ETHEKWINI MUNICIPAL
SERVICE DELIVERY CHARTER

VISION:

"By 2030, eThekwini will enjoy the reputation of being Africa's most caring and liveable City, where all citizens live in harmony."

MISSION: To facilitate and ensure the provision of infrastructure, services and support for the people of eThekwini in a way that will create an enabling environment for all citizens to realise their full potential and access to opportunities, thus enabling them to contribute to a vibrant and sustainable economy with full employment, creating a better quality for all.

CORE VALUES

- Sustainability
- Economically successful city
- Caring city
- Poverty reduction, democratic & equality driven

COMMITMENT IN RELATION TO BATHO PELE PRINCIPLES

As we are inspired and pursuing the vision of our Municipality and committed to continuously improve the lives of our citizens; we shall live and breathe Batho Pele and abide by the following principles:

- Consultation
- Service Standards
- Access
- Courtesy
- Information
- Openness and Transparency
- Redress
- Value for money
- Encouraging Innovation and Rewarding Excellence
- Service Delivery Impact
- Leadership and Stratergic Direction

OBJECTIVE OF THE CHARTER

The charter seeks to:

- Improve service delivery;
- Reinforce the partners' commitment to service delivery improvement for the benefit of all citizens
- Clarify the rights and obligations of each of the parties
- Acknowledge and reward excellent performance
- Professionalise and promote excellence in the public service
- Enhance performance
- Facilitate a process to define service standards in various sectors
- Strengthen processes and initiatives that prevent and combat corruption
- Facilitate social dialogue among the partners
- Help departments rise to the challenge of treating citizens with dignity and meeting expectations, and their demands equitably and fairly
- Ensure an effective, efficient and responsive public service

SCOPE OF THE CHARTER

- The Charter shall apply to all the employees of the Municipality inclusive of all those providing service on behalf of the Municipality, as well as employer and employees.

CONSTITUTIONAL MANDATE OF THE MUNICIPALITY

Municipal mandate is derived from the following legislation:

1. Act no 1 of 1996, Section 155 6 (a) and 7Schedule 5 - Part 4(b) and 5 (b) of the Constitution of the Republic of South Africa
2. Local Government White Paper of 1995
3. Municipal Structures Act and Regulations No. 117 of 1998
3. Municipal Systems Act Number 32 of 2000 and Regulations

MUNICIPAL RESPONSIBILITIES

The following are Municipal functional areas of concurrent national and provincial legislative competences as per constitutional mandate:

- Air and noise pollution
- Building regulations
- Child care facilities
- Electricity and gas reticulations
- Fire fighting services
- Local tourism, sports facilities and amnesties
- Municipal airports, planning, health services and public transport
- Storm water management systems in built-up areas
- Trading regulations
- Water and sanitation services limited to portable water supply system and domestic waste- water and sewage disposal systems
- Beaches and amusement facilities
- Billboards and the display of advertisements in public places
- Cemeteries, funeral parlours and crematoria
- Refuse removal, dumps and solid waste disposals
- Control of public nuisances
- Municipal policing service
- Markets
- Municipal parks and recreation
- Municipal roads
- Licensing and control of undertakings that sell food
- Municipal Pounds
- Fencing and fences
- Licensing of dogs
- Control of undertakings that sell liquor to the public
- Pontoons, ferries, jetties, piers and harbours, excluding the regulations of international and national shipping

MUNICIPAL CONTACT INFORMATION

Switchboard no: 031 311 1111
Call Centre no: 080 3111111
Email: MayorsPA@durban.gov.za
Address: 263 Dr Pixley kaSeme Street, 1st Floor City Hall Building, Durban 4000

YOUR SERVICES RIGHTS AS A CUSTOMER

You have a right to:

- Clean and healthy environment
- Safe and secure environment
- Accessible and adequate services
- High quality and professional services
- Environmental information
- Receive education and information about municipal services
- Be respected and treated with dignity
- Prompt & factual information
- Emergency services

YOUR OBLIGATIONS AS A CUSTOMER

You have an obligation to:

