



WALTER SISULU
LOCAL MUNICIPALITY
IBUTHO BUKHANYWITHE EDUNYU

SERVICE STANDARDS CHARTER

ANONYMOUS TIP-OFFS: If you know of any fraud and corruption activities in WSLM or suspect any, report it on the Anti-Corruption Hotline: 0600 701 701 or integrity@publicservicecorruptionhotline.co.za

TABLE OF CONTENTS

1.	Foreword from honorable mayor and the municipal manager.....	3
2.	Introduction.....	4
3.	Vision and mission.....	5
4.	Core values.....	5
5.	Batho-Pele principles.....	6
6.	Objectives of the charter.....	7
7.	Scope of the charter.....	7
8.	Municipal structural arrangement.....	7 - 9
9.	Customers relationship.....	9
10.	Service Standards Charter.....	12 - 32
11.	Complaints handling.....	33

PHOTOGRAPH OF HONOURABLE
MAYOR

FOREWORD FROM HONORABLE MAYOR

I am delighted to make a foreword to this document, a customer service charter, which seeks to set out the bear minimum service delivery and improvement standards we as Walter Sisulu Local Municipality declare to our customers that they must expect at all times.

We undertake to provide quality, reliable and sustainable services, we commit to make gradual and visible improvements, as well as offer ways to lodge compliant if our customer is not satisfied with a service or services with offer.

This customer service charter seeks to ensure that our municipality places its primary focus on delivering mandatory basic services. Our legislative mandate directs us to make sure that communities in our jurisdiction have at least the basic services they need.

We know for sure that these have a direct and immediate effect on the quality of lives of our people, our valuable customers. In our quest to be a model municipality that is alive to the principles of development local government, Walter Sisulu Local Municipality has developed this charter as an energise to our multi-year Service Delivery and Budget Implementation Plan (the SDBIP) and our annual key performance indicators (KPIs).

We:

- seek to improve our service offering,
- plan to have an objectively verifiable development impact,
- strive to build an everlasting service provider-customer relationship,
- cry for a satisfied clientele, and
- want to charter a way vision for a sustainable, viable and socio-economically developed municipality.

We will serve you, our customer, informed by African principles of Botho, Humanity, Mensdom and Ubuntu, that promotes value-for-money and human development.

Lesedi! Kganya!

**CLLR V DAVIDS
HON MAYOR**

PHOTOGRAPH OF MM

FOREWORD FROM MUNICIPAL MANAGER

The Constitution of the Republic of South Africa enjoins municipalities to provide democratic and accountable government for local communities. The development of a Service Standards Charter must therefore be viewed in the context of promoting accountability to the communities of Walter Sisulu Local Municipality, by stipulating the minimum standards below which the municipality shall not perform.

It will be noted that the municipality is coming from a very low base as a result of a variety of institutional and administrative challenges that have characterised the municipality's existence since establishment in 2016. Thus, the delivery of these minimum standards of service to the local municipality will be achieved over some time, whilst every effort will be made to ensure that the time lag between the current reality and the ideal situation is shortened.

The document does not pretend to be exhaustive, and it is therefore accepted that it may not have covered each and every standard that converges with the specific interests of each and every member of the community or community organisation. We however also confirm that it is not cast in stone and will be subject to a process of annual review. Members of the public are therefore called upon to propose new or variation of the set standards, by corresponding with the Office of the Municipal Manager, per thulani.seyisi@wslm.gov.za, whenever such progressive ideas occupy their minds.

MR KHAYA GASHI
MUNICIPAL MANAGER

2. INTRODUCTION

The Walter Sisulu local municipality (WSLM) has five towns namely, Maletswai, James Calata, Burgersdorp, Steynsburg and Venterstad. The WSM is located in the Eastern Cape Province within Joe Gqabi District Municipality.

WSLM is located south Free State Province and is bordered by Senqu Local Municipality to the East, Xhariep local municipality to the north, Molteno to the southeast, Takastard to the south, Middelburg to the Southwest. The Orange River separates the WSLM municipality from both the Northern Cape and the Free State Provinces.

