

ANNEXURE H
SERVICE LEVEL
STANDARDS



CUSTOMER SERVICE CHARTER



Knysna Municipality
inclusive | innovative | inspired



MESSAGE FROM THE EXECUTIVE MAYOR

The Knysna Municipality Customer Care Policy, incorporating this Customer Service Charter, sets out Council's commitment towards service excellence.

Underlined by the eight Batho Pele principles that national government prescribes as the core of service delivery for all levels of government, this document intends putting People First and has at its heart government's vision of 'Creating a better life for all'.

This municipality considers everyone who lives, works and plays in the Greater Knysna Municipal Area as customers. We want to ensure that you understand your rights and responsibilities, receive the services you are entitled to, and have the opportunity for feedback. We believe that the Customer Care Policy and Service Charter is a progressive step towards achieving such goals.



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MESSAGE FROM THE MUNICIPAL MANAGER

The Customer Relations Department located in the Department of the Municipal Manager is tasked to address issues surrounding service delivery and related communication. This department serves as a direct line of communication between the customer and Council.

In this Customer Service Charter every department within the municipality has been assigned specific Service Standards according to the services it provides, and will be measured accordingly.

I believe that this department, this document and its related processes signify a new approach to customer service within the municipality and will go far in affirming the values we have always believed in: transparency, accountability and service excellence.

This document also signifies a relationship in which the customer has responsibility to pay timeously for the services he expects to be delivered, and reports issues and problems as soon as they occur. The municipality and its people remain in partnership which has a better chance of success when everyone is working together.

GREATER KNYSNA AT A GLANCE

Knysna Municipality covers a total of 1 059 km² that stretches from Swartvlei in Sedgefield in the west to Brackenhill in the east with an estimated population of 65 000 people.

The municipal area includes the towns of Sedgefield, Karatara, Buffalo Bay, Rheenendal, Belvidere & Brenton, Knysna and Knoetzie.

Our organizational
structure
comprises
of the following
directorates:

WHAT WE DO

DIRECTORATE: MUNICIPAL MANAGER

The Municipal Manager heads the Administration arm of the Knysna 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 him by the Executive Mayor and Council. According to the Municipal Finance Management Act he also assumes the role of Accounting Officer.

His office also incorporates the Department Communications and IGR, the Department Internal Audit and the Department Integrated Development Planning (IDP) & Institutional Performance. The Municipal Manager is supported by six Directors.



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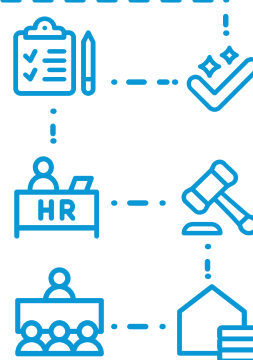
DIRECTORATE: COMMUNITY SERVICES

The Director Community Services oversees five major departments that incorporate services including Disaster Management, Fire and Rescue, Traffic and Law Enforcement, Parks, Waste Management, Libraries, Halls, Cemeteries, Museums, Arts and Culture, Youth and Gender, and Sport Development.



DIRECTORATE: CORPORATE SERVICES

The Director Corporate Services, is responsible for the administrative processes that ensure good governance and the achievement of Council's strategic objectives. The directorate incorporates the Departments of Administration, Committee Services, Estates, Human Resources, Legal Services, Property and Records Management, and Public Participation. Corporate Services is also the secretariat of Council and supports the legislative and executive functions of Council.



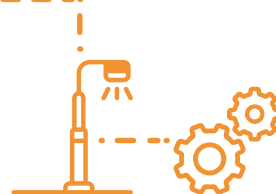
DIRECTORATE: FINANCIAL SERVICES

This directorate administrates all finance-related services as well as the Information Technology department.



DIRECTORATE: INFRASTRUCTURE SERVICES

Services pertaining mainly to bulk infrastructure are the responsibility of the Director Technical Services. It also incorporates all Electrical & Mechanical services related to distribution of electricity and oversees the municipality's fleet and mechanical workshop.





DIRECTORATE: INTEGRATED HUMAN SETTLEMENTS

This directorate administrates **all housing-related services**. The Directorate Integrated Human Settlements acts as an agent for Provincial Government and is working with them to achieve their vision, to develop sustainable integrated human settlements.



