



**Prince
Albert
Municipality**
"We Serve Together"

CUSTOMER SERVICE CHARTER
FOR
MUNICIPAL SERVICES

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1. PURPOSE

The purpose of this document is to set out the Customer Services Charter and standards of Prince Albert Municipality. The plan is to firstly improve municipal efficiency and performance by providing reliable, responsive, competent, accessible, courteous, confidential and secure services to the ratepayers of Prince Albert Municipality.

Prince Albert Municipality is responsible for the following civil and electrical engineering infrastructure services, with reference to the:

- Construction and maintenance of roads, storm water and transport;
- Distribution of water services;
- Bulk purchasing, distribution and maintenance of electricity;
- Provision and maintenance of street lights;
- Refuse removal, solid waste disposal, landfill sites and street cleaning;
- Collection and management of sanitation services within the municipality;
- Road maintenance

The Municipality however is also responsible for other services such as:

- Financial, administrative and legislative governance of the municipal area as set out in Schedule 4 A and B of the Constitution, 1996
- Integrated planning;
- Local Economic Development;
- Town Planning;
- Building Control;
- Air Quality Management;
- Municipal law enforcement;
- Parks and Recreation areas;
- Public amenities and
- Library services on an agency basis
- Housing implementation on an agency basis
- Disaster Management

This document provides:

- an explanation of the services offered for drinking water as well as wastewater collection and treatment; road and storm water maintenance; electro-technical services and solid waste management services;
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution;

- information on a range of governance, planning and administrative, as well as public participation processes;
- a list of indicators and targets to express the level of service the municipality aims to deliver to its customers. This includes all services indicated above, as well as on governance and administrative processes.

This document further sets out the shared rights and responsibilities and informs the customers of the service that they can expect to receive from Prince Albert Municipality, as well as their obligations in relation to the use of the services. The document is available to all customers and it applies to all who do not have a specific or individual contract with the municipality for provision of services.

The document was also compiled in accordance with applicable municipal legislation, that includes, but are not limited to the *Water Service Act (Act no. 108 of 1997)*, the *National Water Act (Act no. 36 of 1998)* that recognises that the ultimate aim of water resource management is the sustainable use of water to the benefit of all users as well as *world class standards and SANS 241*; the National Building Regulations and Building Standards Act, No 103 of 1977; the Prince Albert Municipal By Law on Planning, 2014 as well as the National Road Traffic Act.

2. VISION, VALUES AND PRINCIPLES

Prince Albert Municipality's actions are guided by its vision and values, indicated below:

Vision

Prince Albert, an area characterised by high quality of living and service delivery.

Prince Albert Municipality is committed to improve the quality of life of its community through:

- Providing and maintaining affordable services
- Promoting Social and Economic Development
- The effective and efficient use of available resources
- Effective Stakeholder and Community participation

Values

The Municipality operates on the following values:

- Honesty
- Empathy
- Integrity
- Caring

- Professionalism
- Fairness
- Tolerance

Principles

- We subscribe to the principles of Batho Pele:
- **Consultation** – Members of the community should be consulted about the level and quality of services they receive and, wherever possible, should be given a choice about the services that are offered.
- **Service Standards** – Members of the community should be told what level and quality of services they will receive so that they are aware of what to expect.
- **Access** – All members of the community should have equal access to the services to which they are entitled.
- **Courtesy** – Members of the community should be treated with courtesy and consideration.
- **Information** – Members of the community should be given full and accurate information about the services they are entitled to receive.
- **Openness and Transparency** - Members of the community should be told how national, provincial and local government departments are run, how much they cost, and who is in charge.
- **Redress** – If the promised standard of service is not delivered, the affected members of the community should be offered an apology, a full explanation and a speedy and effective remedy. When complaints are made the members of the community involved should receive a sympathetic and positive response.
- **Value for money** – Public Services should be provided economically and efficiently in order to give the members of the community the best possible value for money.

3. OFFICIAL LANGUAGE

The Prince Albert municipal population are 95% Afrikaans speaking. Though the official languages in the Western Cape are Afrikaans, English and isiXhosa, the Prince Albert Municipality uses Afrikaans and English as their official languages. A member of the public can request to be assisted in either Afrikaans or English. Documentation, however, will only be made available in the language of origin. The Municipality will endeavour to communicate in both English and Afrikaans in their official communication to the public.

