



MSUKALIGWA MUNICIPALITY SERVICES CHARTER



We belong



We care



We serve

CORPORATE SERVICES

SERVICE DELIVERY CHARTER

HUMAN RESOURCES SECTION

We are a section of Corporate Services Department responsible for the recruitment of personnel, labour relations, training and skilling the workforce.

Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the fourth floor Corporate Services wing in Msukaligwa Municipality. We are operating at room no.1, 2, 5, 8 and 18.

We provide the following services:

Issue leave forms, facilitate training of employees, and facilitate pension and death claims, Process medical aid applications, Oversee labour relations and Personnel Recruitment.

Our services can be accessed by:

- Visiting our offices
- Completing the necessary forms provided
- Returning the forms to the relevant officials of Human Resources section

Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by:

Our Service standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:

- Recruit personnel per funded vacant post within 3 months as per the Council's Employment Policy & Employment Equity Plan
- Resolve each grievance lodged within 15 working days according to the Main Local Government Bargaining council Collective Agreement
- Facilitate staff training annually per identified employee training needs as guided by SDA, LGSETA & WSP

Our performance against our standards

We shall publish the results of our performance against our standard each year in our annual report.

You have the right to all the Batho Pele principles and we committed to them.

OCCUPATIONAL HEALTH AND SAFETY SECTION

We are a section of Corporate Services Department responsible for the implementation of the Occupational Health and Safety Act, hazard identification and control, health promotion and education.

Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the fourth floor Corporate Services wing in Msukaligwa Municipality. We are operating at room no.7 and 15.

We provide the following services

Conduct Health Risk Assessment, Investigate incidents and Accidents in the workplace; induct employees on OHS matters, co-ordinate health promotion, and train and educate employees on OHS matters.

You will be able to access our services by:

- Contacting the following numbers (017)8013580 or (017)8013533
- Visiting our offices

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:

- Investigate each OHS complain received from Council employees within 3 working days as per the OHS Act.
- Induct all newly appointed employee(s) within one week of employment as per the OHS Act 85 of 1993, Council Employment Policy and Batho Pele
- Investigate each reported incident/accident within two working days as per the OHS Act 85 of 1993.

Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report.

ADMINISTRATION SECTION

We are a section of Corporate Services Department responsible for the daily cleaning of Municipal offices and halls. Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the second and fourth floor in Msukaligwa Municipality. We are operating at room no. 3 and 6.

We provide the following services

Cleaning of all offices, rest rooms and halls. Provide tea and coffee during official Municipal business meetings, booking of halls.

You will be able to access our services by

- Contacting the following numbers: 017 8013564/ 017 8013585
- Paying the required fees where necessary

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality services we provide

We shall:

- Provide cleaning services daily to all halls and municipal offices within MP 302 according to OHS Act.

Our performance against our standards

We shall publish the results of our performance against our standard each year in our annual report.

You have the right to all the Batho Pele principles and we committed to them.

PUBLIC SAFETY

THE LICENSE SECTION

We are the section primarily responsible for managing Registration Authorities and Driving Licence Testing Centres.

We can be found at the Corner Wedgewood and Border Street, Paratus building in Ermelo and Corner Breytenbach and Ous Street, Thusong Building first floor, Room A58 in Breyten.

We provide the following Services:

- Registration, licensing and Deregistration of motor vehicles.
- Testing Vehicles for Roadworthiness.
- Testing Learners Licenses, Driving Licenses and Renewal of Driving Licenses.
- Issue Permits for Advertisement on Posters and Banners.

You will be able to access these services by:-

- 1) Completing the necessary forms provided.
- 2) Paying the required fees.
- 3) Returning all issued documents to the licence section Front Desk.
- 4) Contacting the following number for enquiries (017) 801 3403 Ermelo and (017)801 3791 Breyten.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:-

- Test 70 driving license applicants from the Public as per K53/ NRTA 93/1996 daily i.e 35 in Ermelo and 35 in Breyten.
- Test 84 learners license applicants from the public as per K53/ NRTA 93/1996 twice a week i.e. 52 in Ermelo and 32 in Breyten.
- Register and license 10 vehicles daily for motor dealers as per NRTA 93/1996.
- Register and license vehicles for each application received from MP 302 within 21 days according to NRTA 93/1996.
- Test 7 vehicles daily for roadworthiness as per South African National Standards & National Road Traffic Act 93/1996 for the public.
- Renew driving licenses daily for all applications received as per National RTA 93/1996 for the public.
- Authorise and issue professional driving permits for all approved applicants within 3 months as per NRTA 93/1996.

