

Mopani District Municipality

FINAL SERVICE STANDARDS

INTRODUCTION

PREAMBLE

The service standards are designed in line with a social contract between the district and its customers. The service standards focus on residents' daily experience as they interact with the municipality and therefore; it is necessary to indicate the level of service that our customers can expect from us. This level of shall be applied consistently throughout the length and breadth of the municipality. In this regard, Batho Pele Principles remain central in promoting service excellence and professionalism at all times.

PURPOSE

The Service Standards are aimed at ensuring that all customers who come into contact with the Mopani District Municipality are dealt with courteously and are offered excellent service.

WHO ARE THE CUSTOMERS

These are the residents and businesses whose main contact with the district is through the consumption of municipal services, and it is here that the municipality needs to begin to build relationships with citizens and communities. These include Councillors, municipal Officials and other stakeholders.

It is necessary to be responsive to the needs of the customers and strive to improve customer management and service provision which is critical to building an environment conducive to economic and social development.

GUIDING PRINCIPLES

The guiding principle observed by the Municipality are the Batho Pele Principles which is a Sesotho adage meaning 'People First'. It is an initiative to get municipal officials to be service oriented, to strive for excellence and to commit to continuous service delivery improvements. It is a transparent mechanism to hold municipal officials accountable for the type of services they deliver. It is a citizen-oriented approach to service delivery.

To achieve customer service excellence, the Municipality's value system is based upon these Principles namely: -

I. Consultation

Customers shall be consulted about the level and quality of the municipal services they receive and wherever possible, be given a choice about the services that are offered.

II. Service Standards

Customers shall be told what level and quality of the municipal services they will receive so that they are aware of what to expect. We commit to the highest possible service standards and quality throughout the district municipality.

III. Access

All citizens shall have equal access to the services to which they are entitled to.

IV. Courtesy

Our customers shall be treated with courtesy, consideration and professionally at all times.

V. Information

Customers shall be given full, accurate information about the municipal services they are entitled to receive.

VI. Openness and transparency

Customers shall be told how municipality is run, how much it costs, and who is in charge.

VII. Redress

If the promised standard of service is not delivered, customers shall be offered an apology, a full explanation and a speedy and effective remedy; and when the complaints are made, customers shall receive a sympathetic, positive response.

VIII. Value for money

We shall consistently strive to embrace principles of good governance and provide services economically and efficiently in order to give citizens the best possible value for money.

IX. Encouraging Innovation and Rewards Excellence

We shall encourage innovation as it can be new ways of providing better service, cutting costs, improving conditions, streamlining and generally making changes which tie in with the spirit of Batho Pele. It is also about rewarding the staff who “go the extra mile” in making it all happen.

X. Customer Impact

We shall look at the benefits we have provided for our customers both internal and external and ensure that all our customers are aware of and are exercising their rights in terms of the Batho Pele principles.

XI. Leadership and Strategic Direction

We shall provide good leadership since its one of the critical ingredients for successful organisations. Organisations that do well in serving their customers can demonstrate that they have leaders who lead by example.

1. GENERAL SERVICE STANDARDS

Customer Service Standards are important to ensure that:

- All customers, whether they are residents or visitors will receive the same consistent high standards of customer care;
- Customer Care and Customer Service are essential to the planning and delivery of all Municipal services.
- All staff members will constantly be conscientized on their responsibility to put Customers First in the performance of their duties; and.
- Council will avoid wasteful expenditure by providing services “Right the First time”.

The Service Standards designed for good Customer Care are as follows:

3.1 Walk in Customers

- Customers will be greeted in a polite and courteous manner.
- Staff will always give their full attention to the customer.

- Wherever possible, staff will endeavour to resolve the customer's enquiry at first contact.
- Staff meeting with customers at the first point of contact will ensure adequate information regarding the customer's enquiry is obtained,
- Staff shall maintain confidentiality especially when dealing with sensitive enquiries in a busy reception area by making use of the interview rooms;
- Staff shall aim ensure that customers are not left unattended for more than five (5) minutes in reception or an interview room without providing an update on issues or progress, either directly or via a colleague;
- If a staff member is not available, customers should be made aware of the expected waiting period;
- If we visit you at home or in your business premises you can expect staff to be wearing their official name tags; and
- All staff members inclusive of Senior Management and Councillors shall wear their name tags at all times.