The area of the WSLM local municipality covers an area of 13280.2 km². With regard to key road networks, the R58 runs through Venterstad, Burgersdorp and Aliwal North and the N6 runs through Jamestown and Aliwal North to Bloemfontein in the north and East London to the South.

- Burgersdorp
- Maletswai
- James Calata
- Steynsburg
- Venterstad

The Walter Sisulu Local Municipality has fairly diverse vegetation and is home to three distinct vegetation types, one of which – Eastern Mixed Nama Karoo – is recognised as a nationally significant biome.

3. VISION AND MISSION STATEMENTS

Vision:

To be a socially and economically viable municipality that provides quality services to the community.

Mission

We -: Strive to be competitive in utilising municipal resources for optimal benefit of our community.

Will -: Create mutual trust between the community and the municipality through good governance.

4. CORE VALUES

Our actions are guided by the values indicated below

- Accountability through participatory and responsive governance.
- Excellence through transparency.
- Respect.
- Integrity.
- Honesty.
- and collaborative partnerships.

5. COMMITMENT TO BATHO PELE PRINCIPLES

As we pursue the vision of our Municipality and dedicated to consistently improving the lives of our citizens; we shall live and breathe Batho Pele and uphold the following principles:

- **Consultation:** Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice regarding the services offered;
- **Service Standards:** Citizens should be told what level and quality of municipal services they will receive so that they are aware of what to expect;
- **Access:** All citizens have equal access to the services to which they are entitled;
- **Courtesy:** Citizens should be treated with courtesy and consideration;
- **Information:** Citizens should be given full, accurate information about the municipal services to which they are entitled;
- **Openness and transparency:** Citizens should be told how municipalities are run, how much they cost, and who is in charge;
- **Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, and, where applicable / possible, a positive response; and
- **Value for money:** Municipal services should be provided economically and efficiently in order to give citizens the best value for money

6. OBJECTIVES OF THE CHARTER

The charter seeks to:

- Improve service delivery
- Clarify the rights and obligations of each of the parties
- Professionalise and promote excellence in the public service
- Enhance performance
- Strengthen processes and initiatives that prevent and combat corruption
- Facilitate social dialogue among the partners
- Ensure an effective, efficient and responsive Municipality
- Ensure customers understand level and standards of service entitled to.
- Provides a framework within which customers evaluate and monitor municipal performance.

7. SCOPE OF THE CHARTER

The Charter shall apply to all the employees of Walter Sisulu Local Municipality including the service providers providing services on behalf of the Municipality.

8. MUNICIPAL ADMINISTRATIVE ARRANGEMENT

8.1 OFFICE OF THE MUNICIPAL MANAGER

The Municipal Manager heads the Administration arm of the Municipality and is therefore responsible and accountable for all Municipal operations as entrusted by section 55 of the Municipal Systems Act. The Municipal Manager's Office incorporates the following units;

- Internal Auditing Unit
- Risk Management
- Communications
- Special Programs Unit
- Public Participation

- Customer Care
- Stakeholder Management

8.2 BUDGET AND TREASURY OFFICE

Budget and Treasury Office is responsible for all finance-related services and is made up by the following

- Supply Chain Management
- Revenue Management
- Expenditure Management
- Budget and Control
- Asset Management
- Financial Accounting and Reporting

8.3 CORPORATE SERVICES

Corporate Services is responsible for the administrative processes intended to ensure municipal transformation. The directorate incorporates the following units;

- Human Resources Management
- Legal Services
- Labour Services
- Records Management
- Information Communication Technology
- Council Support
- Skills development
- OHS
- EAP

8.4 INFRASTRUCTURE SERVICES

This directorate is responsible of providing services primarily related to bulk infrastructure.

