



As a member of Ngwathe Municipality I believe in: "Batho Pele" - Putting people first

In this regard I will follow Ngwathe's Service Delivery Principles:

- ♦ *regularly consult with customers*
- ♦ *set service standards and strive for excellence*
- ♦ *increase access to services for both the public and my colleagues*
- ♦ *ensure higher levels of courtesy*
- ♦ *provide more and better information about services*
- ♦ *increase openness and transparency about services*
- ♦ *remedy failures and mistakes*
- ♦ *give the best possible value for money.*

Through the use of:

- ✦ **TRANSPARENCY:** We practice good corporate governance, openness and strive to understand the needs of our community at all times.
- ✦ **COMMITMENT:** We are dedicated to the services we render to the community. We are committed to realise the objectives of local government in South Africa.
- ✦ **ACCOUNTABILITY:** We respect and value our people and ensure that we are accountable and responsible on all aspects of our work.
- ✦ **INTEGRITY:** We perform our work diligently with integrity and courage to ensure that our communities are able to trust and believe in us.
- ✦ **DEMOCRACY:** We encourage the adherence to the constitution of the country, by allowing everybody to exercise their rights.

