

**Client Services Charter • Kliëntedienshandves  
Umqulu Wokuhanjiswa Kwenkonzo Zoluntu**



**KAAP AGULHAS MUNISIPALITEIT  
CAPE AGULHAS MUNICIPALITY  
U MASIPALA WASECAPE AGULHAS**





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## MESSAGE FROM THE MUNICIPAL MANAGER



It is indeed an honour for us to introduce the Client Services Charter for the Cape Agulhas Municipality. This Charter is evidence of our commitment to deliver excellent services to our clients, the community of the greater Cape Agulhas area. At Cape Agulhas Municipality excellent client services entail just more than lip service. These services bear witness to our willingness to satisfy our clients' needs.

As set out in this charter, our clients also have a responsibility to assist us in this regard: a responsibility to provide the correct information; a responsibility to understand there are various priorities requiring attention; a respon-

sibility to be reasonable, and a responsibility to trust that we have your interests at heart.

After consultation with a number of stakeholders which include ratepayers, interested parties and our staff members, we have developed this Client Services Charter. Regular adjustments will keep it up to date and relevant, and it will be used as an instrument to measure our performance.

We endeavour to be professional and transparent in our dealings with you, and to maintain the highest possible service standards in our strive to uphold the Batho Pele principles. You are welcome to provide us with feedback.



## **CLIENT SERVICE STATEMENT**

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This Client Service Charter document defines the aims and objectives of Batho Pele Principles by focusing on:

- Consultation
- Service standard
- Courtesy
- Information
- Openness
- Redress
- Value for money
- Transparency

In addition the Municipality will ensure that services are delivered to a standard that is cost effective, quality driven, user friendly and efficient.

## WHO WE ARE

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Cape Agulhas Municipality is the southernmost municipality in Africa and falls within the Overberg District of the Western Cape. The Municipal area comprises 2 411 km<sup>2</sup> and approximately 178 Km of coastline. The population is estimated at 35 050. The Municipal area includes the towns of Napier, Bredasdorp, Struisbaai, L'Agulhas, Suiderstrand, Arniston (Waenhuiskrans), Elim, Klipdale and Protem.

## WHO ARE OUR CLIENTS

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Our clients are ratepayers, residents and businesses whose main contact with the Municipality is through the consumption of municipal services. All visitors to the Cape Agulhas Municipal area are also our clients. We want to satisfy all our clients' needs. No matter how big or small. Some needs are obviously more urgent than others, but attention will be given to each individual case and it will be handled in the best possible way.

## WHAT WE DO

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We are a Municipality that is committed to render excellent services through good governance, public ownership and partnership in order to create a safer environment that will promote socio-economic growth and ensure future financial sustainability in the prosperous southernmost community. These services include:

### **Infrastructure Services**

- Water and sanitation
- Electro-technical
- Streets and Stormwater
- Solid Waste Management
- Building Control, Noise and Air Quality control

### **Management Services**

- Human Settlements
- Public Services
- Protection Services
- Human Development
- Library Services

### **Finance and IT**

- Revenue
- Expenditure
- Salary management
- Budget and Treasury Office
- Information Communication Technology
- Supply Chain Management

### **Office of the Municipal Manager**

- Human Resource and Organisational Development Services
- Strategic Planning and Administration Services
- Town Planning
- Local Economic Development and Tourism

The staff members of the Cape Agulhas Municipality are proud to render these services to the best of their ability and according to mutually accepted standards.



## STANDARDS

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We have developed the following service standards for the Municipality that you as a client can expect and measure us against.

As a customer you must please remember that you have a responsibility to provide us with the correct and complete information, otherwise we cannot meet with these standards.



# INFRASTRUCTURE SERVICES

## WATER AND SANITATION

Services	Standards
Voluntary disconnection and reconnection	As per customer requested date: Within 2 working days
Customer queries on meter reading	3 working days
Application forms process time	2 working days
Meter reading cycle	30 days
Bulk meter processing	Same day
Damaged meter, no meter and buried meter processing	1 working day
Respond to water leaks and overflows on pipes	<u>Residential</u> : 24 hours <u>Commercial</u> : 2 hours
Responding to bursts, extensive flooding and sewage overflows/ blockages	1 hour
Inspections and treatments of sewerage odours from our wastewater treatment plant	2 working days

## ROADS AND STORMWATER

Repair of potholes	5 working days
Respond to gravel roads surface complaints	10 working days
Respond to complaints of flooding	1 hour
Opening of stormwater blockages after complaint lodged	5 hours
Respond to complaints about uneven side walks	2 working days
Construction of vehicle access after payment	14 days





## INFRASTRUCTURE SERVICES

### SOLID WASTE MANAGEMENT

Services	Standards	
Refuse collection Recycling	<u>Residential:</u> 1 collection per week	<u>Commercial:</u> Twice a week
Refuse collection: Garden/steel skips	<u>Residential:</u> Weekly	<u>Commercial:</u> As per request
Refuse collection: Street Bins	Daily	
Removal of refuse dumped illegally	As per request	

### BUILDING CONTROL, NOISE AND AIR QUALITY CONTROL

Building plan approval less than 500m <sup>2</sup>	30 days
Building plan approval more than 500m <sup>2</sup>	60 days
Request for Building inspections	2 working days
Response to all building control and illegal building activity complaints	5 working days
Response to air quality complaints and noise complaints addressed	1 working day

## INFRASTRUCTURE SERVICES

### ELECTRO-TECHNICAL

*(All Electro-technical services apply to the Cape Agulhas Municipality area of supply and exclude Eskom areas)*