- Deregister scrap/uneconomically repairable motor vehicles for all applications from the community of MP 302 within 30 working days as per NRTA 93/1996.
- Authorise& issue driving and learners licenses for all competent applicants from the public twice a week as per NRTA 93/1996
- Issue permit(s) for advertisements for all applications received as per advertisement Municipal by-laws for the public within 14 working days.

Our performance against our standards

We shall publish the results of our performance against our set standards each year on our annual report.

You have a right to all the Batho Pele principles and we are committed to them.

TRAFFIC SECTION

We are the Section primarily responsible for managing and provision of Traffic Law Enforcement.

We can be found at the Corner Wedgewood and Border Street ground Floor, Paratus building, Ermelo.

We provide the following Services

- Monitor traffic flows and patterns.
- Ensuring Road safety engineering.
- Promote Road safety programmes and awareness campaigns.
- Coordinating Road safety awareness training.

You will be able to access these services by:-

- 1) Contacting the following numbers during working hours (017) 801 3406/ (017) 801 3416 and (017) 801 3400 during the night.
- 2) Completing the necessary forms provided.
- 3) Paying the required fees.
- 4) Returning all issued documents to the Traffic Section Front Desk.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:

- Conduct traffic law enforcement to each road user daily as per National Road Traffic Act, 93 of 1996 in MP302.

- Conduct escort duties as per request in terms of NRTA 93/96 to members of the public within MP302.
- Conduct monthly road blocks to motorists as per NRTA 93/96 within MP302.
- Conduct road safety education and awareness campaigns monthly to the identified schools within MP302 as per NRTA 93/96.
- Respond to complaints received as per NRTA 93/96 within MP 302, 20 minutes in Ermelo and 50 minutes for other Wards outside Ermelo
- Respond to traffic accident scenes as per NRTA 93/96 within Msukaligwa Municipality, 20 minutes in Ermelo and 50 minutes for other Wards outside Ermelo
- Replace damaged Municipal road traffic signs, signals when required within 3 weeks as per NRTA 93/96 to the public of MP302.

Our performance against our standards

We shall publish the results of our performance against our set standards each year on our annual report.

You have a right to all the Batho Pele principles and we are committed to them.

DISASTER SECTION

We are the Section primarily responsible for rendering disaster and security management services.

We can be found at the Corner Wedgewood and Border Street First Floor, Paratus building, Ermelo.

We provide the following Services

- Coordination of Disaster Management.
- Manage the provision of Security.
- Coordination of customer care.

You will be able to access these services by:-

- 1) Contacting the following numbers during working hours (017) 801 3400/ (017) 801 3500
- 2) Completing the necessary forms provided.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:-

- Dispatch all emergency calls received from the public within 3 minutes (15 seconds for Fire) after the call has been received as per the Batho Pele Principles, Fire Brigade Act 99 of 1987 and South African Standard 10090.
- Dispatch all complaints calls received from the MP 302 within five minutes after the call received.

- Respond to disaster/incidents occurrence within MP 302 as per the Disaster Management Act 52 of 2002 and Disaster Management Framework Policy 2005 within 24hours.
- Conduct twelve disaster awareness campaigns annually as per the Disaster Management Act 57of 2002 in the MP 302 annually.

Our performance against our standards

We shall publish the results of our performance against our set standards each year on our annual report.

You have a right to all the Batho Pele principles and we are committed to them.

FIRE SECTION

We are the Section primarily responsible for providing fire brigade services.

We can be found at the Corner Wedgewood and Border Street first floor, room 111 Paratus building, Ermelo.

We provide the following Services

- Render fire and rescue services.
- Coordinate fire protection association.
- Provide routine non emergency services.

You will be able to access these services by:-

- 1) Contacting the following numbers (017) 801 3402 or (017) 801 3400.
- 2) Completing the necessary forms provided.
- 3) Paying the required fees.
- 4) Returning all issued documents to the Fire Section.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service Standards

We have set the following minimum standards for the level and quality of services we provide.

We shall:-

- Inspect and approve all building plans with reference to fire safety as contained in the National Building Regulations and Fire Service By-laws within 5 working days.
- Respond to all incident reported by the community within 10 - 23 minutes depending on the category of the incident within MP 302.
- Conduct the fire risk assessment all wards annually and to update the fire risk according to the Fire Brigade Act within MP 302.

