



# MUSINA LOCAL MUNICIPALITY

## MUNICIPAL SERVICE STANDARDS

Situated at Civic Centre  
21 Irwin Street  
Musina  
0900

### CONTACT DETAILS

Postal Address: Private Bag X611  
Musina  
0900  
Limpopo

Telephone Number: (015) 534 6100

Fax: (015) 534 2513

Website: [www.musina.gov.za](http://www.musina.gov.za)

Email: [info@musina.gov.za](mailto:info@musina.gov.za)

### Information distribution or sharing platforms:

Bulk SMS, Website, Newsletter, Brochures, Public Meetings, Print Media,  
Facebook and Electronic Media

### **POLITICAL MANAGEMENT TEAM**

His worship Honourable Cllr. NG Mawela: Mayor.

Honourable Cllr. ES Shirilele: Speaker.

Honourable Cllr. FM Mafela: Chief Whip.

### **THE EXECUTIVE COMMITTEE**

His worship Honourable Cllr. NG Mawela: Mayor & Portfolio Head for Corporate Services.

Honourable Cllr V Milanzi: Portfolio Head for Corporate Services.

Honourable Cllr. R Luambo Portfolio Head for Community Services.

Honourable Cllr. V Manavhela Portfolio Head for Technical Services and Economic Development & Planning.

Honourable Cllr. R Munyai: Part-Time Member of the Executive Committee.

### **PROPORTIONAL REPRESENTATIVE MEMBERS OF COUNCIL**

Honourable Cllr NG Mawela: ANC

Honourable Cllr ES Shirilele: ANC

Honourable Cllr V Milanzi: ANC

Honourable Cllr R Ramambukwa: ANC

Honourable Cllr R Luambo: ANC

Honourable Cllr D Makhura: ANC

Honourable Cllr SFL Ndhlovu: ANC

Honourable Cllr. J Mariba: DA

Honourable Cllr. T Ndou: DA

Honourable Cllr. A Siphuga: EFF

Honourable Cllr. R Munyai: EFF

Honourable Cllr. M Van Statedn: VF PLUS

### **WARD REPRESENTATIVE MEMBERS OF COUNCIL**

Honourable Cllr. MM Munzhelele Ward Councillor for Ward 1

Honourable Cllr. RM Nyathi Ward Councillor for Ward 2

Honourable Cllr. CF Nematshavhawe Ward Councillor for Ward 3

Honourable Cllr. ED Nkhata Ward Councillor for Ward 4

Honourable Cllr. TE Maphari Ward Councillor for Ward 5

Honourable Cllr. V Manavhela Ward Councillor for Ward 6

Honourable Cllr. NE Makhado Ward Councillor for Ward 7

Honourable Cllr. MF Mafela Ward Councillor for Ward 8  
Honourable Cllr. MC Makhani Ward Councillor for Ward 9  
Honourable Cllr. TM Mambeda Ward Councillor for Ward 10  
Honourable Cllr. F Nemukombane Ward Councillor for Ward 11  
Honourable Cllr. PM Ramofhi Ward Councillor for Ward 12

**DESIGNATED SENIOR TRADITIONAL LEADERS TO THE MUSINA LOCAL MUNICIPALITY COUNCIL**

Thovele Hanyani Tshikundamalema  
Mmbangiseni Manenzhe

**SENIOR MANAGEMENT**

Municipal Manager:	Mr Tshivanammbi TN
General Manager: Corporate Services:	Mr Mudau PM
Chief Finance Officer: Finance	Mr Murulana ML
General Manager: Technical Services:	Ms Sinclair KY
General Manager: Development Planning:	Ms Mothoa MM
General Manager: Community Services:	Ms Demana NP
Senior Manager: Corporate Services:	Mr Peta PS
Senior Manager: Office Of The Mayor:	Mr Sithole M

## **1. FOREWORD BY THE MAYOR**

The white paper on public service delivery (1997) requires government departments and municipalities to develop and publish service delivery standards to guide the level and quality of services we provide, including the introduction of new services to those who have previously been denied access to them. Service standards are expected to be relevant and meaningful to the users, and must be precise and measurable so that users can judge for themselves whether they are receiving what we have promised.

Improving service delivery is not a once-off exercise, it is an ongoing and dynamic process because as standards are met, they must be progressively raised to yield even greater client/community satisfaction and improve the quality of life of residents. The Batho Pele message is that the customer comes first all the time, in the same vein, the message asks public servants to commit themselves to the limits of what is possible; and what can still be done given the resources and personnel allocated.

It is against this backdrop that we take this opportunity to invite you, our clients and stakeholders as an active citizenry to monitor the extent to which we shall be maintaining the standards that we have set for ourselves, as well as the challenges and shortfalls that you reckon need to be addressed.

Performance against standards must be reviewed continuously and as standards are met, they should be progressively raised. It is only through your continued participation in this exercise that we can realize the objectives of delivering quality services to all citizens.

**HIS WORSHIP MAYOR CLLR NG MAWELA**

MAYOR

## 2. **VISION AND MISSION**

### **Vision:**

To be the vibrant, viable and sustainable gateway city to the rest of Africa

### **Mission:**

Vehicle of affordable quality services and stability through socio-economic development and collective leadership

### **Values:**

- Respect
- Efficiency
- Transparency
- Accountability
- Excellence
- Responsive

## 3. **GUIDING PRINCIPLES**

The guiding principle observed by the municipality is the Batho Pele Principles which is a Sesotho adage meaning 'People First'. The main objective of Batho Pele is to ensure effective and efficient service delivery by putting "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:

**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.

**Service Standards:** Customers shall be told what level and quality of 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.

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

**Courtesy:** Our customers shall be treated with courtesy, consideration and professionalism at all times.

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

**Openness and transparency:** Customers shall be told how the municipality is run, how much it costs, and who is in charge.

**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.

**Value for money:** We shall consistently strive to embrace principles of good governance and provide services economically and efficiently to give citizens the best possible value for money.

Further, the municipality has identified additional standards that it subscribes to, to enhance excellence:

**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.

**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

**Leadership and Strategic Direction:** We shall provide good leadership since it is 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

These principles are aligned with the Constitutional ideals of:

- a) Promoting and maintaining high standards of professional ethics.
- b) Providing services impartially, fairly, equitably and without bias.
- c) Responding to people’s needs and encouraging citizens to participate in policy-making and monitoring of service delivery.
- d) Rendering an accountable, transparent and development-oriented public service administration.

