

**CUSTOMER
CARE POLICY
AND
STANDARDS**

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CUSTOMER CARE POLICY
2026/2027**

1. Aim

The aim of Mafube Local Municipality is to provide excellence service to community. This aim incorporates the Municipality's commitment to ensuring the human rights principles set out in the National Constitution, the eight Batho Pele principles aimed at transforming public service, and 'getting it right the first time.

2. Values

Customer Care Policy has been adopted to develop structures to ensure that in our dealing with customers we demonstrate these values. This policy is based upon the National Batho Pele principle which has been translated as "People First.

The Mafube Local Municipality will continually remind its staff of the core values that should guide all interaction with customers, including:

- Efficiency
- Professionalism
- Commitment and respect
- Integrity, morality and transparency
- Innovation
- Equity and fairness
- Compassion and dignity

3. MUNICIPAL SYSTEM ACT CHAPTER 9

Section 95 of the System Act of 32 of 2000 describes customer care actions to be taken by municipalities. One can clearly see that this act sets minimum services levels and not necessarily business type customer care actions.

"In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity":

- *Establish a sound customer care management system that aims to create a positive and reciprocal relation between persons liable for these payments and the municipality, and where applicable, a service provider;*
- *Establish mechanisms for users of services and ratepayers to give feedback to the municipality or other service providers regarding the quality of the services and the performance of the service provider;*
- *Take responsible steps to ensure that users of services are informed of the costs involved in service provision, the reason for the payment of service fees, and the manner in which monies raised from the service are utilized;*

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- *Where the consumption of services has to be measured, take reasonable steps to ensure that the consumption by individual users of services is measured through accurate and verifiable metering systems;*
- *Ensure that person liable for payments, receive regular and accurate accounts that indicate the basics for calculating the amount due;*
- *Provide accessible mechanisms for those person to query or verify, allow such persons to receive prompt redress for inaccurate accounts;*
- *Provide accessible mechanisms for dealing with complaints from such persons, together with prompt replies and corrective action by the municipality;*
- *Provide mechanisms to monitor the response time and efficiency in complying with the above;*
- *Provide accessible pay points and other mechanisms for settling accounts of for making pre-payments for services.*

From the above it is clear that these requirements are absolutely the minimum, however by implementing these very basic features well, Positive progress can be made towards better and managed customer relations

4. Batho Pele principles

The name Batho Pele means “People First”. The eight principles set out in it are the foundation of our Government’s approach to guide all interaction between Government institutions and the public.

- **Consultation:** Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.
- **Service Standards:** Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.
- **Access:** All citizens should have equitable access to the services to which they are entitled.
- **Courtesy:** Citizens should be treated with courtesy and consideration.
- **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive

- **Openness and Transparency:** Citizens should be told how the Clusters and Service Units of the Municipality are run, how much they cost, and who is in charge
- **Redress:** If the promised standard of service is not delivered citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.
- **Value for Money** Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

5. Customers definition

Customers are referred to beneficiaries of the municipal services or ratepayers of the municipal services. These include the people who work and play greater role in the Mafube Local Municipality as well as everyone that the municipality does business with.

6. Customer Care and importance

Customer Service has been defined as a set of behaviours that a municipality undertake in its interaction with its customers. Mafube local municipality see Good Customer Care as:

- Treating people with courtesy, dignity and respect.
- Providing a good quality service in a friendly, efficient and helpful manner.
- Giving people the information they need and providing an explanation if the service is not available.
- Keeping the customer informed of progress in addressing their complaints/requests or enquiries.

Customer Care standards are important to ensure:

- That all customers, whether they are residents or visitors to our Municipality receives the same standards of customer care.
- That customer care and customer service are essential to the planning and delivery of all Council services.
- That our staff will always be reminded of their responsibility to put the Customer first.

7. Customer Care Standards

Mafube Local Municipality is committed to the continuous improvement of the standards of service it gives to its customers

Service Standards are designed to:

- Provide standard that is simple and user friendly.
- Be measurable, with set performance targets which can be reviewed regularly and gather feedback from staff, Councillors and public.
- Stipulate the manner in which staff should behave in dealing with Customers.
- Incorporate training that would ensure that staff understand completely what is expected of them in terms of Customer Care.

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8. Our Customer Care Commitment to customers

The Mafube Local Municipality Customer Care Policy demonstrates our commitment to the Community that we serve and our aim to deliver quality services.

- Suggestion box

Community are invited to place suggestions in terms of services offered by the municipality. Community can report comments, complaints, compliments and queries regarding municipal services in the suggestion box.

Your comments and observations are always welcome and we strongly encourage community to tell us what we need to do to improve our service. If community, for any reason, think that municipality has not kept the promise, they can report that in the suggestion box. Suggestion box will be checked every Friday and distributed to the responsible managers and action plan for addressing the grievances of the community will be drawn.

- Remedy

If you have experienced poor customer service at any of our Customer Care Centres or in any dealing with a Municipal official, we encourage you to report it to our Customer Care Line: 058 813 1051/9700/9718.

- Corrective Measure

By reporting poor customer service you will help the municipality to improve its standards. If the situation has not been resolved contact the Municipality's Customer Care Line. Advise our staff at any Customer Care point what the problem is.

Please note that Mafube Local Municipality has no control over Eskom's scheduled or unforeseen power outages but will where possible strive to keep consumers informed.

9. CONTACT NUMBERS:

Mafube Telephone: 058 813 1051/9700/9718

Street address: 64 JJ Hadebe Street, Frankfort

Postal address: PO Box 2, Frankfort, 9830

Website: www.mafubelm.co.za

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10. POLICY REVIEW

This Customer Care policy must be reviewed at least annually and be tabled to the Municipal Council for approval.

11. CONCLUSION

The Accounting Officer in particular and the Chief Financial Officer must ensure that the operationalisation of this policy is done according to the prescripts. Any deviations due to unforeseen circumstances must be brought to the attention of the Municipal Council in a written form and recommended remedial solutions thereof.