4. THE CONSUMER'S OBLIGATIONS

What's the definition of a 'consumer'?

Any end-user who receives services from an institution, including a person living in an informal settlement, industrial users etc.

Consumers are expected to:

- a) Pay for the services rendered by the municipality;
- b) Use resources (water and electricity) sparingly and report water leakages, illegal connections and damage to infrastructure to the municipality;
- c) Inform the municipality of any defects in roads, pipe breakages, blockages, bad taste and colour in water, damaged street lights, missing and broken manhole, meter covers and traffic signs;
- d) Repair all internal leaks on their private properties;
- e) Adhere to municipal bylaws, national and provincial legislation that has been set to improve service delivery and guide accepted behaviour in communities;
- f) Make use of qualified artisans to do repairs and installations on private property;
- g) The owner of properties is ultimately responsible for ensuring compliance with by-laws and legislation in respect of all or any matters relating to any installation, and if he or she is not the consumer who actually uses the services, the owner is jointly and liable with such consumer in respect of all matters relating to the use of any services on his or her property, including any financial obligation.
- h) Do not dispose of unwanted materials into water courses and sewer networks this will contaminate water and may lead to deceases;
- i) Do not connect storm water to the sewer networks of the municipality;
- j) The municipality may from time to time need access to your property, and your cooperation is requested in this regard;
- k) Do not tamper or make illegal connections from meters – this is an offense and you can be criminally charged.
- l) Treat all officials and municipal service providers, in a manner that is friendly, polite and respectful, without distinction of race, religion, gender or social orientation.

5. THE MUNICIPALITY'S OBLIGATIONS

Prince Albert Municipality shall:

- m) Supply water that meets the National Water Quality Standards (SANS 241) and any other contractual agreement with our customers.
- n) Supply water on a continuous basis.
- o) At all times maintain pressure between the minimum and maximum supply pressure per customer connection under normal operating conditions based on existing and projected annual average daily demand.
- p) Bill consumers on a monthly basis for services.
- q) Communicate water quality and service interruption challenges to the consumers through various media channels (radio, newspapers and notice boards etc.)
- r) Minimise the impact on the environment by ensuring the wastewater system is efficiently operated;
- s) Deal with any sewerage spills in accordance with our hazardous standard operating procedure.
- t) Establish a fair and cost-effective tariff so that all consumers have minimum service access to services.
- u) At all times, be accessible to members of the public;
- v) Strive to be professional in their approach when dealing with members of the public;
- w) Serve and execute their duties with due diligence and honesty;
- x) At all times be friendly, polite and professional when answering telephone calls.
- y) Treat all members of the public equally, without distinction of race, religion, gender or social orientation.
- z) Observe official working hours in order not to prejudice or inconvenience members of the public.
- aa) Upon enquiry by a member of public, furnish information regarding the status of projects executed by the Municipality.

6. MUNICIPAL CONTACT DETAILS

General enquiries can be made by contacting Prince Albert Municipality's offices on the details stated below. General enquiries can also be sent by email to:

Accounts Queries

Email: jneethling@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320
- Fax Number: (+2723) 541 1321

Technical Infrastructure Queries

Email: kammies@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1974

Planning and Building Control:

E-mail: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

Library Services

Email: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

Law Enforcement (including traffic fines)

Email: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

Local Economic Development

Email: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

Disaster Management

Email: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

Public Participation and governance matters

Email: anneleen@pamun.gov.za

- Telephone Enquiries: (+2723) 541 1320

7. CONSUMER SERVICE STANDARDS

ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industri
Answer your telephone call	90% within 4 rings	90% within 5 rings
Return your call	1 work day	1 work day
Acknowledge all emails and correspondence where acknowledgement of receipt are specifically requested within 24 hours during a work week	Within 24 hours – depending on availability	Within 24 hours during a work week

