

Kliëntedienshandves
Client Services Charter
UMqulu waMalungelo eeNkonzo zaBaxumi



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Van die Uitvoerende Burgemeester en Munisipale Bestuurder

Ons is trots om die hersiene en opgedateerde kliëntedienshandves aan inwoners en belanghebbendes bekend te stel. Dit vervat ons toewyding tot die lewering van uitstaande diens aan ons kliënte, die belastingbetalers. Vir Swartland Munisipaliteit is uitstekende kliëntediens veel meer as net lippetaal - dit is sigbare bewyse van ons bereidwilligheid om in ons kliënte se behoeftes te voorsien.

Die doel van uitnemende diens berus egter nie alleenlik by die Munisipaliteit nie. Ons benodig deurlopend ons inwoners en alle aktiewe belanghebbendes van ons Munisipaliteit, se samewerking rakende die volgende: die verantwoordelikheid om die regte inligting te verskaf; die verantwoordelikheid om te verstaan daar is verskeie prioriteite wat aandag moet geniet; die verantwoordelikheid om redelik te wees, en die verantwoordelikheid om te vertrou dat ons die breë gemeenskap se belange op die hart dra. Hierdie Kliëntedienshandves is ontwikkel na oorlegpleging met belastingbetalers, belangegroepe en ons personeellede. Gereelde aanpassings sal dit op datum en toepaslik hou en dit is ook 'n instrument om ons prestasies te meet. Hiermee saam inkorporeer ons ook tegnologie om die handves en alle ander relevante inligting meer en meer toeganklik te maak. Ons streef daarna om professioneel en deursigtig op te tree in al ons skakeling met kliënte en om die hoogste moontlike standaard van diens te lewer. Ons verwelkom u terugvoering.

Sien gerus bl. 13/14 vir die spesiale kommunikasiekanale hiervoor.

Van die kantore van die Uitvoerende Burgemeester en Munisipale Bestuurder.

Wie is ons?

Swartland Munisipaliteit bedien ‘n gebied wat strek oor 3 700 vierkante kilometer met ‘n totale bevolking van 140 697 (2022 SEP Western Cape Government). Die munisipale distrik sluit in Malmesbury, Moorreesburg, Abbotsdale, Riebeek-Wes, Riebeek Kasteel, Darling, Yzerfontein, Koringberg, Chatsworth, Kalbaskraal en Riverlands.



Wat doen ons?

Ons is veel meer as net ‘n “gewone” munisipaliteit. Ons is die munisipaliteit wat glo in die bou van volhoubare vennootskappe met ons kliënte - ons belastingbetalers - onder meer deur die lewering van alle primêre en sekondêre dienste. Hierdie dienste behels:

- Verkeersdiens, wetstoepassing en nooddienste (insluitende brandweerdienste) waardeur ons sorg vir veiligheid van ons belastingbetalers. Ons 24/7 nommer is 022 487 9479 (vir nooddienste).
- Infrastruktuur en siviele ingenieursdienste is verantwoordelik vir watervoorsiening, riolering, paaie, stormwaterafvoer, straatreiniging, vullisverwydering, parke en geriewe. Ons direktoraat beskik oor persone wat ingevolge wetgewing geregistreer is en aanspreeklik is daarvoor dat ingenieursdienste nie op ‘n nalatige wyse voorsien word nie.