Repair unforeseen power outages (electrical faults, malfunctioning equipment, ect)	<ul style="list-style-type: none"> <li>• 30% of cases within 2 hours</li> <li>• 60% of cases within 3,5 hours</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of cases within 8 hours</li> <li>• 100% of cases within 2 working days</li> </ul>
Scheduled power outages (for upgrading, maintenance)	<ul style="list-style-type: none"> <li>• Maximum of three (3) planned and six (6) forced outages per year, limited to a total of twelve (12) hours per outage.</li> <li>• The municipality endeavours to give at least 14 days' notice of scheduled power outages by means of notice boards, advertisements, SMS, Cape Agulhas Municipality social media platforms.</li> </ul>	
Electrical new connections, reconnections, upgrades and changes	<ul style="list-style-type: none"> <li>• Standard reconnections – two (2) working days.</li> <li>• Provision of standard connections – within fourteen (14) days after payment and if the building is ready and the necessary documentation is completed.</li> <li>• Provision of non-standard connections: Quotation basis of twenty-one (21) days, negotiable subject to delivery times of equipment from suppliers to municipality</li> </ul>	
Reports of faulty street lighting, area, building and sports field lighting	<ul style="list-style-type: none"> <li>• 95% of cases within seven (7) working days.</li> <li>• 100% of cases within ten (10) working days.</li> <li>• Faulty street lighting will only be attended to after hours if the area affected is relatively large.</li> </ul>	

## MANAGEMENT SERVICES

### HOUSING

Services	Standards
Respond to any housing and informal settlement complaints and enquiries Phone, email and in writing	2 working days
Housing Consumer Education and beneficiary information	Quarterly
Updating of housing waiting list	As per application
Feedback on housing applications	Immediately on request

### LIBRARIES

Feedback on special request for books	On availability
Community outreach programmes	Monthly
General enquiries	Immediately
Feedback on complaints	As soon as possible

### PUBLIC SERVICES

Maintenance of parks and open spaces	As per pre-scheduled program
Maintenance of sport grounds and community facilities	As per pre-scheduled program
(Complaints) Notices: Overgrown erven	30 days
Booking of community facilities	Immediately – 2 working days (if in writing)
Complaints holiday resort facilities	Immediately – 1 working day (if in writing)
Booking / cancelation of holiday resorts	14 days
Cleaning of cemeteries	As per pre-scheduled program

## MANAGEMENT SERVICES

### PROTECTION SERVICES

Services	Standards
Reaction time to emergencies / fire / accidents	Immediately
Issue of motor registration and licenses	Immediately
Bookings for learner and driver license testing	Immediately pending availability on the eNatis system
Remove local administrative mark from name after receipt of payments	5 working days
Application for discount or acquittal of fines	14 days
Acknowledgement and registration of general complaints	3 working days

### HUMAN DEVELOPMENT

Bookings for Thusong Hall	Immediately
Answering telephone calls	5 rings

## FINANCE & IT

Services	Standards
Answering telephone calls	Within 5 rings
Return your call	1 working day
Acknowledge all correspondence telephone calls/faxes/emails and other communications	1 working day
Reply to all formal correspondence received	7-10 working days
Notice of tariffs increases	5 working days after council's approval
Customer Information Updates	1 working day
General account queries	2 working days
Leave a notice with contact details if we call at your residence and you are not home	Immediately
Meter reading queries	3 working days
Account disputes	As per credit control policy in conjunction with section 95 and 102 of the MSA
Application for indigent subsidy	From next billing run after approval
Water and Electricity meter readings	Monthly

## FINANCE & IT

Services	Standards
Client refunds	Weekly
Distribution of accounts	Monthly
Applications for water and electrical connections	1 working day
New account registrations	5 working days
Payment of creditors	14-30 days
Requesting of bid documents	2 working days
Bid enquiries - telephonic	Immediately
Bid enquiries - emails	2 working days
Upload of bid opening results on website	2 working days

# STRATEGIC PLANNING AND ADMINISTRATION

## TOWN PLANNING AND PROPERTY ADMINISTRATION

Services	Standards
Respond to land use management and property administration complaints	2 working days
Acknowledge receipt of land use applications and inform applicants of any missing information	5 working days



## GENERAL ENQUIRIES & COMPLAINTS

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### Written (including email)

- Acknowledgement of receipt within five (5) working days, or immediately by the SMS system.
- Answered within ten (10) working days, or by the SMS system.

### Telephonic

- Respond to within ten (10) working days or by the SMS system.

### Personal

- Respond to within ten (10) working days.







## Klientedienshandves

## BOODSKAP VAN DIE MUNISIPALE BESTUURDER



Dit is inderdaad 'n eer vir ons om die Kliëntedienshandves vir die Kaap Agulhas Munisipaliteit bekend te stel. Hierdie handves is 'n bewys van ons verbintenis om uitstekende dienste aan ons kliënte, die gemeenskap van die groter Kaap Agulhas area, te lewer. By Kaap Agulhas Munisipaliteit behels uitstekende kliëntediens baie meer as net lippediens. Hierdie dienste getuig van ons bereidwilligheid om aan ons kliënte se behoeftes te voldoen.

Soos uiteengesit in hierdie handves, het ons kliënte ook 'n verantwoordelikheid om ons in hierdie verband by te staan: 'n verantwoordelikheid om die korrekte inligting te verskaf; 'n verantwoordelikheid om te verstaan daar is verskeie prioriteite wat aandag verg; 'n verant-

woordelikheid om redelik te wees, en om te vertrou dat ons jou belange op die hart dra.

Na oorlegpleging met 'n aantal belanghebbendes wat belastingbetalers, belangstellendes en ons personelede insluit, het ons hierdie Kliëntedienshandves ontwikkel. Gereelde aanpassings sal dit op datum en relevant hou, en dit sal as instrument gebruik word om ons prestasie mee te meet.