#### **4. GENERAL SERVICE STANDARDS**

Customer Service Standards are important to ensure that:

- (a) All customers, whether they are residents or visitors will receive the same consistently high standards of customer care;
- (b) Customer Care and Customer Service are essential to the planning and delivery of all Municipal services;
- (c) All staff members will constantly be conscientious of their responsibility to put Customers First in the performance of their duties; and.
- (d) 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:

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

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

#### **4.1 Walk-in Customers:**

- (a) Customers will be greeted politely and courteously.
- (b) Staff will always give their full attention to the customer.
- (c) Wherever possible, staff will endeavor to resolve the customer's enquiry at first contact.
- (d) Staff meeting with customers at the first point of contact will ensure adequate information regarding the customer's enquiry is obtained,
- (e) Staff shall maintain confidentiality especially when dealing with sensitive enquiries in a busy reception area by making use of the interview rooms;
- (f) Staff shall aim to 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;
- (g) If a staff member is not available, customers should be made aware of the expected waiting period;
- (h) If we visit you at home or on your business premises you can expect staff to be wearing their official name tags; and
- (i) All staff members inclusive of Senior Management and Councillors shall wear their name tags at all times.

#### **4.2 Telephone Enquiries:**

- (a) Staff will aim to answer telephone calls within five (5) rings;

- (b) Calls to Departments and Sections should be answered with Good Morning / Good Day / Good Afternoon / Good Evening; and the Department or Section's name and preferably the first name and designation of the person answering the call.
- (c) Staff at the Customer Services Desks, Call Centre or satellite offices should answer calls with Good Morning / Good Day / Good Afternoon / Good Evening; and the Department or Section's name and preferably the first name and designation of the person answering the call.
- (d) Staff should aim, wherever possible, to resolve the customer's enquiry at first contact;
- (e) Should a staff member not be available at his or her desk, phones should be diverted to another number so that calls can be attended to;
- (f) Staff members who need to call customers have to ascertain whether it is convenient for the customer to talk or arrange another time to call and keep to that time;
- (g) 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;
- (h) Voicemail may be used to ensure that telephone calls are returned. This will provide the following options:
  - i. Recorded messages from answer phones will provide customers with alternative contact details;
  - ii. Answer phone or voicemail will give the caller an option to leave a message;
  - iii. All messages must be responded to as soon as practically possible, preferably within 24 hours or the next working day if the message was left after hours, over a weekend, or on a public holiday;
  - iv. Staff or Sections should ensure that voicemail is updated regularly to provide the latest details on the alternative contact details; and
  - v. A voicemail facility should not be used to avoid answering calls from customers.

#### **4.3 Written Correspondence**

- (a) 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 the information sought;
- (b) Receipt of an email will be acknowledged within one (1) working day; and
- (c) All written responses to customers must be precise, and concise and include a contact name and number.

#### **4.4 Customer Complaints**

- (a) Verbal customer complaints shall be responded to within two (2) working days;

- (b) Written customer complaints shall be acknowledged within three (3) days and a detailed written response within ten (10) working days inclusive of escalation to the appropriate level of management for a decision;
- (c) The complaint should contain sufficient detail regarding:
- (d) The full names, contact details, and 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
- (e) Service delivery complaints needing immediate attention to be channelled through the Call Centre.
  1. Customer log call
  2. Call Centre Record call
  3. Call Centre submits to the Technical Operations Centre
  4. Technical Operations Centre issues a work order and assigns a municipal official
  5. The municipal official resolves the problem within the set standard
  6. The municipal official gives feedback to the Technical Operations Centre and
  7. The Call Centre or Technical Operations Centre confirms with the customer and records the complaint as resolved.

#### **4.5 Communication**

- (a) Communication with the community will be in the official language(s) they understand;
- (b) Communication shall be on planned community meetings municipal events or awareness campaign purposes;
- (c) Communication for public information shall be clear and straight to the point;
- (d) All communication shall clearly state that it is from the municipality, dated with reference numbers;
- (e) Communities shall be kept informed on:
  - i. The Standards of service they should expect;
  - ii. Progress on projects undertaken by the municipality; and
  - iii. Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.
- (f) Information in the custody of the Municipality shall be made available to whomever is a requestor under the Promotion of Access to Information Act no. 2 of 2000; and
- (g) Social Media Platforms:
  - i. Shall be used responsibly and professionally; and

- ii. Where necessary, the Municipality shall respond to social media enquiries as part of information sharing and dissemination.

#### **4.6 Customer Safety and Health**

- (a) All customers visiting Municipal buildings shall be presented with a safe environment;
- (b) 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
- (c) Council shall at all times comply with Health and Safety guidelines as provided in the OHS Act No. 85 of 1993.

#### **4.7 Staff training and development**

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

#### **4.8 Dress Code and Staff Identification**

- (a) Staff members shall at all times be appropriately dressed and uniformed/personal protective clothing staff shall at all times be in the allocated uniform/personal protective clothing;
- (c) All staff members shall wear municipal allocated name tags bearing a municipal logo, staff name and surname and those working in the field shall have these embroidered on their uniform/personal protective clothing; and
- (d) All Frontline staff shall be dressed appropriately in the municipal-issued uniform.

#### **4.9 Buildings and signage**

- (a) Municipal buildings will have signage and markings internally and externally;
- (b) Customer service desks will be attended during opening hours;
- (c) Customer Services Desks will be welcoming, clean and tidy;
- (d) Customer Services Desks will display clear and accurate opening and closing times; and
- (e) Details of services and contactable personnel will be displayed clearly in all Customer Services Desks.

#### **4.10 Staff Conduct**

- (a) All Frontline Staff must report for work on time and should never leave their service desks unattended;
- (b) Timeous permission should be sought from the immediate supervisor if a staff member wishes to leave the service desk for whatever reason;
- (c) Staff shall be courteous and expect to be treated in the same way by customers;
- (d) Frontline Staff must seek assistance from their immediate supervisor who will liaise with the immediate Manager should there be a dispute with a customer;
- (e) Staff shall at all times dress appropriately and wear their respective name tags for ease of identification by customers;

- (f) Staff members shall, while at the services desks, not answer cell phones to avoid creating an impression that customers are not attended to; and
- (g) No visitors (internal or external) shall be allowed at the service desks, switchboard or Call Centre.

#### **4.11 Customer Conduct**

- (a) All customers to adhere to instructions from staff members or security personnel;
- (b) Customers are urged not to use abusive language or physically attack staff members; and
- (c) Abusive or aggressive customers shall be removed from the premises.

#### **4.12 Business hours**

The Municipality shall make easily accessible information on:

- (a) Opening and closing times;
- (b) Offices and addresses;
- (c) Names of Managers;
- (d) Services offered;
- (e) Access details;
- (f) Contact methods;
- (g) After-hours contact details; and
- (h) Emergency numbers.

### **5. GENERIC STANDARDS**

1. Information on Municipal activities excluding information that is specifically protected by law is made available on request, within 14 working days.
2. Employees give reliable information at all times.
3. Customers' rights are observed and respected by all officials all the time.
4. Once a client has complained, progress relating to the full investigation is communicated within 14 working days.
5. Any verbal query or message is responded to within 5 working days.
6. Any correspondence is responded to within 7 working days even if only to acknowledge receipt
7. Where services were not rendered according to customers' expectations, an apology is tendered within 5 working days.
8. Investigation of service delivery complaints is finalized within 21 working days.
9. Municipal officials must always wear official name tags whilst on duty.
10. Municipal officials must always introduce themselves when serving clients.