- Elektriese ingenieursdienste voorsien elektrisiteit in Malmesbury, Moorreesburg, Darling, Yzerfontein en Ongegund dorp te Riebeek-Wes. ESKOM is die elektrisiteitsvoorsiener vir die ander dorpe en die landelike gebiede. Elektrisiteitsvoorsiening is 'n gereguleerde bedryf en diensstandaarde word deur die Nasionale Energie Reguleerder van Suid-Afrika (NERSA) voorgeskryf. Vir die dorpe waar Swartland Munisipaliteit die elektrisiteitsvoorsieningsowerheid is, streef ons om aan die NERSA-standaarde te voldoen.
- Volhoubare ontwikkeling, naamlik ekonomiese, maatskaplike en omgewingsontwikkeling. Dit sluit in stadsbeplanning, boubeheer, waardasies, gemeenskapsontwikkeling, voorsiening van bekostigbare behuising en geïntegreerde menslike nedersettings, 'n skoon omgewing en 'n gesonde en veilige werksomgewing vir ons personeel.
- Rekeninge en -navrae. Die Kredietbeheerafdeling doen ook sosio-ekonomiese ondersoeke waartydens huishoudings besoek word. Afhangende van die uitkoms van hierdie ondersoeke, word deernissubsidies toegestaan aan huishoudings wat ingevolge die Raad se beleid daarvoor in aanmerking kom. Swartland Munisipaliteit se personeellede is trots daarop om hierdie dienste na die beste van hul vermoë en binne ooreengekome standaarde te lewer.

Hier by Swartland Munisipaliteit dink ons nie net aan vandag nie. Ons visie is: Swartland vooruitdenkend 2040 – waar mense hul drome kan uitleef.

Ons doelwitte wat hierdie visie ondersteun is:

- Gemeenskapsveiligheid en welstand
- Ekonomiese transformasie
- Betroubare en kwaliteit dienste
- 'n Gesonde en volhoubare omgewing
- 'n Ingeskakelde en innoverende plaaslike regering

Standaarde

Ons het die volgende diensstandaarde vir die Munisipaliteit gestel. Meet ons gerus daaraan! Maar onthou, u as kliënt het ook die verantwoordelikheid om die regte en volledige inligting aan ons te verskaf anders kan ons nie aan hierdie standaarde voldoen nie.



Navrae

Skriftelik (ook per e-pos)

- Ontvangserkenning word binne vyf (5) werksdae gegee of onmiddellik met vaslegging deur 'n SMS-stelsel;
- Word binne tien (10) werksdae afgehandel of terugvoering word gegee indien nie afgehandel nie, of onmiddellik met vaslegging deur 'n SMS-stelsel.

Telefonies

- Word binne tien (10) werksdae afgehandel of terugvoering word gegee indien nie afgehandel nie, of onmiddellik met vaslegging deur 'n SMS-stelsel.

Persoonlik

- Word binne tien (10) werksdae afgehandel of terugvoering word gegee indien nie afgehandel nie.

Rekeninge

Navrae

- Terugvoering word binne tien (10) werksdae gegee;
- Regstellings word voor die heffing van die volgende rekening gedoen indien prakties moontlik.

Uitstuur van rekeninge

- Maandeliks voor die tiende dag.

Elektrisiteitsvoorsiening

Daar word gepoog om minstens een gekwalifiseerde elektrisiën voltyds aan diens te hou by elk van die drie diensdepots, nl. Malmesbury, Moorreesburg en Darling/Yzerfontein om probleme met elektrisiteitsvoorsiening te hanteer.

Herstel van onbeplande kragonderbrekings (elektriese foute, faling van toerusting, ens.):

- 30% van gevalle binne 1,5 uur;
- 60% van gevalle binne 3,5 uur;
- 90% van gevalle binne 7,5 uur;
- 100% van gevalle binne 24 uur.

Beplande kragonderbrekings (vir opgradering, instandhouding):

- Maksimum twee (2) keer per jaar beperk tot 'n totaal van agt (8) uur per insident.
- Swartland Munisipaliteit poog om minstens 48 uur kennis te gee van beplande kragonderbrekings deur middel van kennisgewingborde, kennisgewings in posbusse en kennisgewings saam met diensterekenings, asook op Swartland Munisipaliteit se webblad en aan betrokke wykraadslede met 'n doelwitbereiking van 95%.
- Swartland Munisipaliteit het egter geen beheer oor Eskom se beplande of onbeplande kragonderbrekings nie. Swartland Munisipaliteit sal poog om ook inligting te verskaf rakende beplande en onbeplande kragonderbrekings soos inligting vanaf Eskom verkry word.