Ons poog om professioneel en deursigtig te wees in ons handelinge met u, en om die hoogste moontlike diensstandaarde te handhaaf in ons strewe na die handhawing van die Batho Pele Beginsels. U is welkom om ons terugvoer te gee.



## KLIËNTEDIENSVERKLARING

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Die Kliëntedienshandves dokument definieer die mikpunte en doelstellings van Batho Pele Beginsels deur te fokus op.

- Raadpleging
- Diensstandaarde
- Hoflikheid
- Inligting
- Openheid
- Regstelling
- Waarde vir geld en
- Deursigtigheid

Die munisipaliteit sal ook toesien dat dienste teen 'n standaard wat koste-effektief, kwaliteitsgedrewe, gebruikersvriendelik en doeltreffend is, gelewer word.

## WIE IS ONS

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Kaap Agulhas Munisipaliteit is die suidelikste munisipaliteit in Afrika en val binne die Overberg Distrik van die Wes-Kaap. Die munisipale area bestaan uit 2 411 km<sup>2</sup> en ongeveer 178 km kuslyn. Die bevolking word op 35 050 geskat. Die munisipale gebied sluit die dorpe Napier, Bredasdorp, Struisbaai, L'Agulhas, Suiderstrand, Arniston (Waenuiskrans), Elim, Klipdale en Proteem in.

## WIE IS ONS KLIËNTE

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Ons kliënte is belastingbetalers, inwoners en besighede wat hoofsaaklik deur die verbruik van munisipale dienste, met die Munisipaliteit te doen het. Alle besoekers aan die Kaap Agulhas Munisipale area is ook ons kliënte. Ons wil aan al ons kliënte se behoeftes voldoen. Maak nie saak hoe groot of klein nie. Sommige behoeftes is natuurlik dringender as ander, maar aandag sal gegee word aan elke individuele geval en dit sal op die beste moontlike manier hanteer word.

## WAT ONSDOEN

Ons as 'n munisipaliteit is daartoe verbind om uitstekende dienste te lewer deur goeie bestuur, openbare eienaarskap en vennootskap ten einde 'n veiliger omgewing te skep wat sosio-ekonomiese groei sal bevorder en toekomstige finansiële volhoubaarheid in 'n welvarende suiderlikste gemeenskap sal verseker. Hierdie dienste sluit in:

### Infrastruktuurdienste

- Water en Sanitasie
- Elektro-tegnies
- Strate en Stormwater
- Vaste Afvalbestuur
- Boubeheer, Geraas- en Lugbesoedelingsbeheer

### Bestuursdienste

- Menslike Nedersettings
- Openbare Dienste
- Beskermingsdienste
- Menslike Ontwikkeling
- Biblioteekdienste

### Finansies en IT

- Inkomste
- Uitgawes
- Salarisbestuur
- Begrotings- en Tesouriekantoor
- Inligtingskommunikasie Tegnologie
- Voorsieningskanaalbestuur

### Kantoor van die Munisipale Bestuurder

- Menslike Hulpbronne en Organisasie-ontwikkeling
- Strategiese Bepanning en Administrasie
- Stadsbepanning
- Plaaslike Ekonomiese Ontwikkeling en Toerisme

Die Kaap Agulhas Munisipaliteit personeellede is trots om hierdie dienste volgens die wedersyds aanvaarde standaarde, na die beste van hul vermoë te lewer.



## STANDAARDE

Ons het die volgende diensstandaarde vir die Munisipaliteit ontwikkel waarteen u as kliënt ons kan meet.

Onthou asseblief dat u as kliënt 'n verantwoordelikheid het om ons van die korrekte en volledige inligting te voorsien, anders kan ons nie aan hierdie standaarde voldoen nie.



# INFRASTRUKTUURDIENSTE

## WATER EN SANITASIE

Dienste	Standaard
Vrywillige onderbreking en heraansluiting	Na versoek van kliënt, binne twee werksdae
Kliënt navrae oor meterlesing	3 werksdae
Aansoekvorms verwerkingstyd	2 werksdae
Meterlesingsiklus	30 dae
Grootmaatmeters verwerkingstyd	Dieselfde dag
Beskadigde meter, geen meter en bedekte meter	1 werksdag
Reageer op waterlekkasies en oorloop van pype	<u>Residensieël</u> : 24 ure   <u>Kommersieël</u> : 2 ure
Reageer op pypbrekasies, uitgebreide oorstromings en riool oorloop / verstoppings	1 uur
Inspeksie en behandeling van rioolreuke	2 werksdae
PAAIE EN STORMWATER	
Herstel van slaggate	5 werksdae
Reageer op klagtes oor gruispad oppervlaktes	10 werksdae
Reageer op klagtes van oorstromings	1 uur
Oopmaak van stormwaterblokkasies	5 ure
Reageer op klagtes oor ongelyke sypaadjies	2 werksdae
Bou van voertuiginrit na betaling	14 werksdae



## INFRASTRUKTUURDIENSTE

### VASTE AFVALDIENSTE

Dienste	Standaard	
Vullisverwydering: Herwinning	Residensieël: 1 verwydering per week	Kommersieël: 2 keer per week
Vullisverwydering: Tuin/Wipbak	Residensieël: Weekliks	Kommersieël: Op versoek
Vullisverwydering: Straat asblikke	Daagliks	
Verwydering van onwettig gestorte vullis	Op versoek	

