

CUSTOMER SERVICE STANDARDS



DRAFT CUSTOMER SERVICE STANDARDS

CUSTOMER SERVICE STANDARDS

CUSTOMER SERVICE STANDARDS

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CUSTOMER SERVICE STANDARDS

1. PREAMBLE

In a developmental state, the public service not only focuses on the 'hard issues', but has to be keenly aware of outcomes [the soft issues], and in doing so has to deliver services in ways that are efficient, effective, and maintains the dignity of citizens [in light of the Batho Pele or people first, principles] and gives effect to their rights. In addition, its service delivery mandate places it at the junction of the policy-making, implementation, governance, delivery and democracy continuum. As such, the skills and values required in the public service of a democratic developmental state are defined by its development priorities and challenges as well as the specific institutional conditions that exist or may need to be created

The ultimate goal of Citizen Relationship Management (CRM) is to foster closer, more effective and efficient working relationships with the citizens; to anticipate and meet citizens needs and develop detail working understanding of what citizens want, expect, and need from those who serve them. This is about citizen's daily experiences as they interact with the municipality and is totally different from periodic Integrated Development Plan (IDP) outreach programmes. To this end, citizen relationship management provides a reporting, tracing and tracking platform for citizens should they experience difficulties in terms of service delivery failures and breakdowns. Consequently, it is therefore important that the call centre is managed efficiently to the benefits of the citizens as the first point of call should the citizens experience service breakdowns.

Part of CRM includes social mobilization, which advances a simple principle and notion that every citizen of the Ngwathe is an important stakeholder and deserves to be heard and engaged consistently on matters of public governance and service delivery, and in return every citizen is expected to be an active and responsible participant in shaping the future of the Ngwathe; and the general well- being of society.

Customer Service Standards are designed in line with a social contract between the Ngwathe and its customers. The service standards focus on residents' daily experiences 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 service shall be applied consistently throughout the length and breadth of the Ngwathe. In this regard, the Batho Pele Principles remain central in promoting service excellence and professionalism at all times.

The Service Standards will ensure proactive and reactive interventions in the Ngwathe's service delivery value chain to create an environment for accelerated and integrated service delivery that is sustainable and ensures that the benefits are equitably shared by all its citizens thus improving the levels of citizen satisfaction and customer experience.

2. PURPOSE

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

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3. MUNICIPAL VISION

To be a world class municipality that promotes economic development and excellent service delivery

4. WHO ARE THE CUSTOMERS?

These are residents and businesses whose main contact with the municipality is through the consumption of municipal services, and it is here that Ngwathe 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 consumers and strive to improve customer management and service provision which is critical to building an environment conducive to economic and social development.

5. 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:

5.1 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.

5.2 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 municipality.

5.3 Access

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

5.4 Courtesy

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

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5.5 Information

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

5.6 Openness and transparency

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

5.7 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.

5.8 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.

5.9 Encouraging Innovation and Rewarding 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.

5.10 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

5.11 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.

6. GENEARL SERVICE STANDARDS

Customer Service Standards are important to ensure that:

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- 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 conscientised 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”.

For Customer Care to make sense, it is necessary to draw up Service Standards that are designed to:

- Be measurable, with set performance targets which can be reviewed;
- Stipulate the exact manner in which staff should behave in dealing with customers; and
- Incorporate training that would ensure that staff fully understands what is expected of them with regards to Customer Care.

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

6.1 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.

6.2 Telephone Enquiries

- Staff will aim to answer telephone calls within five (5) rings;
 - Calls to Departments and Sections should be answered with:
 - o 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:
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- o 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;
 - o Answer phone or voicemail will give the caller an option to leave a message;
 - o 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;
 - o 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.

6.3 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.

6.4 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
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- Service delivery complaints needing immediate attention such as a burst pipe etc. to be channelled through the Call Centre Fire department or Room 8 at the municipality.

6.5 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 Ngwathe Municipality, dated with reference numbers;
- Communities shall be kept informed on:
 - The Standards of service they should expect; o Progress on projects undertaken by the municipality; and o 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; and
- Social Media Platforms:
 - Shall be used responsibly and professionally; and
 - Where necessary, the Municipality shall respond to social media enquiries as part of information sharing and dissemination.

6.6 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.

6.7 Staff training and development

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

6.8 Dress Code and Staff identification

- Staff members shall at all times be appropriately dressed;
 - All Frontline staff members shall wear name tags that have municipal logo, staff name and surname and those working in the field shall have these embroidered on their overalls; and
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- All Frontline staff shall be dressed appropriately in the municipal issued uniform.

6.9 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.

6.10 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 shall at all times dress appropriately and wear their respective name tags for ease of identification by customers;
- 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.