11. Clear signposts/directions to and inside Municipal buildings must be made available at all times.
12. Municipal officials who are allocated official cellular phones are accessible at all times.
13. Telephone calls are answered within 3 rings.
14. When a telephone call is not answered after 3 rings, a caller is diverted to the switchboard to take a message.
15. All messages are written down and passed on to the relevant person or unit within 24 hours.
16. Invitations and agendas are issued 48 hours before the meeting (including Council Meetings subject to the standing rules of the council).
17. Where a scheduled meeting cannot be attended, a written apology is submitted before the meeting unless alternative arrangements are made.
18. Municipal officials strictly adhere to the starting time on pre-arranged scheduled meetings.
19. Minutes are circulated within 7 working days after every meeting (including Council meetings subject to the standing rules of the council).
20. Departmental monthly reports including financial reports are submitted to the Municipal Manager no later than the 7<sup>th</sup> day of every month.
21. All reports to external stakeholders are submitted by the 10<sup>th</sup> day of each month
22. Quarterly reports are submitted to the Municipal Manager within 15 days after the end of September, December, March and June.
23. The Annual Report is tabled in Council on or before 25 January of each year in line with the MFMA.
24. A memorandum submitted for recommendation is forwarded for approval within 24 hours of receipt.
25. Standards are reviewed annually and when a need arises.

## **6. SERVICE LEVELS FOR KEY MUNICIPAL SERVICES**

<b>Service Type</b>	<b>Level 1 Basic</b>	<b>Level 2 Intermediate</b>	<b>Level 3 Full</b>
Electricity	5-8 Amp or non-grid electricity	20 Amps	60 Amps
Roads	Graded	Gravel	Paved/tarred & kerbs
Stormwater drainage	Earth-lined open channel	Open channel lined	Piped systems
Solid Waste disposal	Communal	Communal	Kerbside

	(Residents)	(Contractors)	
Electricity	5-8 Amp or non-grid electricity	20 Amps	60 Amps

## 7. DEPARTMENTS AND COMPONENTS:

### 7.1 Municipal Manager's Office

Service	Standard
<b>Political Office</b>	<ul style="list-style-type: none"> <li>a) The Office of the Mayor is manned by a designated official at all times including lunchtime.</li> <li>b) The Integrated Development Planning Representative Forum meetings are held at least once a quarter.</li> <li>c) The District Inter-Governmental Relations Forum meetings are held at least once per quarter.</li> <li>d) The Mayoral Imbizo is held once per quarter.</li> <li>e) Batho Pele build-up campaign is held once per year.</li> <li>f) Ward Committees shall be elected into and assume office as per the provisions of the applicable policy.</li> <li>g) Ward committee meetings are held once per month.</li> <li>h) Ward General Meetings are held per quarter.</li> <li>i) Ward committee reports are assessed once per quarter.</li> <li>j) MPAC public participation is held once per year.</li> <li>k) MPAC Public hearing is held once per year.</li> </ul>
<b>Special Groups: Hiv/Aids, Gender, Youth, Aged, Moral Regeneration</b>	<ul style="list-style-type: none"> <li>a) All special group committees hold meetings at least once per quarter.</li> <li>b) Progress reports and action plans are submitted once per quarter.</li> <li>c) The events calendar for special groups is finalized and published in May of each financial year.</li> <li>d) All committees and focus groups shall generate an annual plan and report the performance thereof quarterly.</li> <li>e) All committees shall be democratically elected for a defined term of office as per the applicable policy.</li> </ul>
<b>Office Of The Municipal Manager</b>	<ul style="list-style-type: none"> <li>a) The Office of the Municipal Manager is manned at all times including lunchtime.</li> </ul>

	<p>b) The IGR Technical Forum and Mayors Forum meetings are held at least once per quarter.</p> <p>c) Requests for meetings with the Municipal Manager or his/her Designate(s) are coordinated in advance through the Secretary as per the diary of the Municipal Manager must have a clear agenda and be recorded.</p>
<b>Communication</b>	<p>a) All district official languages are used during official meetings.</p> <p>b) Official documents and notices may be written/translated in vernacular i.e. Tshivenda, Sepedi and Tsonga if so required.</p> <p>c) The municipal newsletter is published once a quarter.</p> <p>d) All media correspondences and interviews are handled by the office of the Mayor/Municipal Manager.</p> <p>e) The communication strategy is reviewed annually.</p> <p>f) Notice boards are used for municipal official notices for staff and the public and are updated once a week.</p> <p>g) District imbizos are held twice a year.</p> <p>h) A customer satisfaction survey shall be conducted Bi-Annually.</p>
<b>Internal Audit</b>	<p>a) Internal audit steering committee meetings are held once a quarter.</p> <p>b) An internal audit is conducted once per quarter.</p> <p>c) Responses to internal audit queries are submitted within five(5) working days of referral.</p> <p>d) The internal audit report is submitted to the Municipal Manager within 14 working days after the audit.</p>
<b>Risk Management</b>	<p>a) Develop and annually review Risk management policy documents.</p> <p>b) Facilitate the annual Enterprise-wide risk assessment for the municipality.</p> <p>c) Facilitate the annual Operational risk assessment for municipal departments.</p> <p>d) Establish a Risk management committee and facilitate quarterly meetings &amp; reports.</p> <p>e) Conduct ad-hoc investigations as directed by the Municipal manager.</p>
<b>Security Services</b>	<p>a) All municipal buildings are manned daily for 24 hours.</p> <p>b) All employees and visitors are screened before entering the</p>

	<p>building.</p> <ul style="list-style-type: none"> <li>c) Firearms and dangerous weapons are not allowed in the building.</li> <li>d) All offices are locked when vacated at all times.</li> <li>e) All security-related concerns are reported to the Risk and Security unit within 24 hours.</li> <li>f) Security reports are investigated within 5 working days of receipt.</li> <li>g) Security service providers are monitored daily to evaluate compliance with the contract.</li> <li>h) All buildings are patrolled after hours.</li> <li>i) Feedback on security risks is given monthly.</li> </ul>
<b>Integrated Development Plan</b>	<ul style="list-style-type: none"> <li>a) IDP is developed, implemented and reviewed annually.</li> <li>b) IDP Process plan is drafted and adopted by August of every year.</li> <li>c) IDP Steering committee meetings take place once per month.</li> <li>d) The IDP Representative Forum meeting is held at least once per quarter.</li> <li>e) The draft IDP document will be produced by March 31.</li> <li>f) The final IDP document is approved by the Council 30 days before the start of the financial year.</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>a) Key Performance Areas, Indicators and targets are reviewed annually in April in line with the IDP process.</li> <li>b) The Service Delivery and Budget Implementation Plan (SDBIP) is finalized and approved by the Executive Mayor within 28 days after the adoption of the budget.</li> <li>c) Performance Agreements are signed annually within 1 month after the adoption of the budget.</li> <li>d) Performance appraisal is conducted quarterly.</li> <li>e) The overall assessment is done annually one month after the end of the financial year.</li> <li>f) Quarterly assessment reports are sent to the internal audit unit within seven days after the assessment.</li> <li>g) The annual performance report is tabled in Council on 25 January of each year.</li> <li>h) An oversight report is tabled in Council within two months after the tabling of the annual report</li> </ul>