It consists of;

- Electrical & distribution of electricity
- Mechanical services
- Roads and Storm Water Construction and Maintenance
- PMU
- EPWP
- Building Maintenance

8.5 COMMUNITY SERVICES

This directorate oversees major services delivery aspects relating to community services as follows;

- Public Safety Management
- Licensing & Registration, DLTC, VTS
- Traffic & Municipal Bylaws
- Waste Management
- Public amenities (Pounds, Halls, Cemeteries & Parks)
- Libraries
- Resorts and Nature Reserves
- Environmental Management

8.6 PLANNING AND ECONOMIC DEVELOPMENT

This directorate is responsible for the Municipality's related to town and economic development such as

- Spatial Planning
- Land Use Management
- Building Control
- Economic Development
- SMME Development
- Tourism
- IDP
- Institutional Performance Management
- Human Settlements

9. CUSTOMER RELATIONSHIP

This Charter outlines our service expectations and explains what you, as a customer, can do if we fail to provide the defined standards of services. Our customer base includes any person or organisation, internal or external, whom has any form of dealings with Municipality.

The Municipality strives to meet all of the needs of its customers, including residents, ratepayers, retailers, businesses, and others. Some needs can be attended to immediately or in due course, whilst others have to be referred to the appropriate provincial or national department.

10. OUR SERVICE STANDARDS

We have developed the following service standards for the municipality. Customers will have the opportunity to measure us against these standards.

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
1. MUNICIPAL MANAGER'S OFFICE	General Correspondence	Written, emails, personal, enquiries and requests	N/A	Attended within 14 days
	Communication services	News letters	Municipal Communication Strategy	Monthly
		Updating of websites and social media platforms		Weekly
	Internal Auditing	Internal Auditing Plan	Internal Auditing Standards and Municipal Internal Audit Methodology	Annually
		Risk Based Internal Audit Assurance Engagements		Quarterly
		Internal Audit Committee Meetings		Quarterly
	Risk Management	Strategic Risk and Control Assessments	Risk Management Strategy and Policy	Annually
		Risk Monitoring and Reporting		Quarterly
		Risk Management Committee Meetings		Quarterly
	Public Participation & Stakeholder Engagement	Response to petitions	Within 30 days	7 working days
		Election of ward committees	Municipal Structures Amendment Act 3 of 2021	In line with the term of Council (5 years)

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		Ward vacancy replacements	Municipal Structures Amendment Act 3 of 2021	As and when a need arises
		Community engagements through Ward General Meetings	Standing Rules and Orders of Council	Quarterly
		Stakeholder engagement through IDP Rep Forums and other forums	MSA s28 (1), No 32 of 2000	Quarterly
2. BUDGET AND TREASURY OFFICE	Revenue	Billing calculations	SOP on Revenue Management (4 working days after the end of the month)	Within 4 days after the end of the month
		Queuing time at pay points	N/A	Not more than 10 minutes
		Capturing of manual receipt	No standard	With 24 hours generation of receipt
		Distribution of Consumer, rates and sundry debtor accounts	Section 102 of MSA and Notice on billing (Distributed Monthly after billing)	Monthly after billing

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
2. BUDGET AND TREASURY OFFICE		Property rates payment by ratepayers	MPRA Act, Property Rates Policy (billed annually and monthly)	Annually payment of rates by end of September
		Monthly arrangement with customers		
		Reconciliations of accounts	Section 98 of the MFMA (monthly reconciliations)	Monthly
		Account rectifications and adjustments	SOP on query resolutions (within 7 days after reconciliations)	within 7 days after reconciliations)
		Customer payments in person at the premises of the municipality	Credit Control and Debt Collection Policy	Within 10 minutes
		public campaigns for indigent applications	Indigent Management Policy	Annually
		Processing of indigent applications (capturing, vetting and approval)	Indigent Management Policy	Within 90 days
		Payment for utilities	SOP on Revenue Management	weekly

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
	Expenditure Management	Creditor electronic payments	Section 65 of the MFMA (Within 30 days of receipt of invoice)	Within 30 days of receipt of invoice
		Customer Refunds	Expenditure policy (twice a month)	Twice a month
	Supply Chain Management	Calls for quotations on goods and services	SOP on SCM (calls for quotation within 2 days after the approval of the purchase requisition)	within 2 days after the approval of the purchase requisition
		Advertisement of quotations for goods and services	SOP on SCM (7 – 21 days after approval of the specification)	(7 – 21 days after approval of the specification)
		Call for and Advertisement of Tenders	SOP on SCM 21 - 60 days after approval of the specification)	21 - 60 days 21 - 60 days after approval of the specification)
		Registration on the Municipality's supplier database	SOP on SCM , registration with 15 minutes	registration with 15 minutes
	Asset Management	Asset verification and barcoding movable assets	Asset Management Policy (Bi-Annually)	Bi-Annually