- Respond to all complains received and inform the complainant within 2 days of the outcome of the complaint received as per the Fire Brigade Act within MP 302.
- Perform fire related inspections on new buildings daily after logged request according to the Building Regulations and By-laws within MP 302.
- Enforce compliance to buildings regulations within two working days per reported incidence as per the Building Regulations and by-Laws and MP 302 SDF.

Our performance against our standards

We shall publish the results of our performance against our set standards each year on our annual report. You have a right to all the Batho Pele principles and we are committed to them.

TECHNICAL SERVICES

SERVICE DELIVERY CHARTER

We are the Department of Technical Services responsible for provision of Water, Sewer services, Roads and Storm water; Electricity and infrastructure to the Community of Msukaligwa.

Our main office is situated at Ermelo Civic centre, Corner of Taute and Kerk Streets. We are operating at the 3rd floor, West wing of the building.

ELECTRICAL SECTION

We provide the following services:

Connection and installation of Electricity and maintenance of electrical Infrastructure.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400

Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by:

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Reconnection of prepaid electrical meters with 48 working hours per request in terms of Nersa standards
- Repair a low tension cable fault per incident within 3 days as per SDBIP
- Reset a electrical circuit breaker trip within 1 hour per incident as per the SDBIP
- Repair medium tension cable faults within 3 days per incident as per SDBIP
- Reset medium voltage circuit breaker within 5 hours per incident in terms of the SDBIP
- Replace streetlight fittings within 1 hour per request as per SDBIP
- Repair streetlight cable faults within 24 hours per request as per the SDBIP
- Replace a faulty electrical meter within 3 days per request as per Nersa standards
- Install new electrical prepaid meter/kwh meter per applicant within 21 days in terms of Bylaws and Nersa
- Repair high mast lights within 5 working days per request as per the SDBIP
- Replace damaged electrical kiosk within 2 working days per incident in terms of SDBIP
- Reset faulty electrical transformer within 3 hrs per incident as per SDBIP
- Replace a electrical transformer within 8 hours per incident as per the SDBIP
- Replace a broken electric pole with 6 hrs per incident in terms of the SDBIP

WATER AND SEWER SECTION

We provide the following services:

Provision of water, installation and connection of water pipes, Repair and maintenance of water and sewer infrastructure.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400

Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by:

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Repair damaged water pipes within 24 hours per incident as per SDBIP
- Replace faulty water meters within 14 days per request as per SDBIP
- Replace and install storm water pipes within 30 days per complaint in terms of the SDBIP
- Open blocked storm water inlets within 3 days per request as per SDBIP
- Open blocked sewer mainline system within 24 hrs per request in term of the SDBIP
- Empty a sewer septic tank within 24 hrs per request as stipulated in the SDBIP
- Installation of a new water connection within 30 working days for each order in terms of the SDBIP and Bylaws

ROADS AND STORM WATER SECTION

We provide the following services:

Repair and maintenance of storm water drainage system and roads infrastructure and fixing of potholes.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400
- Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by:

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Repair damaged concrete paving within 3 days per request in terms of the SDBIP
- Repair driveways and road crossings within 4 days per incident as per the SDBIP
- Repair potholes within 24 hrs for each complaint received in terms of the SDBIP

Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report. You have the right to all the Batho Pele principles and we are committed to them.

COMMUNITY SERVICES

SERVICE DELIVERY CHARTER

We are the Department of Community Services responsible for provision of habitable housing, sports facilities, library, waste collection, parks and cemetery services to the Community of Msukaligwa.

Our main office is situated at Ermelo Civic centre, Corner of Taute and Kerk Streets. We are operating at the 2nd floor, West wing of the building.

HOUSING SECTION

We provide the following services:

- Assist beneficiaries in filling in of applications for low cost housing.
- Access to habitable housing.
- Provision of residential and business erven.
- Leasing of Municipal flats and buildings

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400
- Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by.