- Pay for services rendered, regularly, timeously and diligently
- Ensure compliance on city & environmental regulations, legislations and by-laws
- Not to indulge in any illegal action/s to obtain service/s
- Report road shows

GENERIC SERVICE STANDARDS

- We will communicate with our customers in a friendly and professional manner
- We will treat our customers with respect and dignity at all times
- We will communicate in dominant languages used by our customers mainly IsiZulu; English and other languages to meet up with tourists and investors communication demands, embracing cultural and city diversity environment.
- We will deliver effective and efficient services to our customers at all times
- We will acknowledge any written correspondence within 2 working days
- We will check emails and reply promptly, acknowledge within 24 hours and respond within 5 days
- All calls will be answered within 3 rings
- We will use document templates that reflect the Municipal identity and ensure consistency and uniformity
- In emails all our officials will use auto-forward or reply function when an official is away from their work place, with contact name/s and number/s for urgent queries
- We will take particular care in maintaining confidentiality when replying Ensuring that we are aware of all recipients that the email is going to and only send to people who require the information
- We will standardise our greetings, closing formats, and email signatures to bring uniformity and maintain professionalism at all times
- We will address inequality of services mainly in previously disadvantaged communities
- We will produce written documents in clear readable print

WATER AND SANITATION

SERVICE FUNCTION	SERVICE LEVEL
Processing applications for meter re- sites and meter tests	14 Working Days
Processing applications for new water connections	14 Working Days
Processing and conducting pressure and flow tests	7 Days
Inspection of properties to locate nearest water main; check for lot numbers and boundary pegs in order to facilitate new water connections	48 Hours
Installing large domestic, commercial, individual water connections >25 mm including sprinkler and fire connection	14 Days
Investigating water ponding on private property and water pressure complaints	48 Hours
Registration of new accounts	Immediate
Delivery of potable water to customers by tankers or water sachets in areas where the water supply has been	6 Hours after the interruption
Awareness campaigns and interrupted education	Daily

DEVELOPMENT AND PLANNING

SERVICE FUNCTION	SERVICE LEVEL
Assessments /approvals of building plans	30 Days > 500 m
Assessments of signage applications	60 Days > 500 m
Enforcing /prosecuting building & land use contraventions	• 14 Days (On site application) 21 Days (Remote advertising applications) • 5 Days (Temporary posters /banners) • 21 Days

ENGINEERING

SERVICE FUNCTION	SERVICE LEVEL
Repair potholes	48 Hours
Sinkholes	24 Hours
Missing manhole covers	24 Hours
Blocked storm water pipes/inlets and drains	48 Hours
Road & sidewalks repairs/sand clearance after storm	10 Days
Broken kerbs	10 Days
Storm water inlets/drains/manholes repairs	10 Days
Repairs to guardrails/pedestrian handrails/roadside fencing	10 Days
Replacement of traffic signs	10 Days
Repainting of traffic lines and markings	10 Days
Grading and gravelling of gravel roads	10 Days
Repairs to public pathways and stairs	10 Days
Cleaning of lined canals and waterways	10 Days
Construction of driveway entrance(at owners expense)	5 Days
Timeous response to flooding complaints	24 Hours
Customer notification of planned system disruptions	5 Days
Timeliness approval of building plans with respect to coastal setbacks lines	14 Day
Process applications for new storm water connections.	Immediate