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		Asset verification of immovable assets	Asset Management Policy (Bi-Annually)	Bi-Annually
		Vehicles, tracking and Fuel usage monitoring	Fleet Management Policy	Monthly
		Updating of asset register	Asset Management Policy (Monthly)	Monthly
		Application of rental property	SOP on Rental Properties (within one day after receipt of the application)	with after receipt of the application
		Processing of a lease agreement	SOP on Rental Properties (within three after receipt of the application)	within three after receipt of the application
		Payment deposits	Lease Agreement (payment should be collected within 5)	payment collected within 5
		Maintenance of major buildings	National Building	Quarterly
		Maintenance of minor buildings	Regulations, OHS act, Maintenance Plan	Monthly
		Repairs on faulty properties reported	N/A (technical services)	15-30 days

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
	Budget and Control	Advertising of the tabled budget, plans, draft budget related policies and proposed revisions to IDP	Sec 28 MFMA (Final date to table the budget is 28 Feb	Within 10 days after the tabling
		Advertising of proposed municipal tariffs for the forthcoming budget year and resolutions		
		submission of the payroll budget, the refuse tariffs, the electricity tariffs, budget from rental of properties, potential units of electricity and electricity demand	Tariff Policy and Tariff Structure (by 31 May)	by 31 May
		Consultative processes with the National, Provincial Treasuries and the affected communities	MFMA, Chapter 4 and Budget regulations (Annually by April and May)	Annually by April and May
		Advertising of the adopted original budget, final budget-related policies and final IDP	MFMA, Chapter 4 and Budget regulations (Adoption by 31 May each year)	by 31 May each year
		Advertising of approved municipal tariffs for the forthcoming budget year and resolutions thereof		

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		Advertising of the adjustments budget on newspapers, website and municipal offices and resolutions thereof	MFMA, Chapter 4 and Budget regulations (Approval date is 28 February each year)	10 days after the approval
3. CORPORATE SERVICES	Recruitment and Selection	HODs to submit Post Authorisation Forms	Recruitment & Selection Policy (5 days)	Approval within 3 days
		Approval of vacancy requisition form	Recruitment & Selection Policy (3 days)	Within 3 days after submission from the HOD
		Internal Advertisement of Vacant Positions	Recruitment & Selection Policy (7 days)	Within 7 days after vacancy requisition
		External Advertisement of Vacant Positions	Recruitment & Selection Policy (21 days)	Within 21 days after vacancy requisition
		Completion of the Master List	Recruitment & Selection Policy (7 days)	Within 7 days after the closure of the advertisement
		Request memo for Panellist	Recruitment & Selection Policy (1 day)	Within 1 day after completion of Master List

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
3. CORPORATE SERVICES		Shortlist of Qualifying Candidates	Recruitment & Selection Policy (1 day)	Within 1 day after the panel has been established
		Conducting Interviews	Recruitment & Selection Policy (7 day)	Within 7 days after completion of shortlisting process
		Pre- screening of Shortlisted Candidates	Recruitment & Selection Policy (15 day)	Within 15 days after the interviews
		Interviews Report	Recruitment & Selection Policy (3 day)	Within 3 days after receiving pre-screening report
		Appointment Letters	Recruitment & Selection Policy (3 day)	Within 3 days after interview report
		Induction	Recruitment & Selection Policy (1 day)	Within 1 day after assumption of duty
	Skills Development	Ensure submission of the WSP to the LGSETA	Skills development act (Annually)	30 April
		Ensure submission of the Employment Equity to the Department of Labour	Employment Equity Act (Annually)	January