Aansoeke om elektriese aansluitings, opgraderings, wysigings en nuwe ontwikkelings kan gedurende werksure by die Malmesbury-kantoor gedoen word. Die doelwit vir hantering van aansoeke is soos volg:

- Kwotasies vir standaardaansoeke - tydens aansoek;
- Kwotasies vir nie-standaardaansoeke - binne tien (10) werksdae;
- Voorsiening van standaardaansluitings - binne tien (10) werksdae nadat die kwitansie uitgereik is vir die vereffening van die volle betaling, indien struktuur gereed is;
- Voorsiening van nie-standaardaansluitings - onderhandelbaar onderworpe aan afleweringstydperke van toerusting.

Aansoeke vir toestemming en goedkeuring van Sonkragstelsels, asook ander tipe geïntegreerde opwekkingstelsels (SSEG) kan gedurende werksure by die Malmesbury-kantoor of via e-pos by SSEG@swartland.org.za gedoen word. Die doelwit is om aansoeke soos volg te hanteer:

- Toestemming om voort te gaan met die installasie - 14 dae na voorsiening van 'n volledige aansoekvorm
- Finale goedkeuring vir installasie - 14 dae na voorsiening van Sertifikaat van Nakoming en Inbedryfstellingsverslag

Straat- en ander verligting

Hantering van klagtes wat gedurende werksure ontvang word oor foutiewe straatverligting, areageboue- en sportterreinverligting:

- 95% van gevalle binne vyf (5) werksdae;
- 100% van gevalle binne tien (10) werksdae;
- Na-ure word klagtes aangaande straatverligting slegs hanteer waar groter gebiede geaffekteer word.

Klagtes aangaande bestaande straatverligting in dorpe waar Eskom die voorsieningsowerheid is, moet verkieslik direk aan Eskom gerapporteer word. Aansoeke vir

nuwe straatligte mag ingedien word by Swartland Munisipaliteit.

Versoeke vir nuwe straatligte kan by Swartland Munisipaliteit ingedien word en is onderhewig aan beskikbare fondse en waar nodig goedkeuring vanaf Eskom.



Strate

Skraap van gruisstrate

- Word volgens 'n geskeduleerde program gedoen.

Herstel van slaggate

- Word volgens 'n geskeduleerde program gedoen.

Stormwater

Oorstromings (noodgeval)

- Reageer binne drie (3) ure na aanmelding van voorval.

Watervoorsiening

Herstel van netwerk

- Reageer binne drie (3) ure na aanmelding van voorval.

Installering van wateraansluiting by nuwe huishouding

- Binne tien (10) werksdae na ontvangs van betaling.

Riooldienste

Oopmaak van verstopping

- Reageer binne drie (3) ure na aanmelding van voorval.

Installering van rioolaansluiting by nuwe woonhuis

- Binne tien (10) werksdae na betaling van aansoek.



Uitsuig van riooltenks.

- Diensvoertuig beskikbaar vir pomp op geskeduleerde dae vir onderskeie dorpe volgens program.

Sportterreine/swembaddens

Sny van gras en uitmerk van speel-oppervlaktes

- Word volgens voorafgeskeduleerde wedstrydprogramme gedoen.

Onderhoud van swembaddens

- Beskikbaar vir publiek tussen Oktober en April.

Openbare parke en oop ruimtes

Sny van gras, snoei van struike en bome in oop ruimtes

- Word volgens voorafgeskeduleerde program gedoen.

Reinigingsdienste

Verwydering van huis-, tuin- en sake-onderneming vullis

- Word weekliks volgens geskeduleerde program gedoen gebaseer op woongebiede;
- Woongebiede word maandeliks gevee; Sentrale besigheidsarea word daagliks gevee in groter dorpe en weekliks in kleiner dorpe.



Brandweer / nooddienste

Brandweer

- Reaksietyd 15 - 20 minute (binne dorpsgebiede) na ontvangs van oproep of onmiddellik met vaslegging deur 'n SMS-stelsel.

Ander noodgevalle

- Kry onmiddellike aandag en terugvoering by afhandeling of onmiddellik met vaslegging deur 'n SMS-stelsel.