	<p>l) The Annual report is published within 14 days of adoption by the Council.</p>
<b>Public Participation</b>	<p>a) A list of stakeholders is revised and updated annually at the end of August.</p> <p>b) IDP Representative Forum meetings are held once per quarter.</p> <p>c) Invitations, agenda and package for IDP Representative Forum meetings are distributed to registered stakeholders 7 days before the meeting.</p> <p>d) Stakeholders comment and give inputs to the IDP draft document within 21 days of the notice.</p> <p>e) The Municipality responds to stakeholder comments and inputs within 7 days after the closing date.</p> <p>f) Local languages are used during IDP Representative Forum meetings</p> <p>g) Planning forum meetings are held once per quarter.</p>

## 7.2 CORPORATE Services

<b>SERVICE</b>	<b>STANDARD</b>
<b>Records &amp; Archives Management</b>	<p>a) Incoming faxes are distributed within 30 minutes of receipt.</p> <p>b) All outbound records/documents are recorded daily.</p> <p>c) Mail is recorded and dispatched within 30 minutes of receipt.</p> <p>d) Documents are recorded, numbered and filed within a day of submission to the registry.</p> <p>e) Acknowledgement of receipts is confirmed within 5 working days.</p> <p>f) New files are opened within one day after a need has been identified.</p> <p>g) Files requested are signed for on the register.</p> <p>h) Files are retrieved within 5 minutes when requested.</p> <p>i) Personnel files are kept in fireproof and lockable cabinets.</p> <p>j) Files shall be closed if terminated or if they have reached the thickness of 3cm/150 folios and archived as per policy.</p> <p>k) Follow-up on un-returned files is made within 5 working days.</p> <p>l) All circulars are recorded and signed for by recipients daily.</p> <p>m) Archives and records offices shall observe housekeeping rules</p>

	<p>daily to avoid staging and risk of fire.</p> <p>n) Records &amp; Archives offices shall be open and manned daily at all times including during lunchtime.</p> <p>O) Filing, retrieval and disposal of records shall be as per the policy, file plan and the applicable legislation and regulation(s).</p>
<p><b>Legal Services &amp; Labour Relations</b></p>	<p>a) Fully compliant internal requests for legal opinion are responded to within seven (7) working days of referral.</p> <p>b) Pro-forma contracts are developed within 7 working days of requests.</p> <p>c) The external service contract is done within 14 working days of referral.</p> <p>d) All Contracts and or Service Level Agreements are reviewed three months before the expiry date.</p> <p>e) An organisational Legal compliance audit is conducted twice a year in March and September.</p> <p>f) Action plans for legal compliance are submitted within one month after the audit report is presented to Management.</p> <p>g) Progress reports are submitted on a monthly and quarterly basis.</p> <p>h) Implementation of municipal By-Laws is reviewed or vetted when needed.</p> <p>l) Initiation and defense of legal actions and services are subject to the approval of the Accounting Officers.</p> <p>j) A grievance is lodged on a prescribed form within 10 days from the time the employee becomes aware of the matter that gives rise to such grievance.</p> <p>k) The immediate superior shall endeavour to resolve the grievance within 5 working days of receipt of a grievance.</p> <p>l) If unresolved the immediate superior shall refer the matter in writing to the Head of Department within 5 working days.</p> <p>m) The Head of Department shall endeavour to resolve the grievance referred to him/her and inform aggrieved employees of the outcome in writing within 5 working days.</p> <p>n) If unresolved, the Head of Department refers the matter in writing to the Municipal Manager within 5 working days.</p>

	<ul style="list-style-type: none"> <li>o) The Municipal Manager holds an enquiry into the grievance and endeavors to decide within 5 working days.</li> <li>p) The accusation of misconduct is brought to the attention of the Municipal Manager in writing within 24 hours of occurrence.</li> <li>q) The investigation is instituted within 5 working days after the case is reported.</li> <li>r) Charges are formulated within 30 days of the investigation.</li> <li>s) The Presiding officer is appointed within 5 days after the investigation.</li> <li>t) Notice of disciplinary hearing is issued within 5 working days of appointing the Presiding officer.</li> <li>u) The disciplinary hearing is held within 10 working days after the notice is delivered to the alleged offender.</li> <li>v) The Presiding officer communicates the outcome of the hearing to the alleged offender within 5 working days of the conclusion of the hearing.</li> </ul>
<p><b>Council Support And Committee Secretariat</b></p>	<ul style="list-style-type: none"> <li>a) Council, Executive Committee and Portfolio Committee meetings are held once a quarter as per the council-approved schedule or when a need arises.</li> <li>b) An ordinary council meeting notice is made public at least 7 days before the date of the meeting or as per the standing rules of procedure.</li> <li>c) Agendas and documents are circulated to members of the council not less than 7 days before the meeting except for special and urgent special meetings.</li> <li>d) Minutes are circulated to members within 7 working days after the meeting.</li> <li>e) The application for a leave of absence is submitted to the speaker in writing before the meeting.</li> <li>f) Councillors receive information by phone email or any established electronic means of communication.</li> </ul>
<p><b>Switchboard</b></p>	<ul style="list-style-type: none"> <li>a) The switchboard is manned at all times, including lunchtime with the assistance of a standby switchboard operator.</li> </ul>

	<ul style="list-style-type: none"> <li>b) Telephone calls at switchboards and designated offices are answered within 3 rings including lunchtime.</li> <li>c) When a switchboard operator is unavailable for any reason the switchboard must be diverted to a designated official for that period.</li> <li>d) The switchboard operator shall at all times handle the in and outbound calls professionally within the established telephone etiquettes.</li> </ul>
<b>Telephones</b>	<ul style="list-style-type: none"> <li>a) All offices have telephones and unique extension numbers.</li> <li>b) Staff members are allocated unique PIN codes for the use of telephones within one month of assumption of duties.</li> <li>c) Staff members shall be accountable for all calls made with the use of their allocated PIN codes.</li> <li>d) Incoming calls are answered within three rings during working hours.</li> <li>e) When a telephone call is not answered after 3 rings, a caller is Diverted to the switchboard to take a message.</li> <li>f) Calls made are recorded in the register daily.</li> </ul>
<b>Typing Services</b>	<ul style="list-style-type: none"> <li>a) Letters and reports are typed within 1 day.</li> <li>b) Municipal Letterhead is used for all correspondence to the public and is signed off by an authorized official.</li> <li>c) Electronic letterhead is used for sending emails.</li> <li>d) Official reference numbers appear on letters for record purposes.</li> <li>e) Copies of all in and outbound letters and memos are kept in the registry.</li> </ul>
<b>Printing &amp; Messenger Services</b>	<ul style="list-style-type: none"> <li>a) Personal use of the photocopy is prohibited.</li> <li>b) All copies made are recorded and signed for by staff members daily.</li> <li>c) Bulk printing/photocopying requests shall be submitted at least 5 days before the date on which they are required.</li> <li>d) All delivery service requirements for distribution via the messenger service shall be submitted at least 2 working days before the service is due.</li> </ul>

