

Enquiries: B Malgas

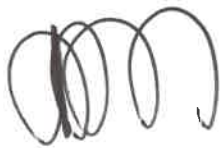
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PUBLIC NOTICE No: 42/2023/24
PUBLIC INFORMATION STATEMENT
ADOPTION OF A CHARTER OF SERVICE STANDARDS

1. At its ordinary sitting on 11th October 2023, the municipal council considered and adopted a service standards charter. This charter signifies a new milestone in the transformation trajectory of the municipality, and its roots can be traced, inter alia, to the constitutional objective of local government, which requires the municipality to provide democratic and accountable government for the local community. The charter may as well be viewed in line with the Batho Pele principles.
2. The municipal council acknowledges the institutional and governance challenges experienced by the municipality over the past few years, and which have impaired the standing of the municipality in the eyes of the country.
3. As much as the municipality is moving from a very low base, it nevertheless is bold enough to present a minimum level of standards which the municipality desire to work towards achieving. Whilst some of the minimum standards can, in the short term, be viewed as idealistic, the strategic thrust is to ensure that these minimum standards are achieved during the tenure of the fifth administration, which runs from 2021 to 2026.
4. The municipal council does not pretend that the minimum standards are exhaustive, nor does it view them as being cast in stone. Thus, members of the local community are hereby invited to scrutinize the service standards charter and provide any comments, and/or suggestions, electronically to thulani.seyisi@wslm.gov.za or physically to any of the following administrative offices:-

- (i) Burgersdorp, corner Greyling and Church street.
- (ii) Maletswai, corner Somerset and Barkly street.
- (iii) James Calata, 21 Von Hircberg Avenue
- (iv) Venterstad, Hoply Street
- (v) Steynsburg, 8 Portgieter Street

5. The charter may be viewed in any of the above offices.



Khaya Gashi

Municipal Manager

Date: 23 October 2023