Reply to all correspondence received	7-10 days	7-10 days
Reply to all correspondence in writing if a detailed reply is required that may take additional time to research	7 - 10 days	7 -10days
Notify you as soon as practical if there is a delay in our service commitment	Within 7 day after commitment date	Within 7 day after commitment date
Provide afterhours service for Emergency.	100%	100%
Endeavour to refer you to an appropriate service provider if Council cannot provide the service you require	1 hour	2 hours
Request for information in person – comply with request – depending on Access to Information legislation and PAIA	7-10 days	7-10 days

REVENUE ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Adjustment of misallocated Receipt	1 hour	1 hour
Adjustment of duplicated payment	1 hour	1 hour
Capturing of manual receipt	1 day	1 days
Queuing time at pay points	10 minutes	10 minutes
Receipt of cheques received through the Post Office	1 day	1 day
Corporate cheques	NA	1 day

CONSUMER SERVICE: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/Industrial
Capture of new application forms into system	7 days	7 days
Capture of allocation of service into system	10 minutes	10 minutes
Capture of terminated accounts into system	10 minutes	10 minutes
Customer details amendment	5 minutes	5 minutes

Revenue refunds	14 days	14 days
Debit / Credit adjustments	14 days	14 days
Sewer connection investigation	1 day	1 day
Request for final bill estimate	2 days	5 days
Communication of unplanned service interruptions	Not possible as burst pipes are unplanned - no notice. Communication through, Facebook and loud hailing	Not possible as burst pipes are unplanned - no notice. Communication through, Facebook and loud hailing
Communication of planned service interruptions	At least 48 hrs.	At least 48 hrs.
Water connection after payment	Within 7 days	Within 7 days
Water connection after payment but client is not ready for connection	Within 7 days	Within 7 days

WATER METER ADMINISTRATION		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/industrial
Voluntary Disconnection	As per customer requested date	As per customer requested Date
Reconnection	As per customer requested date	As per customer requested Date
Customer queries on meter reading	3 days	5 days
Application forms process time	7 days	7 days
Meter reading cycle	30 days	30 days
Bulk meter processing	Same day	Same day
Damaged meter processing	1day	1 day

No meter processing	1day	1 day
Buried meter processing	1day	1 day

CREDIT CONTROL: WATER SERVICES		
SERVICE	RESPONSE STANDARD	
	Residential	Commercial/industrial
Reconnection after disconnection for non-payment	24 hrs.	48 hrs.
Disconnection	24hrs.	24 hrs.

PROJECTS AND PERFORMANCE	
SERVICE	RESPONSE STANDARD
	Response rate
Monitor and coordinate expenditure of projects of the different departments to align with the annual budget	As required by project deadlines
Report monthly to the different authorities on expenditure and progress of the respective projects	Monthly
Provide regular feedback to treasury on expenditure for the purpose of budget revision	As promulgated
Compile and submit all reports required by the different funding authorities with the specified due dates for these reports strictly observed	As promulgated
Process and submit all claims for professional fees and payment certificates	30 days or as contractually agreed
Service provider evaluation	Monthly during contract

SERVICE	RESPONSE STANDARD			
	Residential		Commercial/industrial	
	Working hrs.	After hours	Working hrs.	After hours

Respond to leaks, overflows on pipes	First level response in 1 hr.	2hrs	First level response in 1hr	2hrs
Respond to leak repair fittings (water meter, valves ...)	Within 24 hrs.	24 hrs.	Within 24 hrs.	24 hrs.
Respond to Burst causing extensive flooding	1 hour	1 hr.	1 hour	1 hr.
Respond to Burst causing seepage into road or verge	1 hour	2 hrs.	1 hour	2 hrs.
Respond to Water meter device repair	Within 24 hrs.	24 hrs.	Within 12 hrs.	24 hrs.
Low pressure complaint	24HRS	2 days	24HRS	2 days
Respond to No water complaint	2 hrs.	2 hrs.	2 hrs.	2 hrs.
Respond to Dirty water complaint	1 hr.	2 hrs.	2 hours	2hrs
Respond to Quality of water complaint	1 hr.	2 hrs.	2 hours	2 hrs.
Respond to sewage overflows	1 hr.	1 hr.	1 hour	1hour
Missing manhole covers	72 hrs.	72 hrs.	72 hrs.	72 hrs.
Plumbing Inspections	Within 48 hrs.	48 hrs.	Within 48 hrs.	48 hrs.
Drainage / Storm water inspection	3 days	3 days	1 day	5 days
Respond to drainage emergencies	3-24hrs.	3 hrs.	3 hrs.	3 hrs.
Missing meter covers	48 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to seepage/drainage problems	48-72 hrs.	48 hrs.	48 hrs.	48 hrs.
Respond to reports on odors from wastewater treatment plants	24 hours	4 hrs.	4 hours	4 hrs.
Vandalized standpipes	1 hr.	1 hr.	1 hr.	1 hr.
Treatment of odors from municipal wastewater treatment plant	2 days	2 days	2 days	2 days