6.11 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.

6.12 Business hours

The Municipality shall make easily accessible information on:

- Opening and closing times;
 - Offices and addresses;
 - Names of Managers;
-

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- Services offered;
- Access details;
- Contact methods;
- After hours contact details; and ☐ Emergency numbers.

7 SECTORAL SERVICE STANDARDS

7.1 Electricity

No	Service	Standard
1.	Restoration of power outages (<i>excluding cable theft, loadshedding and major outages¹</i>)	Within 4 hours of logged call
2.	Attending to illegal connections	Within 24 hours of report
3.	Restoration of electricity supply (technical fault)	Within 4 hours of logged call
4.	Repair work on damaged electricity meters	Within 72 hours of logged call
5.	Converting conventional meters to prepaid	Within 14 working days upon written request
6.	Repair of faulty meters	Within 3 working days of logged call
7.	Repair of public street lights	Within 3 days of logged call
8.	Notice of planned interruptions	48hours
9.	Notice of unplanned interruptions	Within 1hour

7.2 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.	Low pressure	Within 24 hours of logged call
8.	Replacement of manhole cover	Within 7 working days

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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 ³	Within 30 working days
13.	No Water	Investigation to be done within 3 hours

¹ Medium or high voltage with no alternate feeder available: customers to be informed within 3 hours - restoration is dependent upon the construction work required

² Upon receipt of instruction and proof of payment from Finance Department

³ Provided the customer has completed the application form and supplied relevant information to the department

7.3 Parks and Cemeteries

No	Service	Standard
1.	Pruning of trees ¹	Within 24hours of logged call subject to cost and procurement process
2.	Removal of fallen trees	Within 14 hours in general areas and 2 hours in and around road network system subject to cost and procurement process
3.	Grass cutting in cemeteries	Once every 14 days
4.	Cemetery maintained	Once every 7 days
5.	Grass cutting including open spaces	Once every 30 days
6.	Repair of Park equipment	Within 30 days subject to costs & procurement process
7.	Urban landscaping:	
	7.1 Chemical Weeding	2 times per season
	7.2 Hand Weeding	3 times per season
8.	Burial requests	Within 8 hours
9.	Park maintenance	Once a month subject to costs and procurement process

7.4 Waste Management

No	Service	Standard
1.	Collection of domestic waste	Within 7 days
2.	Collecting of general business waste	Daily

¹ This only relates to logged requests excluding proactive maintenance

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3.	Collecting of wet business waste	Daily
4.	Cleaning of illegal dumping spots	Within 7 days of logged call
5.	Removal of animal carcass	Within 24 hours of logged call
6.	Delivery of skip bin	Within 2 days
7.	Collection of refuse bags on the curbside	Within 8 hours
8.	Litter picking	Daily as per schedule

7.5 Roads and Storm water

No	Service	Standard
1.	Repair and maintenance of road and open trenches	Within 5 working days
2.	Repair of pothole in minor road	Within 4 working days
3.	Repair of potholes in major road	Within 2 working days
4.	Repair a kerb inlet	Within 20 working days from time of logged call
5.	Reinstatement of roads, pavements and sidewalks	Within 30 working days subject to funding
6.	Replacement of manhole covers	Within 2 working days from time of logged call
7.	Maintenance of gravel roads	Once per quarter or after heavy rains subject to availability of equipment and budget
8.	Storm water drainage maintenance	In line with norms and standards
9.	Clearing of blocked storm water drains	24 hours from time of logged call
10.	Repair/replace of reported road signs:	
	10.1 Minor road signs	Within 14 working days
	10.2 Information/directional sign	Within 60 working days
	10.3 Street name board	Within 60 working days
11.	Repaint road markings	Within 14 working days
12.	Repair of traffic lights	Within 3 hours of logged call
13.	Correction of street name query	7 days from time of logged call
14.	Repair walkways	Within 30 working days subject to procurement process

7.6 Finance

No	Service	Standard
1.	Rates Hall maximum queuing time	30 minutes
2.	New Accounts Invoicing	Within 30 days
3.	Refunds ²	Within 30 days

² Only if there are no material issues outstanding

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4.	Clearance Certificates	Within 5 working days if the account is in order and up to date
	Valuation Certificates	1 day
5.	Dispatch of accurate bills	Monthly
6.	Open a new municipal service account	30 minutes subject to correct documentation being submitted
7.	Pre- payment meter vending point access	Every cashier in a designated pay-points
8.	Disconnections for non- payment	14 days after due date
9.	Reconnections following payment	
	9.1 High Voltage	1 day
	9.2 Low Voltage	4 hours
10.	Meter reading	Monthly
11.	Account queries (written)	5 working days
12.	Register a new supplier ³	5 working days
13.	Produce official order	3 working days
14.	Pay suppliers	30 working days

7.7 Sports and Recreation

No	Service	Standard
1.	Sport Fields	Available 7 days a week and well maintained in terms of annual maintenance plan and schedules.
2.	Community Halls and Recreation Centres	Available 7 days a week and well maintained in terms of annual maintenance plan and schedules.
3.	Swimming pools	Available 7 days a week during the season from 01 September to 30 April and well maintained in terms of annual maintenance plan, schedules and swimming seasons.