3.2 Telephone Enquiries

- Staff will aim to answer telephone calls within five (5) rings;
- Calls to Departments and Sections should be answered with: a good morning, good day or good afternoon; and o Department or Section's name and preferably the first name of person answering the call.
- Staff at the Customer Services Desks, Call Centre or satellite offices should answer calls with: a good morning, good day or good afternoon, the office name and their first name.
- Staff should aim, wherever possible, to resolve the customer's enquiry at first contact;
- Should a staff member not be available in his or her desk, phones should be diverted to another number so that calls could be attended to;
- Staff members who need to call customers have to ascertain whether if it is convenient for the customer to talk or arrange another time to call and keep to that time.
- If a call is put on 'hold' the customer must be told why this is happening and kept updated if the waiting time is longer than expected;
- Voicemail may be used to ensure that telephone calls are returned. This will provide the following options: o Recorded messages from answer phones will provide customers with an alternative contact details;
- Answer phone or voicemail will give the caller an option to leave a message;

- All messages must be responded to as soon as it practically possible, preferably within 24 hours or the next working day if the message was left after hours, over a weekend, or a public holiday;
- Staff or Sections should ensure that voicemail is updated regularly to provide latest details on the alternative contact details; and o Voicemail facility should not be used to avoid answering calls from customers.

3.3 Written Correspondence

- Incoming written correspondence, fax or letter, will be acknowledged within a maximum of three (3) days and responded to at the maximum of ten (10) working days depending on information sought;
- Receipt of an email will be acknowledged within one (1) working day; and
- All written responses to customers must be precise, concise and include a contact name and number.

3.4 Customer Complaints

- Verbal customer complaints shall be responded within two (2) working days;
- Written customer complaint shall be acknowledged within three (3) days and a detailed written response within ten (10) working days inclusive of escalation to appropriate level of management for a decision;
- The complaint should contain sufficient detail regarding: o The full names, contact details, specific details about the nature of the complaint, with sufficient facts, dates and supporting documentation and supporting documentation where applicable to allow the Municipality to deal with the complaint as speedily as possible; and
- Service delivery complaints needing immediate attention such as a burst pipe etc. to be channelled through the Call Centre.

3.5 Communication

- Communication with the community will be in the languages they understand;
- Communication shall be on planned community meetings or municipal events or awareness campaign purposes;
- Communication for public information shall be clear and straight to the point;
- All communication shall clearly state that it is from Mopani Municipality, dated with reference numbers;
- Communities shall be kept informed on: o The Standards of service they should expect; on Progress on projects undertaken by the municipality; and

- Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.
- Information in the custody of the Municipality shall be made available to whomever is a requestor in accordance with Promotion of Access to Information Act no. 2 of 2000;
- Social Media Platforms:
 - o Shall be used responsibly and professionally; and
 - o Where necessary, the Municipality shall respond to social media enquiries as part of information sharing and dissemination.

3.6 **Customer Safety and Health**

- All customers visiting Municipal buildings shall be presented with a safe environment;
- All buildings which receive members of the public shall have a designated member of staff for (1) Health and Safety (2) First Aid and the details displayed; and
- Council shall at all times comply with Health and Safety guidelines as provided in the OHSA No 85 of 1993.

3.7 **Staff training and development**

Staff shall receive continuous training to enable them to satisfy customer expectations and keep their skills up-to-date.

3.8 **Dress Code and Staff identification**

- Staff members shall at all times be appropriately dressed;
- All Frontline staff shall be dressed appropriately.

3.9 **Buildings and signage**

- Municipal buildings will be clearly signed internally and externally;
- Customer Services Desks will be attended during opening hours;
- Customer Services Desks will be welcoming, clean and tidy;
- Customer Services Desks will display clear and accurate opening and closing times; and
- Details of services and personnel available will be displayed clearly in all Customer Services Desks.

3.10 **Staff Conduct**

- All Frontline Staff must report for work on time and should never leave their service desks unattended;
- Timeous permission should be sought from the immediate supervisor if a staff member wishes to leave the service desk for whatever reason;
- Staff shall be courteous and polite and expect to be treated in the same way by customers;

- Frontline Staff must seek assistance from their immediate supervisor who will liaise with the immediate Manager should there be a dispute with a customer;
- Staff members shall, while at the services desks, not answer cell phones to avoid creating an impression that customers are not attended to; and
- No visitors (internal or external) shall be allowed at the service desks, switchboard or Call Centre.