ELECTRO-TECHNICAL SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL

<p>Repair unforeseen power outages (electrical faults, malfunctioning equipment, etc.)</p>	<p>30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours</p>	<p>30% of cases within 2 hours 60% of cases within 3,5 hours 90% of cases within 8 hours 100% of cases within 24 hours</p>
<p>Scheduled power outages (for upgrading, maintenance):</p>	<p>Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.</p>	<p>Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage. The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, twitter, and the municipality's website.</p>
<p>Electrical new connections, reconnections, upgrades and changes</p>	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> ○ Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality 	<ul style="list-style-type: none"> • Standard reconnections – two (2) days. • Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed (e.g. Electrical commencement Form, COC has been submitted). • Provision of non-standard connections : <ul style="list-style-type: none"> ○ Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality

Reports of faulty street lighting, area, building and sports field lighting	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. • Faulty street lighting will only be attended to after hours if the area affected is relatively large. 	<ul style="list-style-type: none"> • 95% of cases within seven (7) days. • 100% of cases within ten (10) days. • Faulty street lighting will only be attended to after hours if the area affected is relatively large.
Repair of high masts	2 days	2 days

ROADS & STORM WATER SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Repair of potholes in streets	60-180 days	60-180 days
Grading of gravel streets	730 days	730 days
Maintenance of storm water lines	365 days cycle	365 days cycle
Maintenance of catch pits	180 days cycle	180 days cycle
Open channel maintenance (per 100m length)	365 days cycle	365 days cycle

BUILDING CONTROL		
SERVICE	RESIDENTIAL	COMMERCIAL
Provide initial comment on submitted building plan	5 days	5 days
Process building plan	30 days	30 days
Undertake requested inspections	72 hours after request	72 hours after request
Investigate illegal building activities	Within 48 hours of report received	Within 48 hours of report received
Process minor building plans	10 days	10 days

LAND USE		
SERVICE	RESIDENTIAL	COMMERCIAL
Notify applicant within 14 days of receipt of the application of any outstanding information and said information must be provided to Municipality within 14 days of notification	14 days of receipt of application	14 days of receipt of application

Notify applicant within 14 days of receiving outstanding information that application is complete and that process will commence	14 days from receipt of outstanding information	14 days from receipt of outstanding information
The Municipality must cause notice of the application to be given within 21 days from the date on which the application process commences as contemplated in subsection 41(1)(c)(i) or (2)	Within 21 days from the date on which the application process commences as contemplated in subsection 41(1)(c)(i) or (2)	Within 21 days from the date on which the application process commences as contemplated in subsection 41(1)(c)(i) or (2)
Within 30 days of receipt of application notify applicant of additional information of documents needed	Within 30 days of receipt of application	Within 30 days of receipt of application
Municipality must acknowledge receipt of additional documentation or information within 21 days of receipt thereof	Within 21 days of receipt of additional information	Within 21 days of receipt of additional information
Comment period for land use applications	No less than 30 days	No less than 30 days
Comment period for changes to application after submission	21 days from the date of notification	21 days from the date of notification
Decision period for authorised official	Within 60 days reckoned from the last day for the submission of comments	Within 60 days reckoned from the last day for the submission of comments
Decision period for Tribunal	Within 120 days reckoned from the last day for the submission of comments	Within 120 days reckoned from the last day for the submission of comments
Municipality notify applicant, objectors and appellants within 21 days of decision	Notify within 21 days of decision being taken	Notify within 21 days of decision being taken
Consider a Section 28 clearance certificate issue its Planning By Law, 2014	Provide feedback within 7 working days of receipt of request	Provide feedback within 7 working days of receipt of request