Bouplanne / grondgebruik

Hantering van bouplanne

- Ontvangserkenning word binne 48 uur gegee of onmiddellik met vaslegging deur 'n SMS-stelsel;
- Word binne dertig (30) kalenderdae afgehandel of terugvoering word gegee indien nie afgehandel nie.



Aansoeke vir grondgebruik

- Ontvangserkenning word binne 48 uur gegee of onmiddellik met vaslegging deur 'n SMS-stelsel.

Hantering van motorregistrasies en -lisensies

- 15 - 20 minute per geval.

Kommunikeer só met ons

Kontak ons per e-pos vir enige munisipale navrae by swartlandmun@swartland.org.za

Darling

Straatadres:	Kerkstraat
Tel:	022 492 2237
Biblioteek:	022 492 2237
Bouplanne:	022 487 9400
Toerismeburo:	022 492 3361
Verkeersdienste :	022 492 3233
Nood: Kantoorure	022 492 2237
Na-ure	022 487 9479

Koringberg

Straatadres:	Skoolstraat
Tel:	022 423 8024
Bouplanne:	022 487 9400
Nood: Kantoorure	022 423 8024
Na-ure	022 487 9479

Malmesbury

Straatadres:	Kerkstraat
Tel:	022 487 9400
Biblioteek:	022 487 9400
Bouplanne:	022 487 9400
Swembad:	022 487 9400
Toerismeburo:	022 487 1133
Verkeersdienste :	022 487 9417
Nood: Kantoorure	022 487 9400
Na-ure	022 487 9479

Moorreesburg

Straatadres:	Retiefstraat
Tel:	022 433 2246
Biblioteek:	022 433 1647
Bouplanne:	022 487 9400
Swembad:	022 433 1563
Nood: Kantoorure	022 433 2246
Na-ure	022 487 9479

Yzerfontein

Straatadres :	Hoofweg 46
Tel:	022 451 2366
Bouplanne:	022 487 9400
Hawe:	022 451 2553
Karavaanpark:	022 451 2211
Toerismeburo :	022 451 2985
Nood: Kantoorure	022 451 2366
Na-ure	022 487 9479

Riebeek Kasteel

Straatadres:	Sarel Cilliersstraat
Tel:	022 448 1258
Biblioteek:	022 448 1258
Bouplanne:	022 487 9400
Toerismeburo:	022 448 1584
Nood: Kantoorure	022 448 1258
Na-ure	022 487 9479

Riebeek-Wes

Straatadres:	Voortrekkerweg
Tel:	022 461 2324
Biblioteek:	022 461 2324
Bouplanne:	022 487 9400
Toerismeburo:	022 448 1584
Nood: Kantoorure	022 461 2324
Na-ure	022 487 9479

Ons by Swartland Munisipaliteit is nie bang vir verandering nie.

Ons is bereid om voortdurend aan te pas om aan die behoeftes van ons kliënte te voldoen. Laat weet ons gerus wat u van ons diens dink. Ons wil seker maak elkeen kry die geleentheid om hul sê te sê.

Skakel ons by 022 487 9400

https://www.facebook.com/SwartlandMunicipality

https://www.linkedin.com/company/swartland-municipality





From the Executive Mayor and the Municipal Manager

We are proud to introduce our newly reviewed and updated client services charter to our residents and interest groups. It contains our dedication to the delivery of excellent services to our clients, the ratepayers of Swartland. For the Swartland Municipality, excellent services are so much more than just lip service, it is tangible proof of our willingness to tend to the needs of our customers/clients.

The goal of excellent service however does not rest with only the Municipality. We need the active and continuous cooperation of our residents and active stakeholders in our Municipality to take responsibility and provide the correct information; take responsibility and realise that there are various priorities that must receive attention; act responsibly and be reasonable at all times and; to be responsible and trust that we take the interest of the broader community to heart. This client services charter was developed in consultation with ratepayers, interest groups and our own staff members. Regular adjustments will keep it up to date and relevant and it will serve as an instrument with which we can measure our achievements. We are also working to incorporate technology into our service charter to make the charter and the relevant information more accessible. We strive to act professionally and transparently in our dealings with our clients and to deliver the highest level of service standards. We welcome your feedback.