	<p>e) Records of copies made are reconciled monthly.</p> <p>F) Only official documents of the municipality may be printed or copied.</p>
<p><b>Information Technology Services</b></p>	<p>a) All IT requests are made in writing, on the relevant form, and submitted to the IT Manager before 10h00 daily.</p> <p>b) All faults are recorded and attended to within 15 minutes of receipt.</p> <p>c) First-line support is provided over the phone with the user interacting with the support official(s) daily.</p> <p>d) Unresolved faults are escalated to the second level of support within 1 hour of diagnosis.</p> <p>e) High-level faults are referred to an external service provider within 48 hours of diagnosis.</p> <p>f) Configuration of hardware and software on desktop and laptop is done within 24 hours.</p> <p>g) The antivirus system is installed on all computers and updates are done daily.</p> <p>h) Information back-ups are done daily.</p> <p>i) The website is updated monthly or when a need arises.</p> <p>j) The server room is locked at all times.</p> <p>K) Only authorized personnel are allowed in the server room.</p>
<p><b>Personnel Provision, Recruitment And Selection</b></p>	<p>a) Advertisement of posts is done within 2 working days of receiving approval from the Municipal Manager.</p> <p>b) Approved posts are advertised in local and national newspapers.</p> <p>c) A period of 7 working days is given for receiving internal applications and 14 days for receiving external applications.</p> <p>d) Short-listing and interviews are finalized within 2 months after the closing date.</p> <p>e) Short-listed candidates are notified to present themselves for an interview not less than 7 days before the date of the interviews.</p> <p>f) An interview report with recommendations is submitted to the Municipal Manager for approval within 3 days after the interviews.</p> <p>g) Successful candidates are notified within 2 working days after approval of the recommendation.</p> <p>h) Files for new employees are opened on the day of the assumption</p>

	<p>of duties.</p> <p>l) Unsuccessful candidates are notified within 14 working days after acceptance of the offer by the successful candidate.</p>
<p><b>Training And Development</b></p>	<p>a) Induction workshops are conducted within 2 weeks of assumption of duty.</p> <p>b) A skills audit is completed in March of each year.</p> <p>c) The Workplace Skills Plan is submitted to LGSETA on or before 30 April of each year.</p> <p>d) The annual Training Report is submitted to LGSETA in June of each financial year.</p> <p>e) An internal training programme is developed and circulated to all Department's quarterly.</p> <p>f) Implementation of the training programme including costs is monitored and recorded on a monthly and quarterly basis.</p> <p>g) Arrangements to attend a course/conference including accommodation are finalised 3 days before departure.</p> <p>h) Training is evaluated quarterly.</p> <p>i) Internships and Learnerships are implemented on an annual basis.</p> <p>j) Accredited training providers are appointed at least 1 month before the commencement of the programme.</p> <p>k) All learners and Interns are recruited through advertisements or sourced from the municipal database.</p> <p>l) Workplace mentors and assessors are identified and appointed two months before the commencement of the programme.</p> <p>m) Learners and Interns are assessed quarterly and as and when their programme requires.</p> <p>N) Certificates of service are awarded on completion of the program.</p> <p>o) Organizational structure is reviewed annually in line with the IDP review process and only funded posts shall be included on the staff establishment.</p> <p>P) A 5 or 3-year Employment Equity Plan is adopted and reported on annually.</p> <p>Q) All jobs on the approved organizational structure shall be funded, and have an approved and evaluated job description.</p>

<p><b>Employee Benefits</b></p>	<ul style="list-style-type: none"> <li>a) Newly appointed employees are informed about accredited medical aid schemes and pension funds/schemes within one the day of assumption of duties.</li> <li>b) Applications for medical aid schemes and pension funds are processed within 3 days from the date of receipt.</li> <li>c) Information on leave credits is made available to staff monthly through salary slips or upon request.</li> <li>d) Application for annual leave is submitted before the number of days equivalent to those that are being taken.</li> <li>e) Leave forms are captured on the system within 2 days of approval.</li> <li>f) Original leave forms are filed in the Personnel files within 1 day after capturing on the system.</li> <li>g) Application for housing subsidy is processed within 1 week of receipt.</li> <li>h) Staff is informed of changes in benefits within 1 week of receiving such information.</li> <li>i) Auditing of leave days accrued before retirement or resignation is done within 5 days after such retirement or resignation.</li> <li>j) Service termination due to retirement is effected on the system 10 days before the retirement date.</li> <li>k) Stopping salary is done within 24 hours of receiving a directive.</li> <li>l) Request for Pension benefits is submitted to the Pension Fund administrator within 5 working days for processing.</li> <li>m) Completed compensation forms for injury on duty are sent to the Compensation Commissioner within 7 working days of the accident from the date of receipt.</li> </ul>
<p><b>Performance Management</b></p>	<ul style="list-style-type: none"> <li>a) Key Performance Areas, Indicators and targets are reviewed annually in April in line with the IDP process.</li> <li>b) The Service Delivery and Budget Implementation Plan (SDBIP) is finalized and approved by the Executive Mayor within 28 days after the adoption of the budget.</li> <li>c) Performance Agreements are signed annually within 1 month after the adoption of the budget.</li> <li>d) Performance appraisal is conducted quarterly.</li> </ul>

	<ul style="list-style-type: none"> <li>e) The overall assessment is done annually one month after the end of the financial year.</li> <li>f) Quarterly assessment reports are sent to the internal audit unit within seven days after the assessment.</li> <li>g) The annual performance report is tabled in Council on 25 January of each year.</li> <li>h) An oversight report is tabled in Council within two months after the tabling of the annual report</li> <li>l) The Annual report is published within 14 days of adoption by the Council.</li> </ul>
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### 7.3 FINANCE

Service	Standard
<b>Accounts</b>	<ul style="list-style-type: none"> <li>a) Monthly statements are issued by the 25th of every month.</li> <li>b) The amounts due are indicated on each statement.</li> <li>c) All posted statements are recorded on the mail register.</li> <li>d) Returned mail is registered on the returned mail register within 24 hours.</li> <li>e) Follow-up on the returned mail is made within a month using telephone and physical visits.</li> <li>f) Returned mail is re-sent to the account holder within 24 hours of tracing.</li> <li>g) Monthly reconciliation of sent and returned mail is done once every month.</li> <li>h) A register of returned mail is reviewed by the 7<sup>th</sup> of every month</li> <li>i) Indigent registers are updated on an annual basis</li> <li>j) Rates Hall maximum queuing time 30 minute</li> <li>k) Refunds within 30 days</li> <li>l) Clearance Certificates within 7 working days if the account is in order and up to date</li> <li>m) Valuation Certificates within 1 day</li> <li>n) Prepayment meter vending point access, every cashier in a designated pay-points</li> <li>o) Disconnections for non-payment 14 days after the due date</li> </ul>