### BOUBEHEER, GERAAS- EN LUGBESOEDELINGSBEHEER

Bouplan goedkeuring vir minder as 500m <sup>2</sup>	30 dae
Bouplan goedkeuring vir meer as 500m <sup>2</sup>	60 dae
Versoek vir bouinspeksies	2 werksdae
Reaksie op klagtes oor boubeheer en onwettige bou aktiwiteite	5 werksdae
Reaksie op klagtes oor lugbesoedeling en geraas	1 werksdag



# INFRASTRUKTUURDIENSTE

## ELEKTRO-TEGNIES

*(Alle Elektro-tegniese dienste is van toepassing op die Kaapse Agulhas Munisipaliteit voorsieningsarea en sluit Eskom-gebiede uit)*

Herstel onvoorsiene kragonderbrekings (elektriese foute, onklaar toerusting, ens.)	<ul style="list-style-type: none"><li>• 30% van gevalle binne 2 uur</li><li>• 60% van gevalle binne 3,5 ure</li></ul>	<ul style="list-style-type: none"><li>• 90% van gevalle binne 8 ure</li><li>• 100% van gevalle binne 24 ure</li></ul>
Beplande kragonderbrekings (vir opgradering, instandhouding)	<ul style="list-style-type: none"><li>• Maksimum drie (3) beplande en ses (6) gedwonge onderbrekings per jaar, beperk tot 'n totaal van twaalf (12) uur per onderbreking.</li><li>• Die munisipaliteit poog om ten minste 14 dae kennis te gee van beplande kragonderbrekings deur middel van kennisgewingsborde, advertensies, sms'e en die Kaap Agulhas Munisipale sosiale media platvorms.</li></ul>	
Nuwe elektriese aansluitings, heraansluitings, opgraderings en veranderinge	<ul style="list-style-type: none"><li>• Standaard heraansluitings – twee (2) dae.</li><li>• Voorsiening van standaard aansluitings – binne veertien (14) dae na betaling en indien die gebou gereed is en die nodige dokumentasie voltooi is.</li><li>• Voorsiening van nie-standaard aansluitings: Kwotasiebasis van een-en-twintig (21) dae, onderhandelbaar onderhewig aan afleweringstye van toerusting vanaf verskaffers na munisipaliteit</li></ul>	
Rapportering van foutiewe straatbeligting, gebied-, bou- en sportveldbeligting	<ul style="list-style-type: none"><li>• 95% van gevalle binne sewe (7) dae.</li><li>• 100% van gevalle binne tien (10) dae.</li><li>• Foutiewe straatbeligting sal slegs na-ure aandag kry indien die gebied wat geraak word, relatief groot is.</li></ul>	

## BESTUURSDIENSTE

### BEHUISING

Dienste	Standaard
Reageer op enige klagtes en navrae oor behuising en informele nedersettings Telefoon, e-pos en skriftelik	2 werksdae
Behuising verbruikersopvoeding en inligtingsvergadering vir begunstigdes	Kwartaalliks
Opdatering van behuisingwaglys	Soos per aansoek
Terugvoer oor behuisingaansoeke	Onmiddellik op aanvraag

### BIBLIOTEKE

Terugvoer op spesiale versoeke vir boeke	Van beskikbaarheid
Gemeenskapsuitreikprogramme	Maandeliks
Algemene navrae	Onmiddellik
Terugvoer oor klagtes	So gou as moontlik

### OPENBARE DIENSTE

Instandhouding van Parke en oop ruimtes	Soos per voorafbeplande program
Instandhouding van Sportterreine en Gemeenskapsfasiliteite	Soos per voorafbeplande program
(Klagtes) Kennisgewings: Oorgroeide erwe	30 dae
Bespreking van Gemeenskapsfasiliteite	Onmiddellik - 2 werksdae (indien skriftelik)
Klagtes oor vakansieoord fasiliteite	Onmiddellik – 1 werksdag (indien skriftelik)
Bespreking / kansellasië van vakansieoorde	14 dae
Skoonmaak van begraafters	Soos per voorafbeplande program

## BESTUURSDIENSTE

### BESKERMINGSDIENSTE

Dienste	Standaard
Reaksietyd vir noodgevälle / brand / ongelukke	Onmiddellik
Uitreiking van motorregistrasie en lisensies	Onmiddellik
Besprekings vir leerling- en bestuurslisensietoetsing	Onmiddellik hangende beskikbaarheid op die eNatis-stelsel
Verwyder plaaslike administratiewe nota van naam na ontvangs van betalings	5 werksdae
Aansoek om afslag of vrysprak van boetes	14 Dae
Erkenning en registrasie van algemene klagtes	3 werksdae
MENSLIKE ONTWIKKELING	
Besprekings vir Thusongsaal	Onmiddellik
Beantwoord telefoonoproepe	5 luie

## FINANSIES EN IT

Dienste	Standaard
Beantwoord telefoonoproepe	5 luie
Bel terug	1 werksdag
Bevestig alle korrespondensie telefoonoproepe / fakse / e-posse en ander kommunikasie	1 werksdag
Beantwoord alle formele korrespondensie wat ontvang is	7-10 werksdae
Kennisgewing van tariefverhogings	5 werksdae na die raad se goedkeuring
Kliënte-inligting opdatings	1 werksdag
Algemene rekeningnavrae	2 werksdae
Laat 'n nota met kontakbesonderhede indien ons u nie tuis vind by u woning nie	Onmiddellik
Meterlesingsnavrae	3 werksdae
Rekening geskille	Volgens kredietbeheerbeleid tesame met artikel 95 en 102 van die Munisipale Stelsels Wet
Aansoek om deernishulp (Masakhane)	Vanaf volgende rekening na goedkeuring
Water- en elektrisiteit meterlesings	Maandeliks

