



New call centre will lend residents more than just an ear

Knysna Executive Mayor Elrick van Aswegen has announced that the municipality is in the process of establishing a call centre. "Already at procurement phase, this functionality will allow us to better serve the residents of the greater Knysna municipal area."

More than simply a complaints line, the call centre will facilitate ease of access to those officials responsible for resolving specific issues. "Aside from making it easier for us to resolve customer queries," van Aswegen explained, "it will allow us to effectively implement consequence management of our different departments."

"A call centre is the ideal solution for customers who prefer to communicate with the municipality telephonically, rather than having to visit an office or customer care centre," he said. "And with a number of highly trained operators at your service, your query should be resolved quickly and efficiently."

Customers will be able to contact the call centre with issues around rates, electricity, sewage, water, refuse, waste removal and more. Should the operator not be able to answer your question or resolve the issue immediately, it will be referred to the relevant department for their input and/or action. In this case, the caller will receive a reference number which they must refer to if they need to contact the municipality again regarding the matter. These unique reference numbers will also allow the municipality to track progress made on the issue. All calls will be logged.

"Our Customer Service Charter assigns specific service standards to every department within the organisation, according to the services it provides," he continued. "The new call centre will provide customers with the opportunity to measure us against these standards. And as it will facilitate a higher level of internal consequence management, it will allow us to continue exceeding the norm in service delivery."

"The core service delivery for all levels of government is underlined by the eight Batho Pele principles," van Aswegen concluded. "We strive to base our interaction with our customers on these principles. We want you to receive the services you are entitled to and have the opportunity to provide your valued feedback. The Knysna Municipality call centre will take us a long way in creating an inclusive, innovative, inspired Knysna."

Details on contacting the call centre will be published as soon as the facility is functional. The Knysna Municipality Customer Service Charter is available at <https://www.knysna.gov.za/wp-content/uploads/2019/12/Customer-Service-Charter-Web-May-2019.pdf>.

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