	<ul style="list-style-type: none"> <li>p) Reconnections following payment High Voltage within 1 day</li> <li>q) Reconnections following payment Low Voltage within 4 hours</li> <li>r) Meter reading Monthly</li> <li>s) Account queries (written) 5 working days</li> <li>t) New Accounts Invoicing within 30 days</li> </ul>
<p><b>Budgeting &amp; Budget Control</b></p>	<ul style="list-style-type: none"> <li>a) The budget must be aligned to IDP and SDBIP</li> <li>b) All expenditures must be budgeted for.</li> <li>c) All managers shall have a viewing option of the budget, via their system credentials mSCOA</li> <li>d) Before any expenditure and payment is made, a comparison will be made to the budget/ the process of procuring must be completed and certified by the end-user and GM concern</li> <li>e) Expenditure exceeding the budget will not be approved, unless via vehement which also the GM and MM must approve</li> <li>f) HODs must have control over their Budget as a requirement of Mscoa and also have their viewing credentials/access to the Budget system.</li> <li>g) HOD's any comment on the variances after (f) above has been satisfied must be submitted to the CFO after the month has been closed on the 10<sup>th</sup> working day of the month, to subsequently be inputted in the coming month in reporting. (via vehement).</li> <li>h) All adjustments to the budget are approved by the Portfolio Committee, and sent to the Executive Committee and subsequently, Council before any expenditure is incurred.</li> <li>i) In case there is no council sitting for more than 60 days, a special counsel is convened within 60 days to approve the adjustment budget.</li> <li>j) The budget process follows stipulations in the Municipal Finance Management Act, 56 of 2003.</li> <li>k) On the 10<sup>th</sup> working day of the Month, the Schedule C report must be finalized, and the data strings of the month in reporting are submitted to the National Treasury Portal</li> <li>l) All GMs and Managers must make use of their SDBIP before when about to procure services,</li> </ul>

	<p>m) All votes are now replaced by Segments and detailed definitions of the requirements of statutes.</p> <p>n) All GM and Managers are responsible for their SDBIP, and Budget, the Budget Office assist in verifying the correctness of the segment used, item, project, function, funding (Region) and determination of how much or where funds should be used reside (GM &amp; Managers)</p>
<b>Credit Control And Debt Collection</b>	<p>a) Statements of accounts are sent to each debtor on the 1<sup>st</sup> day of each month.</p> <p>b) Interest is added to account holders on the 1<sup>st</sup> day of the following month.</p> <p>c) Age analysis is compiled on the 7<sup>th</sup> day of each month.</p> <p>d) See the credit control policy for Procedures**</p>
<b>Asset Management</b>	<p>a) All assets of the municipality shall have a unique asset number</p> <p>b) All assets shall be registered in an asset register within 24 hours after receipt</p> <p>c) All assets shall be assigned a unique asset number within 24 hours after receipt.</p> <p>d) All assets shall be verified every semester</p> <p>e) The movement of any movable asset shall be logged on the asset register before the movement takes place.</p> <p>f) Each office shall keep an asset list.</p> <p>g) Asset disposal shall be approved by the Council.</p> <p>h) Loss or damage to any asset shall be reported within 8 working hours to the Admin Department.</p> <p>i) In case of theft of an asset, a case is opened with the police within 12 hours.</p>
<b>Financial Reports</b>	<p>a) Information shall be put on the municipal website a day after approval by the Executive Mayor.</p> <p>b) All financial reports shall be made available to the council in every ordinary sitting of the council.</p>
<b>Petty Cash:</b>	<p>a) Petty cash payments shall be limited to R 300.00</p> <p>b) Petty cash shall be limited to R5000.00</p> <p>c) The petty cash register shall be updated immediately when cash</p>

	<p>flow takes place</p> <ul style="list-style-type: none"> <li>d) All payments made through petty cash are captured into the system immediately after invoices are received.</li> <li>e) Receipts/invoices are reconciled within 8 hours of receipt by the concerned clerk</li> <li>f) Petty cash expenditure is allocated to relevant votes every month</li> <li>g) At least two spot checks are done place per month</li> <li>h) Change should be submitted to the clerk in charge together with the invoices.</li> </ul>
<b>Supply Chain Management</b>	<ul style="list-style-type: none"> <li>a) No payment will be made without valid invoices.</li> <li>b) Payment of Service Providers is done within 30 days of receipt of the original invoice.</li> <li>c) Arrangements for bookings are made 3 working days before the departure of officials.</li> <li>d) Orders are prepared and issued within 3 days.</li> <li>e) Evaluation of tenders is done within 14 working days.</li> <li>f) Adjudication of tenders is done within 14 working days after the closing date.</li> <li>g) Awarding of tenders is done within 14 days after adjudication.</li> <li>h) An internal Audit is conducted once a quarter.</li> </ul>
<b>Municipal Fleet</b>	<ul style="list-style-type: none"> <li>a) Trip authorization is obtained before the trip is undertaken</li> <li>b) Private use of municipal vehicles is prohibited.</li> <li>c) All municipal vehicles are registered with the traffic department before use.</li> <li>d) All records for municipal vehicles are kept and updated by the Transport officer.</li> <li>e) License disks are renewed two weeks before expiry dates.</li> <li>f) Service intervals for all municipal vehicles are observed and adhered to.</li> <li>g) All municipal vehicles are parked at the municipal premises by the end of business.</li> <li>h) All keys to the vehicles are kept in a lockable place and signed for by the user after obtaining authorization.</li> <li>i) Transport officer inspects vehicles daily before and after a trip is</li> </ul>

	<p>undertaken.</p> <p>j) Petrol cards are used for the vehicle allocated and for the intended purpose only.</p> <p>k) Log sheets are submitted with slips daily or on arrival.</p> <p>l) Accidents are reported to the South African Police Service and the immediate supervisor and transport officer within 24 hours by the official who was in control of the vehicle.</p> <p>m) Theft of municipal vehicles is reported to the Police within 24 hours</p> <p>n) New vehicles are recorded in the asset register within one week of delivery.</p>
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## 7.4 TECHNICAL SERVICES

### ELECTRICAL SERVICES

Service	Standard
Restoration of power outages (excluding cable theft, load shedding and major outages1 )	Within 4 hours of logged call
Attending illegal connections	Within 24 hours of the report
Restoration of electricity supply (technical fault)	Within 4 hours of logged call
Repair work on damaged electricity meters	Within 72 hours of logged call
Converting conventional meters to prepaid	Within 14 working days upon written request
Repair of faulty meters	Within 3 working days of logged call
Repair of public street lights	Within 3 days of the logged call
Notice of planned interruptions	48 hours
Notice of unplanned interruptions Within 1 hour	Notice of unplanned interruptions Within 1 hour
Repair / Replacement of Transformer	
Repair / Replacement of Bulk	

electricity lines (HV Network)	
Repair / Replacement of reticulation electricity lines (MV Network)	