Issue zoning certificate	Issue within 5 days after receipt of payment	Issue within 5 days after receipt of payment
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PROTECTION SERVICES		
SERVICE	RESIDENTIAL	COMMERCIAL
Activate fire-fighting emergency response	Within 5 minutes of report of incident	Within 5 minutes of report of incident
Fine issuing in terms of bylaws and National Traffic Act	As per legislative prescripts	As per legislative prescripts
Adjudicate traffic fines	Within 30 days of capturing of transgression	Within 30 days of capturing of transgression
Process fine payment against fine	Within 24 hours (working day) of receipt	Within 24 hours (working day) of receipt
Remove administrative mark on receipt of payment	Within 24 hours (working day) of receipt	Within 24 hours (working day) of receipt
Learner license testing	Once a week	Once a week
Temporary street closure (non-accident related)	48 hours-notice before event	48 hours-notice before event
Processing of applications ito Gatherings Act	Within 10 days of receipt of application	Within 10 days of receipt of application

LIBRARY SERVICES	
SERVICE	STANDARD
Operate a professional library service in each town	Open every weekday
Respond to specific reading material requests	Within one month of request RAi
Community outreaches per library	One per month per library
Raise awareness on specific topics	One per month per library
Host library week	Once per annum

HOUSING	
SERVICE	STANDARD
Facilitate access to housing	Per approved housing project as per approved housing pipeline and funding availability
Update housing waiting list	Once per annum
Capture housing applications on WC Housing Database	Within 5 working days on receipt of complete application form and supporting documentation

Feedback on incomplete housing application	Inform applicant within 5 working days of receipt of application of incomplete / missing documentation
Feedback on disqualification criteria	Provide feedback on disqualification criteria in respect of applicant within 5 days of becoming aware of such criteria in respect of an application
Provide housing consumer education to first home owners	Once per housing project
Proof of application	Provide applicant with proof of application immediately on application

PARKS, RECREATION AND AMENITIES	
SERVICE	STANDARD
Ensure facilities are maintained	Address maintenance issues within 7 -10 days of becoming aware thereof
Ensure facilities are clean	Ensure facilities are clean at all times (when leased, lessee must clean facilities)
Safety Standards	Ensure that safety standards are adhered to in all parks, amenities and recreational areas

PUBLIC PARTICIPATION		
SERVICE	RESIDENTIAL	COMMERCIAL
Communication via facebook	At least once a week	At least once a week
Scheduled disruption in services	At least 48 hours before event	At least 48 hours before event
Unscheduled disruption in services	If longer than one hour – notify via sms and facebook	If longer than one hour – notify via sms and facebook
Ward committee meetings	Bi-monthly	Bi-monthly
Community feedback meetings	Quarterly	Quarterly
General information via radio broadcasting	Barring technical difficulties – 4 times per week	Barring technical difficulties – 4 times per week
Council meetings	Quarterly	Quarterly
Communication mechanisms	Website, bulk sms messaging, facebook, radio program, newspaper, community meetings, pamphleting, bulk-email; public meetings, ward	Website, bulk sms messaging, facebook, radio program, newspaper, community meetings, pamphleting, bulk-email; public meetings, ward committees (depending on target audience)

	committees (depending on target audience)	
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8. MONITORING

The Prince Albert Municipality will strive to adhere to the service standards agreed to in this charter. Any deviation in the agreed to service standard can be brought to the attention of the Manager: Corporate and Community Services, the Municipal Manager, the Executive Mayor at the contact details indicated below. A service standard form can also be completed at any municipal office.

Manager: Corporate and Community Services: Anneleen Vorster, tel 023 5411320

Email: anneleen@pamun.gov.za

Municipal Manager:

Heinrich Mettler, tel 023 5411320

Email: anneleen@pamun.gov.za

Executive Mayor:

Goliath Lottering, tel 023 5411320

Email: lottering.arantes5@gmail.com

9. CONCLUSION

Prince Albert Municipality believes that the community forms an integral part of their operations and therefor should be seen as partners. Any feedback on improving service delivery will be welcomed and investigated on the basis of affordability and capacity.