DIRECTORATE: PLANNING AND ECONOMIC DEVELOPMENT

This directorate is responsible for the departments related to **town and economic development** including Town Planning, Building Control, Environmental Management and Economic Development.



OUR CUSTOMERS

Our customers are all the 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. 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.



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SERVICE STANDARDS

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

DIRECTORATE COMMUNITY SERVICES		
SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
COMMUNITY SERVICE	General - Correspondence	10
EVENTS	Events and Festivals	5
FIRE SERVICES	Chemical Spills	1
	Building Fires	1
	Field, Hazardous & Vehicle Fires	1
	Plot Clearing	21
LAW ENFORCEMENT	Animal Control	1
	Beach Control & Noise Control	1
	Illegal Dumping: Notices	7
	Nuisance Control Vagrants & Car Guards	1
	Road Marking	2
	Signage: Street Names & Traffic Signs	14
PARKS	Horticulture: CBD Maintenance	5
	Open Spaces: Bush Clearing & Tree Cutting	20
	Open Spaces: Grass Cutting	30
	Sport Field: Buildings	5
	Garden Refuse	5
SOLID WASTE	Cemeteries	3
	Illegal Dumping	5
	Public Ablution: Maintenance	7
	Refuse Collection	1
	Septic Tank Removals	1
	Street Cleaning CBD	2
	General - Correspondence	5
TRAFFIC SERVICES	Drivers License: Renewal	1
	Motor Vehicle License	1
	Motor Vehicle Registration	1
	Traffic Fines	10
	Complaints: Protest Action	7





DIRECTORATE
CORPORATE SERVICES

SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
ADMINISTRATION	No response to correspondence	5
	Records: Misplaced & Lost Documents	14
CORPORATE SERVICES	General - Correspondence	10
HUMAN RESOURCE	Job Applications: Not shortlisted	7
	General - CV's	5
LEGAL SERVICES	Complaints: By-Laws Enforcement	14
	Complaints: Contract Management	14
	Complaints: Land Use Planning Ordinance	14
	Enquiries: Title Deeds	14
	RDP House: Illegal Sale	5

DIRECTORATE
FINANCIAL SERVICES

SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
ACCOUNT ENQUIRIES	Account Accuracy	5
	General Enquiries (Financial)	5
	Property Valuations	21
	Rates	7
ASSETS & INSURANCE	Acknowledge receipt of Insurance claim	5
	Processing time (after receipt of all documents requested from other departments)	14
	Notification of decision (after receipt of decision from insurers)	5
CREDIT CONTROL	Indigent Applications	21
	Payment Arrangements	1
	Rebates	21
CUSTOMER INFORMATION	Change of Address	1
	Name Change: Pre-Paid only	1
FINANCIAL SERVICES	General - Correspondence	10
TRADE SERVICES	Electricity: New Connections	14
	Electricity: Reconnections	2
	Electricity: Upgrades/Downgrades	1
	Meter Readings	3
	Suspended Services	3





DIRECTORATE
FINANCIAL SERVICES

SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
TRADE SERVICES	Water: New Connections	7
	Water: Reconnections	1

DIRECTORATE
INFRASTRUCTURE SERVICES

SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
ELECTRICAL SUPPLY	Faulty Cable Repair & Load Switches	1
	No Electrical Supply	1
	Upgrades/Downgrades	1
LIGHTING	Faults Sports field Lights	7
	Faults Street Lights	7
METERING	Faulty Pre-paid Meter	1
	Meter Tampering	1
TRAFFIC LIGHTS	Faults	1
ROADS	Grading Gravel Roads	240
	General Road Repairs	90
	Pothole Repairs	90
SEWERAGE	Blockages: Sewer Reticulation	2
	Broken Sewer Pipes	14
	Manhole Covers: Sewer	28
	New Connections: Sewer	7
	Sewer Smells: Investigate	2
STORMWATER	Blocked Drains	90
	Manhole Covers	90
TECHNICAL SERVICES	General - Correspondence	10
WATER	Burst Pipe: Minor Leakage	2
	Faulty Meters	14
	Fire Hydrant Leakages	14
	Meter Testing	60
	New Connections: Water	7
	Valve Leakages	14
	Water: Quality Check	7
	Water: Tanker Delivery	2
	Burst Pipe: Major Leakage	2
AUGMENTATION	General - Correspondence	10