## FINANSIES EN IT

Dienste	Standaard
Kliënt terugbetalings	Weekliks
Verspreiding van rekeninge	Maandeliks
Aansoeke vir water- en elektriese aansluitings	1 werksdag
Nuwe rekeningregistrasies	5 werksdae
Betaling van krediteure	14-30 dae
Versoek van tenderdokumente	2 werksdae
Tender navrae - telefoniese	Onmiddellik
Tender navrae - e-pos	2 werksdae
Oplaaï van tender resultate op die webtuiste	2 werksdae

# STRATEGIESE BEPLANNING EN ADMINISTRASIE

## STADSBEPLANNING & EIENDOMSADMINISTRASIE

Dienste	Standaard
Reageer op klagtes oor grondgebruik en eiendomsadministrasie	2 werksdae
Erken ontvangs van grondgebruiksaansoeke en stel aansoekers in kennis van enige ontbrekende inligting	5 werksdae



## ALGEMENE NAVRAE & KLAGTES

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### **Skriftelik (ingesluit per e-pos)**

- Erkenning van ontvangs binne vyf (5) werksdae, of onmiddellik deur 'n SMS-stelsel
- Beantwoord binne tien (10) werksdae of onmiddellik deur 'n SMS-stelsel

### **Telefoniese**

- Beantwoord binne tien (10) werksdae, of onmiddellik deur 'n SMS stelsel

### **Persoonlik**

- Beantwoord binne tien (10) werksdae, of terugvoering word verskaf indien nie opgelos is nie.





## Umqulu Wokuhanjiswa Kwenkonzo Zoluntu





## UMYALEZO OVELA KUMPHATHI KAMASIPALA



Kuliwonga ngokwenene kuthi ukwazisa uMqulu weenKonzo zoLuntu kuMasipala waseCape Agulhas. Lo Mqulu ububungqina bokuzinikela kwethu ekunikezeleni ngeenkonzo ezigqwesileyo kuluntu lwethu, kuluntu lwengingqi enkulu yeCape Agulhas. KuMasipala waseCape Agulhas iinkonzo ezigqwesileyo kuluntu zibandakanya okungaphezulu kunohanahaniso. Ezi nkonzo zinika ubungqina ekuzimiseleni kwethu ukwanelisa iimfuno zoluntu lwethu.

Njengoko kuchaziwe kulo mqulu, uluntu ngokubanzi lunoxanduva banoxanduva lokusince da kulo mbandela: uxanduva lokusinika ulwazi oluchanekileyo; uxanduva lokuqonda ukuba kukho izinto ezingundoqo ezifuna ukuqwalasel-

wa; uxanduva lokuba nengqiqo, kunye noxanduva lokuthemba ukuba sinenkathalo ngani.

Emva kokucebisana nenani labaxhasi neziquka abarhafi, abanomdla kunye nabasebenzi bethu, siqulunqe lo Mqulu weenKonzo zoLuntu. Uhlen-gahlengiso olulungeleleneyo luya kuwugcina uhlaziyiwe kwaye ufanelekile, kwaye uya kusetyenziswa njengesixhobo sokulinganisa intsebenzo yethu.

Sizama ukuba nobuchule kwaye singafihlisi xa sisebenzisana nani, nokugcina eyona migan-gatho iphezulu yeenkonzo kumzamo wethu wokuxhasa imigaqo-nkqubo yeBatho Pele. Izimvo nengcebiso zenu zamkelekile



## **INGXELO NGEENKONZO ZOLUNTU**

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Olu xwebhu lweMigangatho yeNkonzo zoluntu luchaza iinjongo zeMigaqo-nkqubo yeBatho Pele (Abantu Kuqala) ngokugxila koku:

- Ukubonisana
- Iinkonzo ezisemgangathweni
- Imbeko
- Ulwazi
- Ukungafihli nto
- Ulungiselelo
- Umsebenzi ofanele imali yakho
- Ukungafihlisi

Ukongeza oku, uMasipala uya kuqinisekisa ukuba iinkonzo zinikezelwa ngokomgangatho ofanele indleko, oqhutywa bubulunga, ofanele ukusebenziseka nolungileyo.

## SINGOOBANI

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UMasipala iCape Agulhas ngoyena masipala usemazantsi e-Afrika kwaye uphantsi kweSithili se-Overberg eNtshona Kapa. Ummandla kaMasipala unama-2 411 km<sup>2</sup> kunye neekhilomitha ezili-178 zonxweme. Abemi baqikelelwa kuma-35050. Indawo kamasipala ibandakanya iidolophu zeNapier, iBredasdorp, iStruisbaai, iAgulhas, iSuiderstrand, iArniston (eWaenhuiskrans), i-Elim, iKlipdale neProtem.

## NGOOBANI ABASEBENZISI BENKONZO ZETHU

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Abasebenzisi benkonzo zethu ngabarhafi, abahlali kunye namashishini nangabona banxibelelana noMasipala ngokusebenzisa iinkonzo zikamasipala. Zonke iindwendwe ezikwizingqi kaMasipala iCape Agulhas zikwangabaxumi bethu. Sifuna ukwanelisa zonke iimfuno zoluntu lwethu nokuba zingankulu okanye zibencinci kangakanani na. Ezinye iimfuno ngokucacileyo zingxamisekile kunezinye, kodwa kuya kunikwa ingqalelo kwimeko nganye kwaye iya kuphathwa ngeyona ndlela ifanelekileyo.

