



MSUKALIGWA LOCAL MUNICIPALITY



MSUKALIGWA CUSTOMER CARE CENTRE

URGENT NOTICE TO ALL MSUKALIGWA RESIDENTS

The Msukaligwa Customer Care Centre located at the offices of the Public Safety Department in Ermelo is working 24-hour a day, seven- day a week, 365 day a year.

OUR AIM

Our aim is to improve on customer loyalty and customer satisfaction within our municipality area.

WHAT CAN YOU EXPECT FROM US?

The Customer Care Centre strives to competency in order to:

- Be friendly, enthusiastic and helpful to all clients,
- Provide information and explanation to the community,
- Serve all clients as equal irrespective of race, color etc,
- Be honest and transparent,
- Dissemination of accurate information to the relevant departments for their attention.

HELP DESK PROCEDURE

Our Call Centre operators answer the calls. When logging a call with our call centre it is very important to provide as much information as possible to the call centre operator.

This person will request some basic information such as your name, address and contact number as well as some information about the nature of the problem. The operators will then issue you with a call log reference number, and the complaint will be referred to the relevant department for their attention.

Feel free to contact the Customer care Centre on the **086 116 7852 (086 11 MSUKA)**

“Gateway, Growth and Prosperity”