7.8 Fire & Rescue Services

No	Service	Standard
1.	Fire Fighting (<i>structural, plantations, industrials, vehicles and Bush firefighting</i>) within jurisdiction of Ngwathe Municipality.	➤ Available 24 hrs and 7 days a week. Fire Investigation to be done within 24 hours.

³ Subject to accuracy and correctness of documentation

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		➤ Minimum turnout time is 3 minutes
2.	Rescues: <ul style="list-style-type: none"> ➤ <i>high angle</i> ➤ <i>trench ,</i> ➤ <i>Animals</i> ➤ <i>mountain rescue</i> ➤ motor vehicle rescue 	<ul style="list-style-type: none"> ➤ Available 24 hrs and 7 days a week. ➤ Minimum response immediately after the call received ➤ Turnout time within 3 minutes
3.	Hazmat Incidents [<i>Hazardous Material Incidents e.g. toxic chemicals spillages</i>]	<ul style="list-style-type: none"> ➤ Available 24 hrs 7 days a week. ➤ HAZMAT team respond immediately after the call received
4.	Swift Water Rescue	<ul style="list-style-type: none"> ➤ Available 24 hrs and 7 days a week. ➤ Divers to respond immediately after the call received.
5.	Fire & Rescue Training [<i>Accredited Training Academy</i>]	<input type="checkbox"/> Open 5 days a week and throughout the year
6.	Fire Prevention Inspections [<i>for Compliance as per SANS 0400 National Building Regulations</i>]	<input type="checkbox"/> Daily
	<input type="checkbox"/> Issuing of compliance certificates	<input type="checkbox"/> Within 5 working days
7.	Fire Brigade Control Room [<i>Dispatch of Emergency Vehicle</i>]	<input type="checkbox"/> We will answer our telephone within 1 minute. <input type="checkbox"/> We will dispatch emergency resources immediately after the call received

7.9 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 SCMU

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6.	Respond to requests for assistance with emergency evacuation exercises	Within 2 weeks
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7.10 Traffic

No	Principles	Service	Standard
1.	Access to Services, Information on services	Answering telephones in the Control Room (Switchboard)	<ol style="list-style-type: none"> 1. Calls will be answered in approximately 1 minute ;and 2. Less than 5 minutes during heavy call traffic. 3. We will take calls according to normal telephone etiquette, patience and good listening skills 4. If we promise to return the call, we will return to the caller within 10-15 minutes.
2.	Service Standards, Information on services	Attendance of Citizen's Complaints/Public complaints	<p>We will:</p> <ol style="list-style-type: none"> 1. Acknowledge receipt of the report of a complaint within three (3) working days of receiving the report of a complaint. 2. initiate investigation of the complaint and provide feedback thereof within 714 days after initiation of the investigation.
3.	Information on services, Consultation	Response to accident scenes and other emergencies	<p>We will:</p> <ol style="list-style-type: none"> 1. respond to report of accident within 5-15 minutes 2. secure the accident scene in a safe manner including using advance warning technique 3. summon other response services to the scene e.g. SAPS, EMRS or Ambulances 4. Advice the drivers involved in an accident to report the accident to the SAPS within 24 hours. 5. Breathalyse all motorists

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			<p>involved in an accident if there are indications /suggestions of driving whilst under the influence of alcohol and record the results of such a screening test in the attending officer's pocket-book and an OB Entry at Control Room.</p> <p>6. Ensure the clearing of the roadway once all emergency services have gathered in the necessary information.</p> <p>7.</p>
4.	Service Standards, Value for money	Payment of Traffic Fines	<p>We will:</p> <ol style="list-style-type: none"> 1. Open our pay points from 07h45-15h30 p.m. 2. Issue a receipt for each payment made and update our system to reflect the payment. 3. Fines can be paid at the cashiers or EFT bank account 4052707733 absa bank.