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
3. CORPORATE SERVICES		Implementation of the Workplace Skills Plan	Skills development act & Employment Equity Act (Monthly)	Monthly
		Report on Employment Equity Plan	Skills development act & Employment Equity Act (Annually)	Annually
		Quarterly meetings of the training committee	Skills development act (Quarterly)	Quarterly
		Feedback on Skills Audit questionnaire	Skills development act (Annually)	Annually
	Occupational Health & Safety	Report of accident to Compensation Commissioner	COIDA & OHS Act (Within 7 days of incident)	Within 7 days of incident)
		File returns to the Compensation Commissioner	COIDA & OHS Act (Annually)	Annually
		Performing administration relating to injury on duty	OHS Act (30 days)	30 days
		Inspection of municipal buildings (including power stations)	OHS Act (Quarterly)	Quarterly

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		issue compliance notices	OHS Act (Quarterly subsequent to inspection)	(Quarterly subsequent to inspection)
		Procurement and issuing of PPE to employees	OHS Act & PPE Policy (Annually)	Annually
	EAP	Awareness and screening of employees	EAP Policy (Quarterly)	Quarterly
		HOD's referrals made to Corporate Services	EAP Policy (upon detection of behavioural patterns)	(upon detection of behavioural patterns)
		Making referrals to professional bodies/structures	EAP Policy (within 30 days from the preliminary diagnosis)	within 30 days from the preliminary diagnosis
		Consulting with beneficiaries of EAP	EAP Policy (within 30 days from the preliminary diagnosis)	within 30 days from the preliminary diagnosis
		HOD initiate and notify the Corporate Services department once a disciplinary infraction has been noted	Disciplinary Code & Disciplinary Procedure (within 30 days of noticing disciplinary infraction)	within 30 days of noticing disciplinary infraction

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
	Disciplinary Hearings	Letter of Intention to Institute Disciplinary Hearing	Disciplinary Code & Disciplinary Procedure(48 hours subsequent to receipt of allegations)	(48 hours subsequent to receipt of allegations)
		Charge Sheet	Disciplinary Code & Disciplinary Procedure(10 days)	10 days after issue of Letter of Intention to Institute Disciplinary Hearing
		Formal disciplinary hearing	Disciplinary Code & Disciplinary Procedure(14 days)	14 days after issue of the charge sheet
		Closing Arguments	Disciplinary Code & Disciplinary Procedure Policy(7 days)	7 days after the Formal disciplinary hearing
		Finding	Disciplinary Code & Disciplinary Procedure Policy(7 days)	7 days after submission of closing arguments
		Sanction	Disciplinary Code & Disciplinary Procedure Policy(7 days)	7 days after the findings

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		Appeal	Disciplinary Code & Disciplinary Procedure Policy(5 days)	5 days after issuing of the Sanction
	Council support	distribution of the approved council calendar	Standing Rules and Order Council (annually)	Annually
		Minute taking and submission of minutes	Standing Rules and Order Council 3 days	3 days
		Circulation of Notice, agenda and minutes	Standing Rules and Order Council 7 days	7 days before the meeting
		Publication of meeting notices	Section 29A of the Structures Amendment Act (Annually)	Annually
		Development of Calendar of Events	Standing Rules and Order Council (annually)	Annually
		Distribution of resolution register	Standing Rules and Order Council (Quarterly)	Quarterly
		Preparation and distribution of Council agendas	Standing Rules and Order Council Within 7 days	7 days before the meeting

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
	Information Communication Technology	Application of ICT Security Management Services (Monitor of Firewall, Internet Vulnerability Assessment & Virus Protection Services)	ICT governance framework and Information and Communication Policies	ICT Security Software Applied Daily
		User Access Controls (Access request, Changing of access rights, password resets and termination of access rights)		User Access Controls for each login attempt
		ICT Infrastructure Management (management of Servers, Desktops, Notebooks and other IT equipment)		ICT infrastructure assessment conducted Quarterly
		ICT Service Continuity (monitoring of disaster recovery plans, update and test the ICT continuity plan, offsite the storage facility)		Monitoring conducted Daily
	Records Management	Apply for disposal or transfer of documents to Provincial Archives	Provincial Archives Act, Records management policy and registry procedure manual	Quarterly
		Awareness on Records Management Policy, Procedure Manual and Institutional File plan		Quarterly
		Inspection of records in all departments (filling of documents)		Quarterly
		Filling documents		Daily

