



## **ANNEXURE A**

# **ZULULAND DISTRICT MUNICIPALITY**

## **SERVICE DELIVERY CHARTER**

### **WHO ARE WE?**

The Zululand District Municipality is one of the ten district municipalities in the KwaZulu-Natal. Local municipalities located within the Zululand District Municipality are eDumbe, uPhongolo, Nongoma and Abaqulusi. The ZDM has a population of approximately 803 576 people in 2011 (Census 2011) and in 2016, the municipality had approximately 892 310. It covers approximately 1 479 900 hectares and has a population density of around 0.6 persons per hectare. The district is characterised by a largely rural population (77%) with high levels of unemployment (56%) and low levels of education. The District has six major urban areas, with Vryheid and Ulundi being the largest, and approximately 866 rural settlements dispersed throughout the district.

### **WHAT WE DO?**

Our organizational structure comprises of the following directorates:

#### **DIRECTORATE: OFFICE OF THE MUNICIPAL MANAGER**

The Municipal Manager heads the Administration arm of the Zululand District Municipality and is therefore responsible and accountable for tasks and functions as provided for in section 55 of the Municipal Systems Act, other functions and tasks as provided for in legislation as well as functions delegated to the MM by EXCO and Council. According to the Municipal Finance Management Act he also assumes the role of Accounting Officer. His office also incorporates the following units: Communications, IGR, Internal Audit, Performance Management, Legal Services, Special Programmes, Mayoral Support and Council Support. The Municipal Manager is supported by five General Managers.

#### **DIRECTORATE: CORPORATE SERVICES**

The General Manager: Corporate Services, is responsible for the administrative processes that ensure good governance and the achievement of Council's strategic objectives. The directorate incorporates



## **ANNEXURE A**

the Human Resources Admin, Committee Services, Auxiliary Services, Security Services, Registry and Records Management, Occupational Health and Safety, Employee Assistance and Wellness, Labour Relations, Customer Care, Disaster Management, Aviation Services, Fleet Management, and ICT. Corporate Services is also the secretariat of Council and supports the legislative and executive functions of Council.

### **DIRECTORATE: BUDGET AND TREASURY**

The Chief Financial Officer is responsible for the administration of all finance-related services, this department incorporates Supply Chain Management, Budget and Compliance, income, and expenditure section.

### **DIRECTORATE: TECHNICAL SERVICES**

The strategic objective for the Technical Services Department is to progressively provide cost effective, reliable water services of good quality to all potential consumers in the district. The Technical Services Department is divided into two main divisions: Bulk Water Supply and Operations & Maintenance.

### **DIRECTORATE: PLANNING AND ECONOMIC DEVELOPMENT**

This directorate is responsible for sections related to Strategic Development Planning, WSA, Shared Services, Geographical Information Science (GIS) and Environmental Management.

### **DIRECTORATE: COMMUNITY SERVICES**

The General: Manager Community Services oversees six major sections; Indonsa Arts and Craft Centre, Princess Mandisa Health Care Centre, Tourism, Municipal Health, EPWP and Local Economic Development.

### **OUR CUSTOMERS**

Our customers are all people we deal with during our work. They are people who live in, work in or visit our municipality and who do business with us.



## **ANNEXURE A**

We are committed to deal with all our customers' needs, attention will be given to each individual case, and it will be handled in the best possible way.

### **OUR VISION**

We are the Zululand Region and proud of our heritage. We are mindful of the needs of the poor and we seek to reflect the aspirations of our communities. We are committed to responsible and accountable actions, tolerance and concern for racial harmony, the protection of our environment and the strengthening of the role of women and youth

We will strive to improve the quality of life in Zululand by providing sustainable infrastructure, promoting economic development, and building capacity within our communities.

### **GUIDING PRINCIPLES - (BATHO PELE)**

- i. **Access:** Equitable access to integrated service delivery.
- ii. **Openness and Transparency:** Creating a culture of collaboration.
- iii. **Consultation:** Listening to the needs and problems of citizens.
- iv. **Redress:** Apologising when necessary and finding speedy solutions when possible.
- v. **Courtesy:** Services offered with courtesy and consideration.
- vi. **Service Standards:** Anticipating needs and informing citizens of the level and quality of service they can expect.
- vii. **Information:** Complete, accurate information about the municipality and its services; and
- viii. **Value for Money:** Delivering solutions economically and efficiently.



## ANNEXURE A

We have developed the following service standards for the municipality. Customers will have the opportunity to measure us against these standards.

| <b>Directorate: Corporate Services</b>    |  |                           |
|---|--|---------------------------|
|   | <b>Service Description</b>                                 | <b>Service level days</b> |
| Corporate Services                        | General Correspondence.                                    | 5                         |
| Human Resources                           | Job Applications: Notification of unsuccessful candidates. | 10                        |
| Disaster Management                       | Complaints related to disasters.                           | 1                         |
| Records Management                        | Misplaced & Lost Documents.                                | 5                         |
| <b>Directorate: Budget &amp; Treasury</b> |  |                           |
| Account Enquiries                         | Account Accuracy<br>General Enquiries<br>Water Accounts    | 1                         |
| Credit Control                            | Indigent Applications                                      | 5                         |
|   | Payment Arrangements                                       | 3                         |
|   | Rebates  | 30                        |
| Financial Services                        | General - Correspondence                                   | 5                         |
| Trade Services                            | Meter Readings   | 5                         |
|   | Suspended Services   | 1                         |
|   | Water: New Connections                                     | 1                         |
|   | Water: Reconnections                                       | 1                         |
| <b>Directorate: Technical Services</b>    |  |                           |
| Technical Services                        | General - Correspondence                                   | 5                         |
|   | Burst Pipe: Minor Leakage                                  | 1                         |
|   | Faulty Meters  | 3                         |
| Water                                     | Meter Testing  | 1                         |
|   | Water: Quality Check                                       | 1                         |
|   | Water: Tanker Delivery                                     | 3                         |
|   | Burst Pipe: Major Leakage                                  | 1                         |
| <b>Directorate: Community Services</b>    |  |                           |
|   | General Correspondence                                     | 5                         |
|   | Illegal dumping  | 3                         |
|   | Sewer spillage   | 1                         |
|   | Complaints: agricultural activities                        | 3                         |



---

## **ANNEXURE A**

### **REDRESS MECHANISM**

We are committed to offering the best services to our community as per the standards set on this service delivery charter, should the services fail to meet your expectations contact the ZDM customer care, for assistance.

### **HOW TO CONTACT US?**

Our Head Office is located at B400 Gagane Street, Ulundi, 3838

Private Bag X76, Ulundi, 3838

Tel: +27 (0) 35 874 5500

Fax: +27 (0) 35 874 5591/874 5589

e-mail: [info@zululand.org.za](mailto:info@zululand.org.za)