



MANGAUNG LOCAL MUNICIPALITY CUSTOMER CARE POLICY

Approved by Council on 27 November 2003 under item 51A5

1. In relation to the services for which the Council levy and recover fees, tariffs or other payments, the Council hereby acknowledges the need to –
 - (a) establish a sound customer management system that aims to create a positive and reciprocal relationship between users of the service and the service provider;
 - (b) establish mechanisms for residents and users of the service to give feedback to the service provider regarding the quality of the service and performance of the service provider;
 - (c) ensure that residents and consumers understand the cost involved in service provision, the reasons for payment of service tariffs, and the manner in which monies raised from consumers are utilized;
 - (d) as far as is practicable, ensure that the consumption of services by individual households is measured through accurate and verifiable metering systems;
 - (e) ensure that consumers who are required to pay for services receive regular and accurate accounts that indicate the basis for calculating the amounts due for rates and service charges;
 - (f) provide accessible mechanisms for residents and consumers to query or verify accounts and metered consumption, and appeal procedures which allow residents and consumers to receive prompt redress for inaccurate accounts;
 - (g) provide accessible mechanisms for dealing with complaints from residents and consumers together with prompt replies and corrective action by the Council;
 - (h) provide mechanisms to monitor the response time and efficiency of the actions set out in paragraph (g); and
 - (i) provide sufficient and accessible pay points and other mechanisms for settling accounts.
2. To comply with the above-mentioned needs, the Council aims to establish the following facilities and implement the following procedures –
 - (a) a central complaints office with a toll free number;
 - (b) a centralized complaints database to enhance coordination of complaints and communication with customers;
 - (c) customer care offices in the different suburbs with toll free numbers;
 - (d) training of officials that are working with the public to enhance communication and service delivery;
 - (e) introduction of radio talk slot to enhance communication with customers;
 - (f) introduction of exhibitions on services, costs and safety;
 - (g) introduction of a brochure on a continues basis to inform customers on the safe and economic use of services;