

UMZIMVUBU LOCAL MUNICIPALITY



UMZIMVUBU
— LOCAL MUNICIPALITY —

CUSTOMER CARE POLICY

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1. PREAMBLE

The Umzimvubu Local Municipality's Vision is:

“Moving to limitless possibilities”

In order to achieve this vision **“Moving to limitless possibilities”** the municipality need to have the most caring and viable Customer Care policy to develop structures and ensure that the municipality's values “PACD” are lived in the day-to-day functions of all our employees and councillors. This policy is based upon the National Batho Pele principles which translates as “People First” and therefore emphasizes the values of “Customer First”.

2. OBJECTIVES

It is Umzimvubu Local Municipality's objective that when customers come into contact with the municipality, they will always experience standards of service excellence. Further to that the municipality, is committed in ensuring that the Human Rights principles as set out in our National Constitution, the eight Batho Pele Principles that aim to transform public service delivery as well as “getting it right the first time” are experienced whenever customers access our municipality service.

In this way we want to display our commitment to the principle of Customer First and ensure that service excellence is an integral part of the planning and delivery of all our municipal services to its people.

3. SCOPE OF APPLICATION

This policy is applicable to all employees and councillors.

4. OUR VALUES

In order to achieve Customer Service Excellent it is necessary that all our front line staff have a common set of values that will guide their interaction with customers.

Umzimvubu Local Municipality will always remind our staff that there must be commitment to the following

Values that will guide our interaction with customers.

“We are PACD for You!”

Further to that we are going to ensure that the following principles are always at the centre of our hearts:

- Respect
- Good Customer Care
- Service Excellence
- Integrity & professionalism
- Mutual trust & understanding

5. BATHO PELE PRINCIPLES

Batho Pele boils down to the core of positive interpersonal relationships. It is in this spirit that we wish to maintain and improve our service delivery by actively engaging in the following national principles:-

- **Consultation**

Citizens should be consulted about the level and quality of the public service 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 service they are entitled to receive.

- **Openness and Transparency**

Citizens should be told how the departments of the municipality are run.

- **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 effectively in order to give citizens the best possible value for money.

6. MUNICIPAL SERVICE CHARTER

We regard all departments and employees as custodians of customer care and in that way, all our employees have been provided with departmental Service Charters, that they must implement in their capacity as public servants.

We believe that every department has a customer, even with the municipal department and as a result the service charter reflects our commitment to the principles of Batho Pele, departmental vision and missions.

All employees and Councillors who joins the municipality shall always be made aware of the Service Charter.

7. OUR CUSTOMERS

Customers are all people we deal with during our work, they are people who live in, work in or visit our municipality and who do business with the municipality. In this sense we have both external and internal customers. The same standards must apply to our internal customers (colleagues) as to our external customers (Public & Stakeholders).

8. GOOD CUSTOMER CARE

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

9. CUSTOMER CARE STANDARDS AND THEIR IMPORTANCE

- That all customers, whether they are residents or visitors to our Municipality will receive the same consistent high standards of customer care
- The customer care service are essential to the planning and delivery of Council services
- That our staff will always be reminded of their responsibility to put the Customer First and what this means in practical terms.
- Wastage will be eliminated by providing services "Right the First Time"

It is vital that the staff members will know what standards they must maintain. In addition, the customer must know of the standards they must receive when receiving services. This Customer First principle will be adhered to whenever any policies and procesures are being considered.

10. MEASURING OUR SUCCESS

Umzimvubu Local Municipality backs up the Customer Care Policy by specific Municipal Service Charters and Customer standards for each department, which will state our promise/ commitment to delivery to customers.

All Departments have pledged their commitment to upholding and sustaining the standards stipulated in the Service Charters.

Methods of receiving back customer feedback will be in place i.e. municipal surveys, complaints boxes & books at every reception, Presidential Hotline

Comments, complaints and compliments from our customers are important part of the process that will help us to build a Customer First Institution.

11. COMMENCEMENT OF THIS POLICY

This policy will come into effect on the date of adoption by Council.

12. INTERPRETATION OF THIS POLICY

12.1 All words contained in this policy shall have an ordinary meaning attached thereto, unless the definition or context indicates otherwise.

12.2 Any dispute on interpretation of this policy shall be declared in writing by any party concerned.

12.3 The Office of the Municipal Manager shall give a final interpretation of this policy in case of a written dispute.

13. PERMANENT/TEMPORARY WAIVER OR SUSPENSION OF THIS POLICY

This policy may be partly or wholly waived or suspended by the Municipal Council.

14. AMENDMENT AND/OR ABOLITION OF THIS POLICY

This policy may be amended or repealed by the Council.

15. COMPLIANCE AND ENFORCEMENT

Violation of or non-compliance with this policy will give a just cause for disciplinary steps to be taken.

It will be the responsibility of all Managers, Supervisors, Executive Committee and Council to enforce compliance with this policy.

APPROVAL OF THE POLICY

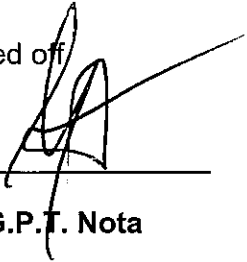
The Municipal Council has approved this policy and amendments thereof.

AUTHENTICATION

The amendments of the policy and or the new policy was adopted by the Council on the 25/01/2019.....

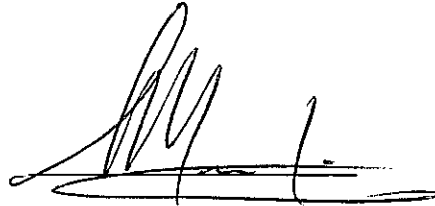
As per Council Resolution number UkMC 125.....

Signed off



Mr. G.P.T. Nota

Municipal Manager



Cllr. S.K Mnu kwa

Chairperson of the Council

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