### **CIVIL AND MECHANICAL ENGINEERING SERVICES**

<b>Service</b>	<b>Standard</b>
Repair and maintenance of road and open trenches	Within 5 working days
Repair / reinstate potholes in minor road	Within 5 working days
Repair / reinstate potholes in major road	Within 3 working days
Repair a curb inlet	Within 20 working days from the time of logged call 5 of
Reinstatement of roads, pavements and sidewalks	Within 30 working days subject to funding
Replacement of manhole covers	Within 2 working days from the time of logged call
Emergency Maintenance of gravel roads in Wards 2, 3, 4, 5 & 6	Once per quarter or after heavy rains or when required subject to availability of equipment and budget
Maintenance of gravel roads in Wards 01, 07, 08, 09, 10, 11 and 12.	7 days rotational schedule subject to availability of equipment and budget
Surfaced road inspection	Every seven (7) days
Planned maintenance of the municipal fleet	Two (2) vehicles per quarter
Repair of ad-hoc/unplanned fleet damages	Within 7 days
Attend to emergency fleet breakdown	Immediately on occurrence
Fleet maintenance plan	All fleets are to be serviced when due
Roof drainage and ceiling inspection	Once every year
Reported damage repairs on the municipal building	Within two (2) days
Maintenance of air conditions	Every quarter
Air Condition breakdown repairs	Within 2 hours
Installation of new air-conditioning units	Within 7 days of approval
Clearing of municipal storm water channels	Every July to September of each year

Flooding and blockage of storm water channels	Within 1 day of discovery.
Investigation of flooding complaints	Within 24 hours
Municipal road marking and sign inspections	Every 7 days
Reinstate and repair traffic road signs and marks	Within 24 hours of discovery
Scholar patrol, pedestrian blocks and speed humps marking	Every quarter
Project meetings	Every Month
Service Provider Data Base review and update	Annually

## 7.5 LOCAL ECONOMIC & DEVELOPMENT PLANNING

### ECONOMIC DEVELOPMENT

Service	Standard
Business Trading Licenses	
Tourism	
Business Support	

### HUMAN SETTLEMENTS

Service	Standard

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## SPATIAL PLANNING AND LAND USE MANAGEMENT

Service	Standard
Valuations	
Building Plans	
Zoning	
Advertising	
Inspections	
Land Disposal	

## 7.6 COMMUNITY SERVICES

### SOCIAL SERVICES:

Service	Standard
Disaster Damage assessment	Within 24 hours of the disaster
Emergency relief	Within 24 hours of occurrence.
Engaging other line function departments	Within 24 hours
Disaster Report	Within 24 hours of occurrence
Joint Operation Committee	Within 24 hours of occurrence
External Assistance	Within 72 hours after a decision by the Joint Operation Committee.
Provision of temporal Shelters	As per SCMU
Receipt of all complaints and acknowledgement	Within 24 hours
Conduct investigations on complaints lodged	Within 72 hours
Administer Indigent and Pauper Burial assistance	Within 48 hours
Overgrown inspections	Within 1 week
Issuing notices to overgrown owners	Within 1 day after inspection
Attending and investigating stagnant swimming pool complaints	Within 48 Hours
Conducting inspections of facilities (Industries)	Within 60 days
Issuing of notices on non-compliance	Within 72 hours after inspection
Issuing of Scheduled Trade Permits	Within 90 days
Sport Fields	Available 7 days a week and well maintained in

	terms of annual maintenance plans and schedules.
Community Halls and Recreation Centres	Available 7 days a week and well maintained in terms of annual maintenance plans and schedules.
Libraries	Open 5 days a week as designated providing adequate resources to enable learning, research and reading.

### TRAFFIC AND LAW ENFORCEMENT

Service	Standard
Answering telephones in the Control Room (Switchboard)	<ol style="list-style-type: none"> <li>1. Calls will be answered in approximately 1 minute; and</li> <li>2. Less than 5 minutes during heavy call traffic.</li> <li>3. We will take calls according to normal telephone etiquette, patience and good listening skills</li> <li>4. If we promise to return the call, we will return it to the caller within 10-15 minutes.</li> </ol>
Attendance of Citizen's Complaints/Public complaints	<ol style="list-style-type: none"> <li>1. Acknowledge receipt of the report of a complaint within three (3) working days of receiving the report of a complaint.</li> <li>2. Initiate an investigation of the complaint and provide feedback thereof within 7- 14 days after initiation of the investigation.</li> </ol>
Response to accident scenes and other emergencies	<ol style="list-style-type: none"> <li>1. respond to a report of an accident within 5-15 minutes</li> <li>2. Safely secure the accident scene including using a warning technique</li> <li>3. Summon other response services to the scene e.g. SAPS, EMRS or Ambulances</li> <li>4. Advise the drivers involved in an accident to report the accident to the SAPS within 24 hours.</li> <li>5. Breathalyses all motorists 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 pocketbook and an OB Entry at the Control Room.</li> </ol>

	<ol style="list-style-type: none"> <li>6. Ensure the clearing of the roadway once all emergency services have gathered the necessary information.</li> </ol>
Payment of Traffic Fines	<ol style="list-style-type: none"> <li>1. Open our pay points from 07h30-15h00 p.m.</li> <li>2. Issue a receipt for each payment made and update our system to reflect the payment.</li> <li>3. Fines can be paid at the Traffic Department counters set up at the Traffic Building.</li> </ol>
Roadblocks	<ol style="list-style-type: none"> <li>1. Plan and stage roadblocks to be held on any road within the municipality's road network</li> <li>2. Hold roadblocks in all areas of Musina Local Municipality's jurisdiction.</li> <li>3. Choose a secure spot where we can channel traffic safely and be able to relieve congestion</li> <li>4. Limit disruptions as far as reasonably practicable.</li> <li>5. Stop vehicles to ensure compliance with the law and serve court processes of the court such as warrants of arrest and summonses.</li> </ol>
Stopping and approaching a motorist	<ol style="list-style-type: none"> <li>1. Stop vehicles under stop signals to inspect for driver or vehicle fitness.</li> <li>2. Direct vehicles to a safe place as identified by the stopper.</li> <li>3. Greet the motorist and have the officer introduce himself to the motorist and explain the object of the stop.</li> <li>4. Respect and observe the rights of the motorist.</li> <li>5. Help the motorist back into the roadway if necessary after the stop.</li> <li>6. Not assault, insult, defraud or solicit a bribe from a motorist or use profane language towards members of the public.</li> </ol>
Failure to live up to standard	<ol style="list-style-type: none"> <li>1. Redress the situation and offer an apology if a situation that qualifies for redress arises.</li> </ol>
Citizen Enquiries	<ol style="list-style-type: none"> <li>1. 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</li> </ol>

