	• Non-Standard connection and upgrading.
<ul style="list-style-type: none"> • 9. All quotations must be obtained from the Assistant Director Bulk Connections or Chief Clerk pre-paid electricity. 	<ul style="list-style-type: none"> • Quotations for standard connection and upgrading. • Work will only commence after receiving a works order from the Chief Clerk Electrical and will only be completed within 21 working days. 	<ul style="list-style-type: none"> • Quotations to customers, if a customer has made a written request for supply and has provided all the necessary documentation, the following time frames for quotation shall apply: <ul style="list-style-type: none"> • Within 10 working days where existing infrastructure can be used. • Within 1 month where network extensions are required; and • If new networks must 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. • The target percentage success is at least 97%. • Work will only commence after receiving a works order from the Chief Clerk Electrical and will only be completed within 21 working days. This excludes special conditions as outlined by quotation.

10. Pre-paid meter	Office hours	After hours
<ul style="list-style-type: none"> All queries regarding pre-paid meters during office hours must be forwarded to the Chief Clerk 	<p>Theft / Illegal connections must be reported to Finance Department. Stolen cable or transformers will be replaced within the same day, depending on spares availability.</p>	<ul style="list-style-type: none"> Theft / Illegal connections must be reported to Finance Department. Replacement of apparatus that's been stolen will be done the same day.
11. Conventional meter	<p>Will attend within 2 working days.</p>	<p>No new connections are done after hours. Call outs same as above.</p>
12. Theft / Illegal connections	<p>Theft / Illegal connections must be reported to Finance Department. Stolen cable or transformers will be replaced within the same day, depending on spares availability</p>	<ul style="list-style-type: none"> Theft / Illegal connections must be reported to Finance Department. Replacement of apparatus that's been stolen will be done the same day.

Water	Response time
1. No water a) Bulk supply (Midvaal) b) Reticulation outage c) Rand water supply	<ul style="list-style-type: none"> 72 hours 24 hours Dependent on Rand Water responsiveness
<ul style="list-style-type: none"> 2. Water pressure a) Bulk supply (Midvaal) b) Reticulation outage c) Rand water supply 	<ul style="list-style-type: none"> 72 hours 24 hours Dependent on Rand Water responsiveness

Water		Response time	
3. Water leak			
a) Bulk supply (Midvaal)		• 72 hours	
b) Reticulation outage		• 8 hours	
c) Rand water supply		• Dependent on Rand Water responsiveness	
4. Water theft and Illegal connections		• 1 week	
5. Water meter leak		• 8 hours	
7. Delivery water tanker			
• Informal settlement		• Per schedule	
• Purchases		• 7 days	
8. Leaking tap			
• Informal settlements		• 8 hours	
9. Fire hydrant		• 8 hours	
10. New connections		Standard connections	Non-Standard connections
		• 6 weeks after receipt of payment	Negotiable subject to delivery times of resources and materials
SANITATION		Response time	
1. Spillage / Blockage/ Overflowing Manhole		4 hours	
2. New Connections		With a line	Without a line
		• 6 weeks	• 6 months, subject to budget, materials, and resources.

7. CONCLUSION

Certain areas within the municipal boundaries rely on the supply of water and electricity services provided by Eskom and Rand Water. The Midvaal Local Municipality has no control over the performance of these utility service providers. The performance of these services is subject to responses from the providers.