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Respond to public query on application(s) for low cost housing within 10 minutes as per the Housing Code, Housing Act, Programmes and qualification criteria
- Respond to low cost housing applications queries received within 5 working days in terms of Housing Code & the Housing Act 107 of 1997 in MP 302
- Respond to general public queries within 10 minutes in terms of , Local Government Municipal System Act (LGMSA of 2000), Constitution of South Africa & the White paper on Batho Pele

SPORTS SECTION

WE PROVIDE THE FOLLOWING SERVICES:

Management and maintenance of sporting and recreational facilities.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400
- Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Promote sports to the youth and the sporting community within MP302 monthly as per the National Sport and Recreation Act of 1998
- Maintain each sporting facility on weekly basis as per National Department of Sports and Recreation White Paper of 1998
- Hire out sports and recreational facilities in 4 working days as per municipal by-laws and policies on sports and recreational facilities

LIBRARY SERVICES

WE PROVIDE THE FOLLOWING SERVICES:

- Book exchange and information dissemination
- Photocopying and internet services

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400
- Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Provide Library services in eight Library centres in 6 working days as per the Municipal by-Laws, LIASA White Paper on Arts & Culture, National Library of South Africa Act of 1998.
- Extend Library services to pre-schools, schools and old age homes bi-weekly as per the Municipal Library by-laws and LIASA White Paper on Arts & Culture, National Library of South Africa Act of 1998.

WASTE MANAGEMENT

WE PROVIDE THE FOLLOWING SERVICES:

- Waste collection and disposal.
- Street and sidewalk cleaning.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400
- Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by.

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Remove solid waste from CBD within MP302 daily in terms of the Environmental Management Waste Act 59 of 2008 and Section 24 of the Constitution of South Africa of 1996
- Remove solid waste per block within MP 302 once per week as per Environmental Management Waste Act 59 of 2008 and Section 24 of the Constitution of South Africa of 1996
- Cleanse all streets in Central Business District (CBD) areas once per week within MP302 as per the Environmental Waste Management Act 59 of 2008 Section 24 of the Constitution of South Africa of 1996

PARKS AND CEMETERY

WE PROVIDE THE FOLLOWING SERVICES:

- Establishment and maintenance of cemeteries.
- Management of graves.
- Parks and sidewalk maintenance.
- Public open space maintenance.

Our services can be accessed by:

- Visiting our offices during working hours
- Calling the 24 hour Service Call Center at telephone number 017 801 3400

Our service provision is based on the principles of Batho Pele and we shall fulfill these principles by.

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Maintain parks, sidewalks and open spaces within 5 working days as per the NEMA & Nature Conservation Act.
- Provide cemetery services to the MP 302 within 7 days according to the National Environmental Management Act (NEMA), National Health Act and Mpumalanga Cemetery Act.

Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report. You have the right to all the Batho Pele Principles as we also are committed to them.

FINANCE

SERVICE DELIVERY CHARTER

We are the Department of Finance responsible for Revenue and debt collection, Financial Management and Supply Chain Management.

Our main office is situated at Ermelo Civic centre, Corner of Taute and Kerk Streets. We are operating at the 2nd, 3rd and 4th floors on the South wing of the building.

EXPENDITURE

WE PROVIDE THE FOLLOWING SERVICES:

Payment of creditors and salaries of the municipal staff.

You will be able to access our services by:

- Contacting the following number (017)8013400
- Visiting our offices at the Municipal Buildings at Ermelo.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall;

- Process Payments to all creditors and third party as per the Municipal Finance Management Act 56 of 2003 (MFMA) within 30 days after receipt of the invoice.

REVENUE MANAGEMENT

WE PROVIDE THE FOLLOWING SERVICES:

Collection of revenue and cash Management

You will be able to access our services by:

- Contacting the following number (017)8013400
- Visiting our offices at the Municipal Buildings at Ermelo.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Issue of payment receipts to all consumers as per MFMA 56 of 2003 & Cash Management and Investment Policy within 5 minutes.
- Update all debtors' accounts as per Cash Management and Investment Policy daily by 10h00.
- Enter into Consumer Agreement with new consumer applicant within 30 minutes in terms of Credit Control and Debt Management Policy.
- Read metered services once a month in terms of the Credit Control and Debt Management Policy, LG MSA 32 OF 2000 and the MFMA 56 of 2003.
- Billing of each Debtor accounts on a monthly basis in terms LGMSA 32 of 2000, MFMA 56 of 2003.
- Register approved indigent within 5 working days in terms of Indigent Policy, MFMA 56 of 2003, Division of Revenue Act and Local Government Municipal Systems Act 32 of 2000.
- Review all registered indigents every 12 months in terms of the Indigent Policy.
- Provide registered indigents with 50 Kwh free basic electricity per month in terms of Indigent Policy.
- Provide registered indigents with 6 Kl (6000 litres) free basic water per month in terms Indigent Policy.
- Evaluate each immovable property as per Municipal Property Rates Act & Property Rates Policy once in 4 years.
- Consult all stakeholders and members of public once in four years before the adoption and the implementation of the valuation roll in terms of Local Government Municipal Systems Act 32 of 2000 and Municipal Property Rates Act.
- Register objections from all aggrieved property owners in terms of Municipal Property Rates Act and Property Rates Policy within 30 days after the publication of the valuation roll.