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	Service Standards, Value for money	Roadblocks	<p>We will:</p> <ol style="list-style-type: none"> 1. Plan and stage roadblocks to be held on any road within the Ngwathe's road network 2. Hold roadblocks in all areas of Ngwathe municipal jurisdiction. 3. choose a secure spot where we can channel traffic safely and be able to relieve congestions 4. Limit disruptions as far as reasonably practicable. 5. Stop vehicles in order to ensure compliance with the law and serve court processes of court such as warrants of arrests and summonses.
5.	Service Standards,	Stopping and approaching a	We will:
	Courtesy	motorist	<ol style="list-style-type: none"> 1. Stop vehicles in accordance with stop signals in order to inspect for driver or vehicle fitness. 2. Direct vehicles to at a safe place as identified by the stopper. 3. Greet motorist and have the officer introduce himself to the motorist and explain object of the stop. 4. Respect the rights of the motorist. 5. Help the motorist back into the roadway if necessary after the stop. 6. Not assault, insult, defraud or solicit a bribe from a motorist or use profane language towards members of the public.

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6.	Redress, Service Standards	Failure to live up to standard	We will: 1. Redress the situation and offer an apology if a situation that qualifies for redress arises.
7.	Courtesy, Service Standards, Consultation	Citizen Enquiries	An officer who is approached by a member of the public or citizen for information will endeavour to courteously advise and help the inquirer with any information that may be available at the officer's disposal.
8.	Service Standards, Value for money	Assistance with events and gatherings	We will: 1. Control and direct the access of traffic at the entrance to the venue and all public roads leading to the venue. 2. Help control the parking arrangement so that marshals can control the actual parkings
	Courtesy, Value for money Service standards	Hazardous intersections	We will: 1. after discovering that a robot set is not functional, respond to the affected intersection within 10-15 minutes of the report or discovery
			2. Monitor the free flow of traffic and enter the intersection to direct traffic as per necessary.

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9.	Courtesy, Service standards	Abnormal load Escorts	<p>We will:</p> <ol style="list-style-type: none"> 1. Escort abnormal loads which have the necessary permit issued. 2. Respond to the call for an abnormal load escort within 30 minutes of such call. 3. Provide a minimum of two vehicles for each escort. 4. The escort will be sustained at a reasonable speed and in accordance with traffic volume and agreeable times and conditions of the road until it is completed. 5. The escort and authority of the permit may be terminated or revoked subject to conditions of the permit and consultation with the KZN department of transport office.
10.	Service Standards	Assistance with funerals various convoys	<p>We will:</p> <ol style="list-style-type: none"> 1. Conduct or assist with traffic convoys in adherence to the times and dates on which convoys may lawfully travel on the roads. 2. We do not conduct VIP personnel escorts but do assist recognised security services such as the SAPS that may be engaged in VIP escorts within the Ngwathe roadways.
11.	Service Standards	Obstructions or vehicle breakdowns	<p>We will</p> <ol style="list-style-type: none"> 1. respond to a call for an obstruction on a roadway within 5 – 15 minutes 2. On arrival at the scene of the obstruction/breakdown we will secure the scene safely through advance warning

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			<ol style="list-style-type: none"> Approach the driver if available or contact the operator of the vehicle on to alert, engage and initiate action for a speedy removal of the vehicle from the roadway or its repair. After an hour of the obstruction we will initiate measures to remove the vehicle from the roadway.
12.	Openness and transparency	Fitness of Officers	<p>We will:</p> <ol style="list-style-type: none"> Entrust officers who are recognised by law as authorised officers and peace officers to enforce the law Officers will always carry their appointment card on their person and produce it upon demand by a citizen or person who has a material interest in a matter dealt with by the peace officer. The officers shall at all times display a name badge in a conspicuous position on their uniform in the area of their bosom.
13.	Openness and transparency	Making an Arrest	<p>We will:</p> <ol style="list-style-type: none"> On an arrest explain reason for the arrest and take the suspect to the police station detention and police custody at once. We will not trump up charges against a motorist without reasonable suspicion.

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14.	Service Standards, Value for money	Issuing a fine	<p>We will:</p> <ol style="list-style-type: none"> 1. Issue a ticket (written notice to appear before court) to any motorist who is observed violating the rules of the road traffic laws. 2. Issue a ticket (a notification of offence) based on vehicle owner's information
			<p>if a vehicle is used in contravention of the provisions of law. This ticket can be affixed to the windscreen wiper.</p> <ol style="list-style-type: none"> 3. where the law has been violated, we will not be able to entertain a request such as "give me a break", "Please. You know me" or "I won't do it again".

8. CUSTOMER INTERACTION

To ensure that a host of municipal services are available closer to where the community stays, offices are open for those who want to interact in person from Monday to Friday from 7:45 to 16:30 at the follows areas:

Parys Townhall Office

Tumahole Municipal Office

Vredefort Municipal Office

Edenville Municipal Office

Koppies Municipal Office

Phiritona Municipal Office

Multipurpose Phiritona Office

Heilbron Municipal Office



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