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
4. INFRASTRUCTURE SERVICES	Roads Maintenance	Repair of potholes in streets	N/A	Within 24 hrs upon being identified by the team
		Material stockholding for pothole repairs/ patching	N/A	Availability of minimum stock for 90 days
		Re-gravelling of streets	N/A	50 millimetres or less
		Blading of roads	N/A	Four times a year per street
		Maintenance of storm water lines (side channels)	N/A	Quarterly
		Maintenance of storm water lines (cap inlets)	N/A	Quarterly
	Storm water	Storm water flooding a house/domestic building/ private property	N/A	Within 24 hrs of incident
		A major storm water drain is overflowing public properties	N/A	Within 48 hrs of incident
	Electricity	Damaged substations	N/A	Within 7 days of incident
		Faulty meter (s)	Code of practice for electricity metering (4 hours)	Within hours 4 hrs of receiving the report
		Planned Power outages		Within 8 hours of receiving the report

OFFICE	FOCUS AREA	SERVICE TITLE	LEGISLATED STANDARD	OUR STANDARD
		Diagnosis of the problem small power users (Unplanned Power outages)	Electricity Supply – Quality of Service – Reporting Guidelines	Within 24 hours of receiving the report
		Diagnosis of the problem large power users (Unplanned Power outages)		Within 12 hours of receiving the report
		Meter applications (received)	Functional and performance requirements	Within 30 working days after receipt of application
		Meter extensions (existing infrastructure)		30 working after receipt of application
		Bulk metering		Within 90 days
		Network Maintenance	Quarterly	Quarterly

COMMUNITY SERVICES	Public Safety and Traffic Services	Impoundment of stray animals (i.e., Cattle, goats & sheep)	Public Safety by-laws (daily)	Daily
		Impounded animals will be kept in a pound that meets pound standards prescribed by SCPA.	SCPA standards	Upon impounding
		Feed any animal seized for the purpose of pouncing for a period longer than eight hours.	Public Safety by-laws (daily)	Daily
		Owners to be notified of their impounded animals in the municipal notice boards / local newspaper, within ten days of impoundment.	Public Safety by-laws (within ten days of impounding)	Within ten days of impounding
		Failure to pay or claim impounded animals: Unclaimed animals within ten days will be sold in public auction.	Public Safety by-laws (in public auctions)	In public auction
		Illegal Dumping:	Waste Collection Standards	Monthly
		Road Marking	South African Road	Monthly
		Patrols & Escort Services	Traffic Signs Manual, National Road Traffic Act & Road Marking Standards	Monthly
		Appointment for learners driving licences	National Road Traffic	Daily
		Appointment for driver's licences	Act 93 of 1996	Daily

5. COMMUNITY SERVICES		Appointment for roadworthy		Daily
		Road Traffic Safety & Education		Monthly
	Waste management	Cleaning of street bins	Refuse collection	Daily
		Collection of refuse from non-residential areas, Schools, clinics, and shops Removal of animal carcasses	Schedule	Once per week
		Attending to Waste related queries	Waste Collection	Within 24 hours
		Illegal Dumping	Standards	Monthly
		Clearing of piles of refuse, and rubble (Illegal dumps)	Environmental Management: Waste Act 59 of 2008	Weekly
		Waste management awareness and education		Quarterly
		Enforcement of bylaws using the approved fines schedule		Daily
		Library Services	Select, Avail, Provide and Disseminate information.	National Library of South Africa Act 92 of 1998.
	Educational Awareness Campaigns.		National Library of South Africa Act 92 of 1998.	Once a year
	Parks	Attending to enquiries about the usage of parks.	Municipal By Law on Amenities	Daily