## YINTONI UMSEBENZI WETHU

SinguMasipala ozibophelele ekunikezeleni ngeenkondo ezigqwesileyo ngolawulo olululo, ubunini kuluntu nentsebenziswano ukuze sidale imeko-bume ekhuselekileyo eza kukhuthaza ukukhula kwezentlalo noqoqosho kwaye iqinisekise uzinzo lwezezimali lwexesha elizayo kuluntu olunempumelelo olusemazantsi. Ezi nkondo ziquka:

### Amaziko akhoyo abonelela ngeenkondo

- linkondo zaManzi
- linkondo zobuGcisa boMbane
- Izitalato kunye naManzi esiphango
- Ulawulo lweNkunkuma nelindle
- uLawulo lweZakhiwo, Ingxolo kunye nolawulo loMoya

### linkondo Zolawulo

- lindawo zokuhlaliswa koluntu
- linkondo zoLuntu
- linkondo zoKhuseleko
- Uphuhliso loLuntu
- linkondo zamaThala eencwadi

### EzeMali kunye ne-IT

- Ingeniso
- Inkcitho
- Ulawulo lwemivuzo
- I-ofisi yolwabiwo-mali nendyebo yedolophu
- Izibonelelo ze-IT (iTekhnoloji yoNxibelelwano loLwazi)
- Ulawulo masebe olunikezelwa ngentsebenziswano

### IOfisi yoMphathi kaMasipala

- linkondo zeSebe lezeNgqesho lwabasebenzi nezoPhuhliso oluquzelelweyo
- linkondo zeCandelo lobuchule obucwangcisiweyo noLawulo
- UCwangciso-lwakhiwo lweDolophu
- Uphuhliso loQoqosho lweNgingqi noKhenketho

Abasebenzi bakaMasipala iCape Agulhas baneqhayiya ngokunikezela ngezi nkondo kangangoko benokufikelelangokwemigangatho eyamkelweyo macala.



## IMIGANGATHO

Siqulunkqe le migangatho yeenkonzo ilandelayo kaMasipala engasetyenziswa nguwe Njengomsebenzisi wenkonzo ukusilinganisa.

Njengomsebenzisi wenkonzo sicela ukhumbule ukuba unoxanduva lokusinika ulwazi oluchanekileyo nolugqibeleleyo, kungenjalo asinako ukumelana nale migangatho.



# IINKONZO ZEZIBONELELO

## IINKONZO ZAMANZI

linkonzo	Imigangatho	
Ukuqhawulwa nokuqhagamshela ngokutsha ngokuzithandela	Ngokomhla ocelwe ngumxumi: Iiyure ezingama 48	
Imibuzo yomxumi malunga nokufundwa kwemitha yamanzi	Iintsuku ezi-3 zomsebenzi	
Ixesha lokuhambisa iifomu zezicelo	Iintsuku ezi-2	
Umjikelo wokufundwa kwemitha yamanzi	Iintsuku ezingama-30	
Ukuhanjiswa kweemitha zamanzi ezidityanisiweyo	Kwangalo mini	
Ukuhanjiswa kwemitha yamanzi emoshakeleyo, okanye egqunyelelwe ngumhlaba	Usuku olunye	
Impendulo kwiindawo ezivuzayo nokuphalala kwemibhobho	<u>Iindawo ezihlala abantu:</u> Iiyure ezingama-24	<u>Iindawo zoshishino:</u> Iiyure ezi 2
Ukusabela kwingxaki yemibhobho egqabhukileyo / isikhukula nokuphuphuma kwelindle ngaphandle	Iyure enye	
Uhlolo lotywino mibhobho nokulungiswa kwamavumba amabi asuka kwindawo yogutyulo lwelindle.	Iiyure ezingama-48	

## IINDLELA NAMANZI ESIPHANGO

Ukulungiswa kwemingxuma emva kwezikhalazo	Iintsuku ezi-5
Ukusabela kwizikhalazo ezimalunga nokugangathwa kweendlela zegrabile	Iintsuku ezili-10
Ukusabela kwizikhalazo ngempuphuma	Iyure enye
Ukuvulwa kwemijelo yamanzi esiphango avingciweyo emva kokufakwa kwesikhalazo	Iiyure ezi-5
Impendulo kwizikhalazo malunga neepevamente ezingekho tyaba	Iintsuku ezi-2
Ukwakhiwa kokuvumela ukungena kwezithuthi emva kwentlawulo	Iintsuku ezingama 14



## IINKONZO ZEZIBONELELO

### IINKONZO ZOLAWULO OLUQILIMA NGEZOKULAWULO/ ZENKUNKUMA

linkonzo	Imigangatho	
Ukuqokelelwa kwenkunkuma: Ukuqokelelwa kwenkunkuma eza kusetyenziswa ngokutsha	<u>Indawo ehlala abantu:</u> Ingqokelelo eyi1 ngeveki	<u>lindawo zoshishino:</u> Kabini ngeveki
Ukuqokelelwa kwenkunkuma: sikhongozelo esikhulu sentsimbi senkunkuma yegadi	<u>Indawo ehlala abantu:</u> Ingqokelelo eyi1 ngeveki	<u>lindawo zoshishino:</u> Ngokwesicelo
Ukuqokelelwa kwenkunkuma: Imigqomo esesitratweni	Yonke imihla	
Ukususwa kwenkunkuma elahlwe ngokuchasene nomthetho	Ngokwesicelo	
ULAWULO LWEZAKHIWO, INGXOLO KUNYE NOLAWULO BUME-BEMEKO		
Imvume yoyilo lwesakhiwo esingaphantsi kwama 500m	lintsuku ezingama 30	
Imvume yoyilo lwesakhiwo esingaphezu kwama 500m <sup>2</sup>	lintsuku ezingama 60	
Isicelo sohlobo lwesakhiwo	lintsuku ezi-2	
Ukusabela kwizikhalazo ezimalunga nolawulo lwezakhiwo ezingekho semthethweni	lintsuku ezi-5	
Ukusabela kwizikhalazo ezimalunga nomgangatho womoya ofanelekileyo nezikhalazo ngengxolo zilungisiwe	Usuku olunye	