ETHEKWINI TRANSPORT AUTHORITY

SERVICE FUNCTION	SERVICE LEVEL
Public transport coordination Letter of recommendation for operating licence to the Kwa-Zulu Natal Department of Transport (KZN Dot) Provincial Regulatory Entity (PRE)	72 Hours
Public transport infrastructure Bus stops shelter requests & other infrastructure	2 – 3 Days :Acknowledgement
Public transport services Muvo concession cards	3 Months: Initial Assessment
Public transport planning New rank requests	12 – 24 Months: Implementation
Traffic impact assessment	7 Days : Pensioners
Building plans, special consents, letters	14 Days: Disability
Operating license strategy (OLS) route location assessments	Immediate :Scholars
Road safety • Road safety /accident stats queries – both internally and externally	7 Days
Sales of accident forms	• Investigations and respond • Immediate over the counter
Other requests	2 Days after payment verification
Urban traffic control Response to court letters	7 Days
Implement signal timing changes	Within 7 Days
Ordinary New count required	Within 3 Months
Installation and works Traffic signal faults all out	1 Day
Service	Ongoing
Traffic signal faults all out no – electricity supply	Depends on electricity
Traffic signal faults – Pole knockdowns	3 Days
Traffic signal faults – timing	14 Days depends on the fault
Traffic engineering Assessment of development applications	10 Days
Assessment of engineering related queries	10 Days
Traffic operations Correspondence from public – traffic signage, road markings, guard rails, etc.	14 Days investigation and response
Maintenance of road marking on high order roads	2 – 7 Years depends on the class of the road
Maintenance of direction signs	10 Years depends on the sign life
Installation of street names	2 – 4 Weeks depending on the number of streets required.
Road closure and crane permits	Within 3 Days
Traffic planning and implementation of infrastructure for special event signs	As and when required depending on the scale and extent of the event

MEASURING OUR STANDARDS

- This will be done through:
- Annual service delivery living standards and mystery shopper survey
- Performance evaluation, Scorecard and SDBIP reporting
- Alignment with IDP, Provincial Growth Strategy and National Development Plan
- Municipal reward system
- Number of complaints received through various forms including drawing reports from Integrated Customer Relations Systems
- Benchmarking with other entities and metros
- Analysing and reporting on statistics
- Back to Basics

SOLID WASTE

SERVICE FUNCTION	SERVICE LEVEL
Refuse collection, street sweeping, drain cleaning, collection, removal and disposal of all litter from all road reserves (including community based contractors)	Once a week per area schedule
Collection of refuse from non – residential areas, Schools, clinics and shops Removal of animal carcases	By contractual agreement 24 Hours
Refuse bags delivery	Quarterly
Waste related queries	24 Hours
Clearing of piles of refuse, rubble (Illegal dumps)	Upon instruction (As and when required)
Waste management awareness and education	Daily

ELECTRICITY

SERVICE FUNCTION	SERVICE LEVEL
Acquisitions for new supply or upgrading existing supply	10 Days
Acquisitions where network extension is required	30 Days
Provision of new supply where there is existing infrastructure and can be used where LV Network extensions required	30 Days
Meter readings Residential Business and industrial	60 Days
Disconnections due to debts owing and non-payments	Once in 90 Days
Account enquiries	30 Days
Account enquiry disputes	14 Days after due date of Payment
Network planned Interruptions	Immediate
Network unplanned interruptions	15 Days

REVENUE

SERVICE FUNCTION	SERVICE LEVEL
Termination or transferring of account	14 Days
Application for clearance certificate and validity for 120 days	5 Days
Refunds on services	From 2 to 8 Weeks

PARKS RECREATION AND CEMETERIES

SERVICE FUNCTION	SERVICE LEVEL
Grass cutting Grade1 parks & sports fields	7 Days
Play lots	14 Days
Open spaces	30 Days
Undeveloped open	7 per annum
Public realm	14 Days
Road verges	7 x per annum
Tree planting Request for trees to be planted on verges	15 Days
Request for trees to be pruned	15 Days
Request for trees to be removed	1 to 20 Days
Street tree planting	Only in winter
Provision of parks The provision of public open spaces with adequate facilities for passive & active recreation	Daily
Making public open	Daily
spaces available for eventing	On going
• Beautification of parks • Planting of trees, shrubs & annuals • Turf treatment • Replacement of annuals • Fertilizer, pest control, weed	Annual schedule

HUMAN SETTLEMENT

SERVICE FUNCTION	SERVICE LEVEL
Public participation on programmes	As and when required
Transfers of units to owners Maintenance	8 Months 3 Months
CRU facilities requisitions Law enforcement in all illegal occupation in housing stocks spaces	Immediate

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, then further to the City Manager and Mayor's offices

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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 within the city.
- Through various newspaper articles and electronic networks including social media:

Sizakala@durban.gov.za | 080 311 1111 | 073 148 3477 | Ethekwini Municipality | @eThekwiniM