		Attending to Complaints about parks.	Municipal By Law on Amenities	Within 3 days
		Attending to Complaints to cut trees.	N/A	Within 7 days after receiving a complaint
	Cemeteries	Digging of graves.	A by-law relating to Funeral Parlours, Cemeteries, and crematoria. National Health Act, Act 61 of 2003	Weekly
		Payment and allocation of graves.	National Health Act 61 of 2003, By-law on Funeral Parlours, Cemeteries, and crematoria.	Daily
		Enquiries about grave records etc.		Daily
Resorts and Nature Reserves	Protection of Biodiversity (Protection, restoration, and management of biodiversity in order to derive sustainable benefits for present and future generations).	NEMA 107 of 1998	Daily	
	Game management and harvesting (Culling, game translocation)	NEM:BA 10 of 2004	Annually	
	(Hunting season, March to October)		Annually (March to October)	

		Tourism and Recreation (Game drives, picnics, accommodation chalets)		Monthly
5. PLANNING AND ECONOMIC DEVELOPMENT	Integrated development Planning	IDP process plan	MSA s28 (1), No 32 of 2000	Advertised within 10 days after adoption by Council
	Human Settlements	Package available land for housing development	Housing Code	as per approved housing pipeline and funding availability
		Update housing waiting list	Housing Code	Once per annum
		Capture housing applications on Housing Needs Register	Housing Code	Weekly (depending upon receipt)
		Verify housing needs applicants (bona fide WSLM residents) through the NHN Register	Housing Code	Weekly (depending upon receipt)
		Feedback on housing application	Housing Code	Feedback provided within a month of application
		Convene housing project steering committee meetings inclusive of Councillors and other stakeholders	Housing Code	Quarterly per project
		Provide housing consumer education to first time home owners	Housing Code	Once per housing project

6. PLANNING AND ECONOMIC DEVELOPMENT	Land Use Management	Notify applicant within 14 days of receipt application and any outstanding information and said information must be provided to Municipality within 14 days of notification.	WSLM SPLUMA Bylaw	within 14 days of receipt application
		Notify applicant within 14 days of receiving outstanding information that application is complete and that process will commence	WSLM SPLUMA Bylaw	within 14 days of receiving outstanding information
		Comments provided for confirmation of availability of services	WSLM SPLUMA Bylaw	within 14 days of receiving outstanding information
		Notice of the application to be given within 21 days from the date on which the application process commences.	WSLM SPLUMA Bylaw	Within 21 days of receipt of application
		Decision period for authorised official on applications	WSLM SPLUMA Bylaw	Within 60 days of receipt of application
		Decision period for Tribunal	WSLM SPLUMA Bylaw	Within 120 days of receipt of application
		Municipality notify applicant, objectors and appellants	WSLM SPLUMA Bylaw	Within 21 days of decision
		Issue with zoning certificate	WSLM SPLUMA Bylaw	Within 5 days after receipt of payment

	Building Inspectorate	Provide initial comment on submitted building plan	National Building Regulations	Within 5 days
		Process building plan	National Building Regulations	Within 60 days
		Process minor building plans	National Building Regulations	Within 10 days
		Undertake requested inspections/complaints	National Building Regulations	Within 3 days
		Investigate illegal building activities	National Building Regulations	Within 2 days
		Issue Completion Certificates	National Building Regulations	Within 14 days

11. COMPLAINTS HANDLING

Send us complaints / compliments /feedback

- In writing addressed to that particular employee or Unit.
- Can be deposited at compliments or suggestions boxes in any customer services centre
- Through various newspaper articles and electronic networks including social media:

Complaints procedure/redress mechanisms

Step 1

- Explain the process and take details.
- Acknowledge, receipt the complaint and communicate turnaround times.

Step 2

- Refer complaint to the relevant department and officials.

Step 3

- Investigate the complaint using relevant channels prescribed by the Municipality.

Step 4

- Process the complaint and give feedback to the complainant.
- In the instance that a customer is not satisfied with the response or feedback provided, we will escalate the complaint to senior management of the units concerned or ultimately the Municipal Manager

MUNICIPAL CONTACT INFORMATION

Switchboard no: 051 365 2211

Email: khaya.gashi@wslm.gov.za

Address: Cnr Church & Greyling Street,

Burgersdorp,

9744