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Your Ref: Clr M Kganaga  
Room 201, Bram Fischer Building

Our Ref: 12/1/9/4/2  
Date: 6 June 2023

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Clr M Kganaga

D.A Councillor

**Mangaung Metropolitan Municipality**

Dear Councillor Kganaga

**RESPONSE TO RULE 38 QUESTION. CUSTOMER QUERIES.ACCOUNTS 100486714 AND 100486715**

Your letter dated 14 November 2022 regarding the above-mentioned matter refers.

**Question 1:**

**How many consecutive times is the metro allowed to do estimations on one account?**

Response: According to Credit Control and Debt Collection Policy Section 16 Subsection 6 (e) page 20 provides that in the event an actual reading on a meter inside the premises cannot be obtained, because of inability to access the premises, an estimate may be taken once every six months. Furthermore, the customer has an option to provide Municipality with the readings, for billing purposes that will be subject to auditing process.

**Question 2.**

**What is the protocol to follow when a customer has a query on his/her account?**

Response: Depending on the nature of the query the consumer may inquire at the enquiry desk or lodge their complaint through the call center, at the numbers 0800 111 300.

**Question 2.**

**What is the protocol to follow in account queries?**

The process is the same as in (2) above. However, if the customer is still unsatisfied having followed the above process, then the query is escalated to the supervisor and the Manager. Finally In case the query is still not satisfactorily resolved, then a dispute is then raised or registered by the consumer at the debt collection section.

**Question 4**

**For both accounts how can Mangaung customer be assisted to check both meters?**

Response: Account number: 1004086714 is an invalid account number. In respect of account number 1004086715, the enquiry desk or call centre can assist the consumer by reporting the complaint to the Engineering Directorate. (Engineering Services Water Demand Section) The client may apply for a meter testing but will be liable to pay an amount of R 1 497,00 as regulated by the municipality's water by-laws Section 36 (5) page 21 of 29 as seen below.

Engineering Services Water Demand will advise further on their processes for both meter queries and meter testing.

**Question 5.**

**The customer also is enquiring about the refuse collection because in November, week 6-12 November waste was not collected, week 14-19 refuse also not collected.**

Response: As the Councilor is well aware the Metro has major challenges regarding waste collection services due to the lack of specialized vehicles and maintenance to the fleet that historically occurred over the past 5 years.

To ensure that services are rendered within the current challenges the Department developed a daily schedule that is circulated to all Councilors as well on public groups established by the Department.

The daily collection schedule is informed by vehicle availability and backlogs identified by the relevant managers on a daily basis. The schedule after consolidation is posted to Councilors for circulation through their relevant structures.

Relating to Grassland, the area was initially scheduled to be collected on the 7th November 2022 , but due to operational challenges beyond our control, the waste collection wasn't collected as planned. However, the collection took place on the 14th November 2022.

The current level of service is a major concern for the Department and we are working endlessly through various means to address the shortcomings within the limited resources available and a informed budget process going forward to support the service delivery mandate of the Metro.

Yours faithfully

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Ngaka Dumalisile  
**Acting City Manager**

Date. 26/06/2023

DATE: 24 November 2022

**TO: The Acting City Manager of the  
Mangaung Metropolitan Municipality (MMM): Mr T Motlashuping**  
[Tebogo.motlashuping@mangaung.co.za](mailto:Tebogo.motlashuping@mangaung.co.za) & [ocm.reception@mangaung.co.za](mailto:ocm.reception@mangaung.co.za)

**FURTHER TO: The Speaker of MMM: Ms S Lockman-Naidoo**  
[Stefani.lockman@mangaung.co.za](mailto:Stefani.lockman@mangaung.co.za) & [Dean.maasdorp@mangaung.co.za](mailto:Dean.maasdorp@mangaung.co.za)

**FURTHER TO: The Executive Mayor of MMM: Cllr M Siyonzana**  
[Mxolisi.siyonzana@mangaung.co.za](mailto:Mxolisi.siyonzana@mangaung.co.za) & [Thembisile.phato@mangaung.co.za](mailto:Thembisile.phato@mangaung.co.za)

**BRAM FISCHER BUILDING  
CNR NELSON MANDELA & MARKGRAAFF STREET  
BLOEMFONTEIN  
9301**

**BY HAND AND EMAIL**

Dear Sir / Madam

**RE: Account queries**

I refer your attention to **Rule 38** of the **Standing Rules and Orders** that state:

*38.1 Any member may submit a question requiring a written reply from any political office bearer, the municipal manager or senior manager of the municipality, concerning any matter related to the effective performance of the functions of the municipality and the exercise of its powers, provided that a written notice of such a questions has been submitted to the Speaker or chairperson and the municipal manager at least 10 (ten) days prior to the councillor committee meeting and the political office bearer and the City Manager shall ensure that the member receive a written reply at the meeting.*

*38.2 If after the question has been replied to, a member is of the opinion that the reply is not clear or satisfactory, he or she may with the permission of the speaker or chairperson, request a follow-up question, follow –up question should be in writing.*

*38.3 All questions duly given notice of and all responses submitted shall be recorded in the minutes of the meeting.*

Write a paragraph here explaining your issue.

Please refer to accounts: 1004086714 and 1004086715

City on the move

The owner of both properties has only two persons living on the property. She has tried countless time to get assistance from the Mangaung Metro Municipality. I as the Ward councillor have send a couple of emails regarding the properties.

Therefore, I ask the following questions in terms of Rule 38 of the Standing Rules and Orders:

1. How many consecutive times is the metro allowed to do estimates on one account?
2. What is the protocol to follow when a customer has a query on his/her account?
3. What is the protocol to follow in account queries?
4. For both accounts how can the Mangaung customer be assisted to check both meters?
5. For both accounts how can the Mangaung Customer be assisted to avoid continues estimates?
6. The customer also is enquiring about the refuse collection because in November, week6-12 November waste not collected, week 14-19 refuse also not collected

Looking forward in having a written reply as soon as possible or at our next council meeting.

Yours faithfully,

ClIr Mokgadi Kganakga  
Ward 47  
Mobile: 0817142535  
Email: mokgadikganakga99@gmail.com

PO Box 3704, Bloemfontein 9300 Room ###, #th floor, Bram Fischer Building, Cnr Nelson Mandela & Markgraaf Street. Tel: +27 51 ### #### Fax: +27 51 ### ####  
E-Mail: name@civic.mangaung.co.za Website: [www.manguang.co.za](http://www.manguang.co.za)