3.11 Customer Conduct

- All customers to adhere to instructions from staff members or security personnel;
- Customers are urged not to use abusive language or physically attack staff members; and
- Abusive or aggressive customers shall be removed from the premises.

3.12 Business hours

The Municipality shall make easily accessible information on:

- Opening and closing times;
- Offices and addresses;
- Names of Managers;
- Services offered;
- Access details;
- Contact methods;
- After hours contact details; and
- Emergency numbers.

4 SECTORAL SERVICE STANDARDS

Water and Sanitation

No	Service	Standard
1	Repair of burst water pipes excluding major pipe burst	Within 3 hours of logged call
2	Restoration of sewer system post overflow	Within 1 hours of logged call
3	Quality of drinking water	Comply with SANS 241
4	Water Meter readings	Monthly
5	New Water connections	Within 7 working days
6	Clearance of sewer	blockages Within 8 hours of logged call
7	blockages	Within 8 hours of logged call
8	Replacement of manhole cover	Within 7 working days

9	Collapsed sewer pipeline	Customers to be informed with 3 hours – restoration is dependent upon the construction work required
10	Meter and Water Leak	Within 2 working days
11	Relocate/replace meter ²	Within 21 working days
12	Processing of applications for industrial effluent discharge	Within 30 working days
13	No Water	Investigation to be done within 3 hours

Fire and Rescue Services

No	Service	Standard
1.	Fire Fighting (structural, plantations, industrials, vehicles and Bush firefighting) within jurisdiction	Available 24 hrs and 7 days a week. Fire Investigation to be done within 24 hours. Minimum turnout time is 3 minutes
2.	Rescues: high angle, trench, Animals Mountain rescue, motor vehicle rescue	Available 24 hrs and 7 days a week. Minimum response immediately after the call received Turnout time within 3 minutes
3.	Hazmat Incidents [Hazardous Material Incidents e.g., toxic chemicals spillages]	Available 24 hrs 7 days a week. HAZMAT team respond immediately after the call received
4.	Swift Water Rescue	Available 24 hrs and 7 days a week. Divers to respond immediately after the call received.
5.	Fire & Rescue Training [Accredited Training Academy]	Open 5 days a week and throughout the year.
6.	Fire Prevention Inspections [for Compliance as per SANS	Daily

	0400 National Building Regulations <ul style="list-style-type: none"> • Issuing of compliance certificates 	Within 5 working days
7.	Fire Brigade Control Room (Dispatch of Emergency Vehicle)	We will answer our telephone within 1 minute. → We will dispatch emergency resources immediately after the call received

DISASTER MANAGEMENT

No	Service	Standard
1	Respond to damage assessment	Within 24 hours
2	Distribution of emergency relief	Within 24 hours
3	Referring the assessment to OSS	Within 24 hours
4	Engaging other line function departments	Within 24 hours
5	Provision of temporal Shelters	As per SCM Unit
6	Respond to requests for assistance with emergency evacuation exercises	Within 2 weeks

Air Management Unit

No	Service	Standard
1	Receipt of all complaints and acknowledgement	Within 24 hours
2	Attend to Air Quality Complaints	Within 48 hours
3	Conduct investigations on complaints logged	Within 72 hours
4	Administer Indigent and Pauper Burial assistance	Within 36 hours
5	Pest Control attendance	Within 48 hours
6	Overgrown inspections	Within 1 week
7	Issuing notices to overgrown owners	Within 1 day after inspection
8	Attending and investigating stagnant swimming pool complaints	Within 48 Hours
9	Ritual slaughter attendance	Within 1 week of receipt of application
10	Conducting inspections to facilities (Industries)	Within 60 days
11	Issuing of notices on non-compliances	Within 72 hours after inspection
12	Issuing of Schedule trade Permits	Within 90 days
13		Within 24 Hours
14	Air Quality Reports generation	Within 15 days
15	Issuing data to stakeholders	Within 2 weeks

CUSTOMER INTERACTION

To ensure that a host of municipal services are available closer to where the community stays, offices are open for those who wants to interact in person from Monday to Friday from 7:20 to 16:00 at the following areas:

For service Delivery complaints Email: xxxxxx@mopani.gov.za