CREDIT CONTROL AND DEBT COLLECTION

WE PROVIDE THE FOLLOWING SERVICES:

Credit control and Collection of outstanding debts.

You will be able to access our services by:

- Contacting the following number (017)8013400
- Visiting our offices at the Municipal Buildings at Ermelo.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Issue notices within 48 hours to all accounts overdue for 30 days as per the Credit Control & Debt management Policy, Local Government Municipal Systems Act 32 of 2000 and MFMA 56 of 2003.
- Terminate electricity supply after 48 hours notices to all defaulters as per the Credit Control and Debt Management Policy.
- Reconnect electricity to all settled or arranged debtors' accounts daily in terms of Credit Control & Debt Management Policy.
- Handing over of 90 days outstanding accounts as per Credit Control & Debt Management Policy on a monthly basis
- Issue immovable property Clearance Certificate(s) to each applicant in terms of Section 118 of Municipal Systems Act, Act 32 of 2000 Credit Control and Debt Collection Policy, Property Rates Policy and Municipal Property Rates Act within 24 hours on receipt of payment.

SUPPLY CHAIN MANAGEMENT

WE PROVIDE THE FOLLOWING SERVICES:

Procurement of goods and services for the municipality

You will be able to access our services by:

- Contacting the following number (017)8013400
- Visiting our offices at the Municipal Buildings at Ermelo.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Procure goods and services for all Municipal Departments as per SCM Policy & MFMA shall be as per the following specifications:
 - ✓ Official Quotation = 21 days
 - ✓ Tender = 90 days (separate)
 - ✓ Less than R1000.00 = same day
 - ✓ R1001.00-R 19999.99 = 3 days
- Invite prospective suppliers to be evaluated and listed in the data base annually in terms of Supply Chain Management Policy (SCM) and MFMA 56 of 2003

- Update the list of accredited, prospective providers quarterly in terms of SCM Policy.
- Provide feedback to all bidders within 2 working days after the bid results as per the SCM Policy.

BUDGET AND FINANCIAL REPORTING

Compilation of budgets and financial statements

You will be able to access our services by:

- Contacting the following number (017)8013400
- Visiting our offices at the Municipal Buildings at Ermelo.

Our service is based on Batho Pele principles and we shall fulfill these principles by:-

Our Service standards

We have set the following minimum standards for the level and quality of services that we provide.

We shall:

- Submit monthly Financial Reports in terms of MFMA to the National Treasury within 10 working days after the end of each month (Internal).
- Submit Financial Reports in terms of MFMA 56 of 2003 to the National and Provincial Treasuries and Council within 30 days after the end of each quarter.
- Submit half yearly Financial Reports in terms of MFMA 56 of 2003 to the National and Provincial Treasuries within 5 working days after adoption.
- Submit the Annual Financial Statements to the Auditor General in terms of MFMA 56 of 2003 within two months after the end of the financial year.
- Publicize quarterly, half yearly and annual financial reports in terms of MFMA 56 of 2003 within 5 days after adoption
- Publicize annual budget in terms of the MFMA 56 of 2003 and the Local Government Municipal Systems Act within 14 days after adoption.
- Submit the Annual Budget to both National and Provincial within 14 days after adoption.

Our performance against our standards

We shall publish the results of our performance against our standard each year in our annual report.

You have the right to all the Batho Pele principles and we committed to them.

OFFICE OF THE MUNICIPAL MANAGER

SERVICE DELIVERY CHARTER

IDP UNIT

The Integrated Development Planning (IDP) unit is resident in the office of the Municipal Manager and responsible for coordination of the entire municipal planning.

The IDP offices are situated at the Civic centre, Corner of Taute and Kerk Street, third floor, Technical Services office block.

We provide the following services:

Plan, Coordinate and facilitate the holding of IDP community consultative meeting.