## IINKONZO ZEZIBONELELO

### IINKONZO ZOBUGCISA BOMBANE

(Zonke iinkonzo zobuchule ngezombane zilungiselelwe ingingqi yonikezelo kaMasipala iCape Agulhas ngaphandle kweendawo zikaEskom)

Ukulungisa ucimo lombane olungalindelekanga (umonakalo embaneni, izixhobo ezingasebenzi kakuhle, njl,njl)	<ul style="list-style-type: none"><li>• I-30% yezehlo kwisithuba seeyure ezi-2</li><li>• I-60% yezehlo kwisithuba seeyure ezi-3,5</li></ul>	<ul style="list-style-type: none"><li>• I-90% yezehlo kwisithuba seeyure ezi-8</li><li>• I-100% yezehlo kwisithuba seeyure ezingama-24</li></ul>
Ukucinywa kombane okucwangcisiweyo (ngeenjongo zophuculo, nogcino)	<ul style="list-style-type: none"><li>• Ubuminzi bocimo mbane bungaziye ezintathu (3) ezicwangcisiweyo nezintandathu (6) ezinyanzeliswayo ngonyaka, ziminywe kangangeeyure ezilishumi elinambini (12) zocinyelwo mbane.</li><li>• Umasipala uzama ukunika isaziso seentsuku ezili-14 zokucinywa kombane okucwangcisiweyo kwiibhodi zezaziso, izibhengezo, ii-SMS, u-Twitter kunye newebhusayithi kamasipala ubuncinane.</li></ul>	
Uqhagamshelwano olutsha, uqhagamshelwano ngokutsha, uphuculo notshintsho	<ul style="list-style-type: none"><li>• Uqhagamshelwano lombane olumiselweyo – iintsuku ezimbini (2)</li><li>• Ukubonelelwa koqhagamshelwano olumiselweyo – kwisithuba seentsuku ezilishumi elinane (14) emva kokuhlawula kwaye ukuba isakhiwo silungile na kwaye amaxhwebhu ayimfuneko agqityiwe (umz))</li><li>• Ifomu yofakelo lombane, isatifikethi lofakelo olusemgangathweni ingenisiwe</li><li>• Ukubonelelwa koqhagamshelwano olungamiselwanga</li><li>• Ukumiswa kwentelekelelo yamaxabiso kweentsuku ezingamashumi amabini ananye (21), enokuxoxwa ngokuxhomekeke kumaxesha okuhanjiswa kwezixhobo ezivela kubanikezeli ngeenkonzo ukuya kumasipala</li></ul>	
Ukuchazwa kwezibane ezikhulu zokukhanyisa esitratweni ezimoshakeleyo, kwindawo, izibane ezikhulu kwisakhiwo kunye nelebala lezemidlalo	<ul style="list-style-type: none"><li>• I-90% yezehlo kwisithuba seentsuku ezisixhenxe (7)</li><li>• I-100% yezehlo kwisithuba seentsuku ezilishumi (10)</li><li>• Ukulungisa izibane ezikhulu ezikhanyisayo kwisitalato kuya kujongwa kuphela emva kwamaxesha omsebenzi ukuba ngaba indawo echaphazelekayo inkulu kakhulu.</li></ul>	



## IINKONZO ZOLAWULO

### IINDAWO EZIHLALA ABANTU

<b>Iinkonzo</b>	<b>Imigangatho</b>
Ukusabela kuso nasiphi na isikhalazo ngezindlu namatyotyombe kunye nemibuzo ngefowuni, i-imeyile nembalelwano.	Kwangoko (iiyure ezingama-24 ngembalelwano)
Ukufundiswa kwabahlali-bezindlu kunye nentlanganiso yokubonelela ngolwazi kubaxhamli	Ngonyanga-ntathu
Ukuhlaziywa koluhlu lwabalindele izindlu	Ngokwesicelo
Ingxelo ngezicelo zezindlu	Kwangoko sakungeniswa isicelo

### AMATHALA EENCWADI

Ukusabela isicelo esikhethekileyo seencwadi	Kuxhomekeke ekufumanekeni kweencwadi
Iinkqubo zokufikelela eluntwini	Ngenyanga
Imibuzo ngokubanzi	Kwangoko
Ingxelo ngezikhalazo	Ngokukhawuleza

### IINKONZO ZIKAWONKE-WONKE

Ukugcinwa kweepaki neendawo zikawonkewonke	Ngokwenkqubo ecwangcisiweyo
Ukugcinwa kwamabala ezemidlalo neziseko ezisetyenziswa luluntu	Ngokwenkqubo ecwangcisiweyo
(Izikhhalazo) Izaziso: Iziza ezinokhula olugqithisileyo	Iintsuku ezingama-30
Ukubhukishwa kweziseko zoncendo luntu	Kwangoko – (iintsuku ezi-2 ukuba kucelwa ngembalelwano)

Izikhhalazo: izibonelelo zezinto eziluncedo ngezeholide	Kwangoko – Usuku olunye (ukuba kukhalazwe ngembalelwano)
Ukubhukishwa / ukurhoxiswa kweendawo ekuchithelwa kuzo iiholide	Iintsuku ezili-14
Ukucocwa kwamangcwaba	Ngokwenkqubo ecwangcisiweyo