DIRECTORATE INTEGRATED HUMAN SETTLEMENTS		
SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
HOUSING	Emergency Housing Kits: Fire Damage	5
	Emergency Housing Kits: Storm Damage	5
	Enquiries: General	5

DIRECTORATE PLANNING & ECONOMIC DEVELOPMENT		
SERVICE TITLE	SERVICE DESCRIPTION	SERVICE LEVEL DAYS
BUILDING INSPECTORATE	Inspection of Complaints	10
	Issue Completion Certificates	14
	Process Plans larger than 500m ²	60
	Process Plans smaller than 500m ²	30
	RDP Erven: Illegal Building	14
ECONOMIC DEVELOPMENT	Local Economic Development: General Enquiries	5
ENVIRONMENTAL HEALTH ECONOMIC DEVELOPMENT	Environmental Health: General Enquiries	5
ENVIRONMENTAL MANAGEMENT	Emergencies	1
	OSCAE permit	21
LAND USE APPLICATIONS	Acknowledge Completed Application	14
	Advertising (if necessary)	21
	Comments provided to Applicant (after closing date)	14
	Decision on authorised official applications (after receipt of response to comments)	60
	Inspection of Complaints	5
	Notification of Council decision	14
	Processing time (excl advertising & comments time)	90
	Submission to authorised official since applicant's comment period	120
PLANNING AND DEVELOPMENT	General - Correspondence	10





HOW TO CONTACT US:



EMERGENCIES ALL HOURS

Telephone: +27 (0)44 302 8911

ALL SECTIONS OFFICE HOURS

Telephone: +27 (0)44 302 6300
Facsimile: +27 (0)44 302 6333
Email: knysna@knysna.gov.za
Physical Address: Clyde Street, Knysna
Postal Address: PO Box 21, Knysna, 6570

CUSTOMER SERVICES

SMS: 44453
Email: customercare@knysna.gov.za

AREA OFFICES

Sedgefield +27(0)44 302 6500

MUNICIPAL MANAGER

Municipal Manager +27(0)44 302 6590

DIRECTORATE COMMUNITY SERVICES

Director	+27(0)44 302 6363	
Cemeteries	+27(0)44 302 6327	+27(0)44 384 1613
Waste Management	+27(0)44 302 6405	
Drivers Licences	+27(0)44 302 6451	+27(0)44 302 6593
	+27(0)44 302 6434	
Traffic & Law Enforcement	+27(0)44 302 6551	+27(0)44 302 6337
Vehicle Registrations	+27(0)44 302 6433	+27(0)44 302 6439
	+27(0)44 302 6439	

DIRECTORATE CORPORATE SERVICES

Director +27(0)44 302 6316
Administration +27(0)44 302 6445





Human Resources	+27(0)44 302 6307
Public Participation	+27(0)44 302 6535
Legal Services	+27(0)44 302 6576

DIRECTORATE FINANCIAL SERVICES

Director	+27(0)44 302 6389
Enquiries General Finance	+27(0)44 302 6567
	+27(0)44 302 6558
Enquiries Rates	+27(0)44 302 6414
Enquiries Water Accounts	+27(0)44 302 6597

DIRECTORATE INFRASTRUCTURE SERVICES

Director	+27(0)44 302 6312
Water & Wastewater Services	+27(0)44 302 6332
Roads & Storm Water	+27(0)44 302 6309
Project Management Office	+27(0)44 302 6392
Electrical Services	+27(0)44 302 6409
Water Fault reports office hours	+27(0)44 302 6331
Electrical Fault reports office hours	+27(0)44 302 6397
	+27(0)44 302 6399

DIRECTORATE INTEGRATED HUMAN SETTLEMENTS

Director	+27(0)44 302 6347
Human Settlements	+27(0)44 302 6580

DIRECTORATE PLANNING AND ECONOMIC DEVELOPMENT

Director	+27(0)44 302 6348
Building Control	+27(0)44 302 6324
Environmental Management	+27(0)44 302 6317
Town Planning	+27(0)44 302 6319
Economic Development (ED)	+27(0)44 302 6366





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