Planning and Compilation of the IDP document in consultation with the community and all relevant stakeholders.

We interact with all stakeholders regarding alignment of projects and programs through our Technical Committee meetings, IDP Representative Forum, LED Forum and the District and Provincial Forums.

You will be able to access our services by:

- Visiting our offices, or
- Contacting the following numbers: (017) 8013612/3573.

Our service is based on the Batho Pele Principles and we shall fulfill these principles by:

Our Service Standards

The IDP unit shall ensure that the following minimum service standards are upheld to deliver acceptable level and quality services,

We shall:

- Draft & Publish the IDP Process Plan annually in terms of the LG: Municipal Systems Act, 32 of 2000 for public comments for a period of 14 days during the 2nd week of July to the last week of August
- Conduct twenty-two IDP consultative meetings within Msukaligwa Municipality (MP302) during August to October according LG: Municipal Systems Act, 32 of 2000 and Municipal Finance Management Act, 56 of 2003.
- Coordinate and publicize the quarterly sittings of the IDP Representative forum within MP 302 in terms of the LG: Municipal Systems Act, 32 of 2000
- Publicize the draft IDP for public inspection and comments for a period of 21 days during January and February in terms of the LG: Municipal Systems Act, 32 of 2000

- Publication of the IDP annually within 14 days after adoption by Council in terms of the LG: Municipal Systems Act, 32 of 2000
- Publicize the Service Delivery and Budget Implementation Plan annually within 14 days after approval by the Executive Mayor in terms of Municipal Finance Management Act, 56 of 2003 and LG: Municipal Systems Act, 32 of 2000.
- Publish all IDP related public notices on activities and meetings five working days before the events.

Our Performance against Standards

We shall publish the results of our performance against the set standards each year in our Annual Report.

We are committed to Batho Pele principles and as citizens; you have the rights to these principles.

COUNCILORS SECRETARIAT

We are a section in the Office of the Municipal Manager responsible for the establishment and functioning of Ward Committees, community participation, coordination of transversal issues, Councilors support and HIV/AIDS awareness programs.

Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the third floor in Msukaligwa Municipality and we are based in the offices of the Executive Mayor.

We provide the following services

Coordinate for establishment and provide support to all Ward Committees.

Plan, coordinate and facilitate the holding of all community participation programs.

You will be able to access our services by

- Contacting the following numbers: 017 8013751/ 017 8013507
- Reporting all matters to Councilors, Ward Committees and Community Development Workers

Our service is based on Batho Pele principles and we shall fulfill these principles.

Our Service Standards

The Councilors Secretariat Unit shall ensure that the following minimum service standards are upheld to deliver acceptable levels and quality services

We shall:

- Convene and facilitate 6 ward community meetings in terms of the LGMSA bi-monthly from July to June of every year
- Facilitate 12 Ward committee meetings monthly in terms of the LGMSA 32 of 2000

- Render support to youth and physically challenged on daily basis in terms of NYDA Act.
- Support and Coordinate HIV/AIDS & related diseases programs daily within MP302 in terms of HIV/AIDS Local Strategy

TRANSVERSAL ISSUES

- Acknowledge the receipt of correspondence within 2 working days and respond to each correspondence within 7 working days to the public as per the Batho Pele white paper of 1998.
- Answering of each telephone call within the first 3 rings as per Batho Pele white paper of 1998.
- Responding to each complaint within 7 working days as per Batho Pele white paper of 1998.
- Daily provision of services to the public during lunch hour as per Batho Pele white paper of 1998.
- Daily handling of public enquiries as per the Batho Pele white paper of 1998.
- All service delivery sites will be accessible to all members of the public as per Batho Pele white paper of 1998
- The public will rate our service delivery in our daily satisfaction survey as per the Batho Pele white paper

Our Performance against Standards

We shall publish the results of our performance against the set standards each year in our Annual Report.

We are committed to Batho Pele principles and as citizens; you have the rights to these principles.

LED UNIT

It involves identifying and using local resources, ideas and skills to stimulate economic growth and development. The aim of LED is to create employment opportunities to the best of all the local residents.

Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the fourth floor Corporate Services wing in Msukaligwa Municipality.