## IINKONZO ZOLAWULO

### IINKONZO ZOKHUSELO

<b>Iinkonzo</b>	<b>Imigangatho</b>
Ixesha lokuphendula kwiimeko ezingxamisekileyo / umlilo / iingozi	Kwangoko
Ukukhutshwa koBhaliso lweeMoto- kunye neeLayisensi (olungenaziphene)	Kwangoko
Ukubhukishwa kovavanyo lwelayisensi yokuqhuba yoMfundi / yoMqhubi	Kwangoko, kuxhomekeke ekufumanekeni kwenkqubo ye-ENatis
Ukususa uphawu lolawulo lwendawo kwigama emva kokufumana iintlawulo	Iintsuku ezi-5
Isicelo sesaphulelo okanye sokuxolelwa kwezohlwayo	Iintsuku ezili-14
Ukwazisa ngowamkelwa kunye nokubhaliswa kwezikhhalazo ngokubanzi	Iintsuku ezi-3

### UPHUHLISO LWABANTU

Ukubhukishwa kweHolo iThusong	Kwangoko
Ukuphendula iminxeba	Ikhala kahlanu

## ISEBE LEZEMALI NE-IT

linkonzo	Imigangatho
Ukuphendula iminxeba	Xa ikhala kahlanu
Ukubuyela umnxeba wakho	Kwisithuba seeyure ezingama-24
Ukwazisa ngokamkelwa kwayo yonke imbalelwano, iminxeba / iifeksi / iimeyile kunye nezinye iindlela zoxibelelwano	Kwisithuba seeyure ezingama-24
Ukuphendula yonke imbalelwano esesikweni efunyenweyo	Kwisithuba seentsuku ezi-7 -10
Isaziso sokunyuswa kweehafu	Iiyure ezingama-24 emva kokuvunywa kwebhunga (iintsuku ezi-5)
Ukuhlaziywa kolwazi loMthengi	Usuku olunye
Imibuzo ngokubanzi nge-akhawunti	IIintsuku ezi 2
Ukushiya isaziso esineenkukacha zoxibelelwano ukuba sityelele apho uhlala khona kwaye awukho ekhaya	i-100%
Imibuzo ngokufundwa kwemitha yombane/yamanzi	Iintsuku ezi-3 zomsebenzi
Ingxoxo mpikiswano nge-akhawunti	Ngokomgaqo-nkqubo wolawulo lwamatyala ngokudibeneyo neCandelo 95 kunye ne-102 leMSA
Isicelo senkxaso yezibonelelo ngeenkonzelo sabasweleyo	Ukusuka ekukhutshweni kwetyala elilandelayo emva kokuvunywa kwesicelo

## ISEBE LEZEMALI NE-IT

linkonzo	Imigangatho
Ukufundwa kwemitha yombane neyamanzi	Ngenyanga
Ukubuyiselwa kwemali yomxumi	Ngeveki
Ukuhanjiswa kwee-akhawunti	Ngenyanga
Izicelo zokufakelwa kwamanzi kunye nombane	Usuku olunye
Ubhaliso lweeakhawunti ezintsha	lintsuku ezintlanu
Intlawulo yabatyalwayo	lintsuku ezili-14 - 30
Ukucela amaxwebhu ezifaki maxabiso	lintsuku ezi-2
Imibuzo ngezifaki-maxabiso - ngomnxeba	Kwangoko
Imibuzo ngezifaki-maxabiso nge-imeyile	liyure ezingama - 24
Ukufakwa kweziphumo zokuvulwa kwezifaki-maxabiso kwiwebhusayithi	liyure ezingama - 24

# ISICWANGCISO SOBUCHULE NEENKONZO ZOLAWULO

## UCWANGCISO-Iwakhiwo LWEDOLOPHU

linkonzo	Imigangatho
Ukusabela kwizikhalazo zolawulo lokusetyenziswa komhlaba nezolawulo lweepropathi	lintsuku ezi-2 zomsebenzi
Ukwazisa ukufunyanwa kwezicelo zokusetyenziswa komhlaba kwaye kwaziswe abafaki zicelo ngalo naluphi na ulwazi olungekhoyo	lintsuku ezi-5 zomsebenzi



## IMIBUZO NEZIKHALAZO NGOKUBANZI

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### Ibhaliwe (nange-imeyile)

- Ukwazisa ukufunyanwa kwesicelo sakho kwisithuba seentsuku ezintlanu (5) zomsebenzi, okanye kwangoko emva kokuba kwamkelwe isicelo sisixokelelwano se-SMS
- Iphendulwe kwisithuba seentsuku ezilishumi (10) zomsebenzi, okanye uya kunikwa ingxelo xa ingalungiswanga, okanye kwangoko emva kokwamkelwa ngesixokelelwano se-SMS

### Ngomnxeba

- iphendulwe kwisithuba seentsuku ezilishumi (10) zomsebenzi, okanye uya kunikwa ingxelo xa ingalungiswanga, okanye kwangoko emva kokwamkelwa sisixokelelwano seSMS

### Buqu

- Iphendulwe kwisithuba seentsuku ezilishumi (10) zomsebenzi, okanye uya kunikwa ingxelo xa ingalungiswanga.



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## HOW TO CONTACT US: WALK-IN SERVICE CENTRES

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Newmark Street,  
Napier, 7270

**Tel: 028 423 3231**

### **Arniston Office**

Hoofweg 163, Arniston

**Tel: 028 445 9620**

### **Struisbaai Office**

Protea Road, Struisbaai,  
7285

**Tel: 028 435 6538**

### **Klipdale Library**

Carolineville, Klipdale,

**Tel: 028 425 5666**

### **Bredasdorp**

#### **Thusong Centre**

C/O Long & Ou Meulestreet

**Tel: 028 425 5560**

### **Protem Library**

Protem

**Tel: 028 425 5667**

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