	may be available at the officer's disposal.
Assistance with events and gatherings	<ol style="list-style-type: none"> <li>1. Control and direct the access of traffic at the entrance to the venue and all public roads leading to the venue.</li> <li>2. Help control the parking arrangement so that marshals can control the actual parking</li> </ol>
Hazardous intersections	<ol style="list-style-type: none"> <li>1. After discovering a hazardous/unsafe/congested intersection respond to the affected intersection within 10-15 minutes of the report or discovery</li> <li>2. Monitor the free flow of traffic and enter the intersection to direct traffic as necessary.</li> </ol>
Abnormal load Escorts	<ol style="list-style-type: none"> <li>1. Escort abnormal loads which have the necessary permit issued.</li> <li>2. Respond to the call for an abnormal load escort within 30 minutes of such call.</li> <li>3. Provide a minimum of two vehicles for each escort.</li> <li>4. The escort will be sustained at a reasonable speed and under traffic volume and agreeable times and conditions of the road until it is completed.</li> <li>5. The escort and authority of the permit may be terminated or revoked subject to conditions of the permit and consultation with the relevant department of transport office.</li> </ol>
Assistance with funerals various convoys	<ol style="list-style-type: none"> <li>1. Conduct or assist with traffic convoys in adherence to the times and dates on which convoys may lawfully travel on the roads.</li> <li>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 municipal roadways.</li> </ol>
Obstructions or vehicle breakdowns	<ol style="list-style-type: none"> <li>1. Respond to a call for an obstruction on a roadway within 5 – 15 minutes</li> <li>2. On arrival at the scene of the obstruction/breakdown we will secure the scene safely through warning</li> <li>3. Approach the driver if available or contact the operator of</li> </ol>

	<p>the vehicle to alert, engage and initiate action for a speedy removal of the vehicle from the roadway or its repair.</p> <p>4. After an hour of the obstruction, we will initiate measures to remove the vehicle from the roadway.</p>
Fitness of Officers	<ol style="list-style-type: none"> <li>1. Entrust officers who are recognised by law as authorised officers and peace officers to enforce the law</li> <li>2. 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.</li> <li>3. The officers shall at all times display a name badge in a conspicuous position on their uniform in the area of their bosom.</li> <li>4. The officers shall be neat and appropriately dressed in approved/designated uniforms conforming to a dress code standard for officers and peace officers.</li> </ol>
Making an Arrest	<ol style="list-style-type: none"> <li>1. On an arrest explain the reason for the arrest and take the suspect to the police station detention and police custody at once.</li> <li>2. Read the suspect his/her rights as an arrested person.</li> <li>3. We will not trump up charges against a motorist without reasonable suspicion.</li> </ol>
Issuing a fine	<ol style="list-style-type: none"> <li>1. Issue a ticket/summon (written notice to appear before the court) to any motorist who is observed violating the rules of the road traffic laws.</li> <li>2. Issue a ticket/summon (a notification of offence) based on the vehicle owner's information if a vehicle is used in contravention of the provisions of the law. This ticket can be affixed to the windscreen wiper.</li> <li>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".</li> </ol>

## DRIVING LICENSING TESTING CENTRE & REGISTERING AUTHORITY SERVICES

Service	Standard
Licensing maximum queuing time	45 minutes
Motor vehicle registration and licensing transaction	5-7 minutes, subject to correct documentation
Application for Duplicate Logbook (Registration Certificate)	Within 5 days, subject to the user as to when documents were scanned to RVS
Application for Exporting Motor Vehicle	Maximum 5 minutes, subject to correct documentation submitted
Application for Importing Motor Vehicle	Maximum 30 working days, subject to correct documents submitted and duration on responding to queries.
Introduce the Company on the eNatis system	Within 5 minutes
Introduce Person or Traffic Register Number on the eNatis system	Within 5 minutes
Application for Personalized License Number (PLN) and Specific Numbers (SLND)	Within 3 working days, subject to the correct email address of fax numbers.
Removal of Administration Mark	Within 5 working days
Application for Administration CRW	Within 10 working days
Application for MIBDF and MTN	Maximum 30 days, subject to inspection to be done by DoT inspectors.
Removal of Stolen Mark on Motor Vehicle	Within 5 minutes, subject to Police Clearance from MV Theft Unit.
Conduct eye test	
Conduct Motor Vehicle Road Worthy Test	
Conduct Learners' License Test	
Conduct Driver's License Test	
Issuing of Temporary Driver's License	
Issuing of Driver's License	
Issuing of PDP	

## WASTE MANAGEMENT, PARKS, RECREATION & CEMETERIES

Service	Standard
Waste is collection	From households once per week
Waste is collected from the Central Business District	Twice per day
Bulk/skip bin removal	On the day of request for businesses and once per week for community skip bins.
Landfill Site	Accepts waste for landfilling from 07h00 to 16h00 every weekday and from 07h00 to 13h00 during holidays and on weekends.
Burial space	Provided within 2 working days of receipt of the necessary payment
Street cleaning	Conducted once a day in the Central Business District.
Illegally dumped waste	removed from each identified spot once per month
Tree planting	A minimum of four trees are planted at each Primary and Secondary School per financial year
Removal of animal carcass	Within 24 hours of logged call
Litter picking	Daily as per schedule
Communal waste removal	Once a week
Urban Landscaping Chemical Weeding	2 times per season
Urban Landscaping Hand Weeding	3 times per season
Park maintenance	Once a month subject to costs and procurement process
Grass cutting in cemeteries	Once every 14 days
Cemetery maintained	Once every 7 days
Grass cutting including open spaces	Once every 30 days
Repair of Park equipment	Within 30 days subject to costs & procurement process
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
Pruning of trees	Within 24 hours of logged call subject to cost and procurement process

## 7. CUSTOMER INTERACTION

### **Municipal offices:**

1. Civic Centre, 21 Irwin Street, Musina:
2. Nancefield Proper Municipal Office, RE/1066 Bramwell Mashabathakga Street, Musina
3. Old Traffic Building, 4/761 Flax Street, Musina
4. New Traffic Building, 2245 National Road, Musina Extension 17, Musina
5. Skoonplas Satellite Office, 2110 Lawrence Kauda Street, Nancefield Extension 5, Musina
6. Nancefield Freedom Park Satellite Office, Musina
7. Campel Satellite Office, 2497 Chikoza, Nancefield Extension 7, Musina
8. Municipal Workshop, 7/4 Nixon Street, Musina
9. Tourism Information Centre, 3/334 National Road, Musina
10. Domboni Satellite Office, Domboni Village, Musina
11. Madimbo Thusong Centre, Madimbo Village, Musina
12. Malale Satellite Office, Malale Village, Musina
13. Spirulina, RE/4660, Musina Extension 10, Musina

### **Municipal Contacts:**

Call Centre: 087 147 0895 (Service delivery complaints)

Tel: (015) 534 6100 (Switchboard)

Fax: (015) 534 2513

Email: [info@musina.gov.za](mailto:info@musina.gov.za)

Facebook: Musina Local Municipality

Website: [www.musina.gov.za](http://www.musina.gov.za)

Postal Address: Private Bag x 611, Musina, 0900