Our Service standards

We have set the following minimum standards for the level and quality of services we provide

We shall:

- Facilitate training quarterly within MP302 in terms of the LGMSA and MP302 LED Strategy
- Provide advice daily within MP302 in terms of the LGMSA /MP302 LED Strategy
- Coordinate LED initiatives daily within MP302 in terms of the LGMSA/MP302 LED Strategy

You will be able to access our services by:

- Contacting the following numbers (017)8013587/3561/3645
- Visiting our offices

Our performance against our standards

We shall publish the results of our performance against our standards each year in our annual report.

COMMUNICATIONS UNIT

We are a section in the office of the Municipal Manager responsible for the management of information flow; media monitoring, analysis and liaison, event management, branding and publicity.

Our offices are situated at the Civic centre, Corner of Taute and Kerk Street on the third floor in Msukaligwa Municipality and we are based in the offices of the Speaker.

We provide the following services

Communication is responsible for accurate packaging of information dissemination, environmental scanning, media monitoring, newsletter development, event management and issuing of press statements in the light of media liaison as part of reaching out to the clientele community of Msukaligwa.

You will be able to access our services by

- Contacting the following numbers: 017 8013562/ 082 094 9568.
- Visiting our offices at the above address or reaching the municipal website at www.msukaligwa.gov.za for public consideration.

Our service is based on Batho Pele principles and we shall fulfill these principles:-

Our Service Standards

The Communication Unit shall ensure that the following minimum service standards are upheld to deliver acceptable levels and quality services.

We shall:

- Interact with all media institutions through stakeholders' engagement as guided by National Communication Strategy Framework (NCSF) and Government Communication Information System (GCIS) within seven days.
- Market, brand and publicize identified municipal programs to the public as guided by NCSF & GCIS in seven days.

Our Performance against Standards

We shall publish the results of our performance against the set standards each year in our Annual Report.

We are committed to Batho Pele principles and as citizens; you have the rights to these principles.

TOWN SERVICES

We are a section in the Office of the Municipal Manager responsible for Town planning, Spatial Development Framework; Land use Management systems and Building Control. Our Offices are situated at the Civic centre, Corner of Taute and Kerk Street on the second floor in Msukaligwa Municipality Building Ermelo.

We provide the following services:

- Geographical information from our Geographic Information System.
- Approve Building plans and Issue occupation certificates.
- Consolidation and sub division of stands and farms throughout the Municipal region.
- Temporal land use and the supply of relevant information of town planning strategy of the various towns situated in the area of Msukaligwa Local Municipality.

You will be able to access our services by:

- Visiting our offices or
- Contacting us through the following numbers: 017 8013605/3604

Our service is based on the Batho Pele principles and we shall fulfill these principles by:

Our Service Standards

We shall:

- Approve building plan submitted as per National building Regulations, Spatial Development Framework and the Ermelo Town Planning Scheme 1982 within MP 302 15 days after registration
- Approve/disapprove each application for consolidation as per the Spatial Development Framework, Ermelo Town Planning Scheme 1982 and the Township Ordinance Act 15/1986 15 days after registration to the Public
- Approve/disapprove Sub Divisions as per Town Planning and Township Ordinance Act 15/1986 ,Ermelo Town Planning Scheme 1982 and the Spatial Development Framework within MP 302 15 days after registration
- Approve/disapprove Rezoning submitted by community as per Town Planning and Township Ordinance Act 15/1986 ,Ermelo Town Planning Scheme 1982 and the Spatial Development Framework within MP 302 3 months after registration of complete and correct documentation

- Issue approval letters of building plans approved as prescribed by the National Building Regulations and Auditor General prescription within in two working days after approval
- Provide Spatial Geographical information in one working day after request as per spatial development framework
- Inspect new buildings within one day after logged request as regulated by the National Building Regulations and Council Bylaws
- Inspect and report on contraventions within two working days as regulated by the National Building legislation, Council Bylaws and the Spatial Development Framework
- Issue building plan copies daily after request and payment from the public as per internal guidelines and tariffs
- Issue occupation certificate for approved inspected building within MP 302 as regulated by the Town Planning and Township Ordinance Act 15/1986, Ermelo Town Planning Scheme 1982 and the MP 302 Spatial Development Framework in two working days after inspection and approval
- Approve/disapprove request for temporal land use in five working days after application has been received in terms of town planning and township ordinance act 15/1986 and the MP 302 spatial development framework

Our performance against our standards

We are committed to Batho Pele principles and as citizens; you have the rights to these principles.

We shall publish the results of our performance against the set standards each year in the Municipal Annual Report.