Please see p. X for the special communications utilised.

From the offices of the Executive Mayor and Municipal Manager.

Who are we?

Swartland Municipality serves an area of 3 700 square kilometres with a total population of 140 697 (2022 SEP Western Cape Government). The municipal district includes Malmesbury, Moorreesburg, Abbotsdale, Riebeek West, Riebeek Kasteel, Darling, Yzerfontein, Koringberg, Chatsworth, Kalbaskraal and Riverlands.



What we do

We are much more than just an "ordinary" municipality. We are a municipality that believes in building sustainable partnerships with our clients - our rate payers - by, among other factors, rendering all primary and secondary services.

These services include:

- Traffic services, law enforcement and emergency services (including firefighting services) by means of which we safeguard the security of our rate payers. Our 24/7 number is 022 487 9479 (for emergencies).
- Infrastructure and civil engineering services are responsible for providing water, for sewage, roads, cleaning of storm water drainage in streets, refuse removal, parks and facilities. The officials in our Directorate are registered in terms of legislation and are responsible for providing responsible engineering services.

- Electrical engineering services supply electricity in Malmesbury, Moorreesburg, Darling, Yzerfontein and Ongegund Town in Riebeek West. ESKOM is the electricity supplier for the other towns and rural areas. Electricity supply is a regulated industry and service standards are prescribed by the National Energy Regulator of South Africa (NERSA). For the towns within the Swartland Municipality where the Municipality is the electricity supply authority, we strive to adhere to the NERSA standards.
- Sustainable development, namely economic, social, and environmental development. These include town planning, building control, valuations and community development, provision of affordable housing and integrated human settlements, a clean environment, and a healthy working environment for our staff.
- Accounts and enquiries. The Credit Control division undertakes socio-economic survey visits to households in this regard. Depending on the outcome of these surveys, indigent subsidies are awarded to households qualifying for them in terms of the Council's policy. The staff members of the Swartland Municipality are proud to render these services to the best of their ability and according to mutually accepted standards.

Here at Swartland Municipality we do not only think about today. Our vision is: Swartland forward-thinking 2040 – where people can live their dreams.

Our goals for those who support this vision are:

- Community safety and wellness
- Economic transformation
- Reliable and quality services
- A healthy and sustainable environment
- A connected and innovative local environment

Standards

We have developed the following service standards for the Municipality. Please measure us against these standards! But remember, as a client you also have a responsibility to provide correct and complete information to us, otherwise we cannot meet these standards.



Enquiries

Written (also by e-mail)

- Acknowledgement of receipt within five (5) working days, or immediately after capture by a SMS system;
- Answered within ten (10) working days, or feedback is provided if not settled, or immediately after capture by a SMS system.

Telephonic

- Answered within ten (10) working days, or feedback is provided if not settled, or immediately after capture by a SMS system.

Personal

- Answered within ten (10) working days, or feedback is provided if not settled.

Accounts

Enquiries

- Feedback is provided within ten (10) working days;
- Adjustments are made before the next account is levied.

Distribution of accounts

- Monthly before the tenth day.

Electricity Supply

It is attempted to deploy at least one qualified electrician on a permanent basis at each of the three service depots, namely Malmesbury, Moorreesburg and Darling/Yzerfontein to deal with electricity supply problems.

Repair of unforeseen power outages (electrical faults, malfunctioning equipment, etc.):

- 30% of cases within 1,5 hours;
- 60% of cases within 3,5 hours;
- 90% of cases within 7,5 hours;
- 100% of cases within 24 hours.

Scheduled power outages (for upgrading, maintenance):

- A maximum of two (2) per year, limited to a total of eight (8) hours per year.
- Swartland Municipality endeavours to give at least 48 hours' notice of scheduled power outages by means of notice boards, notices in post boxes or notices issued with service accounts, with a 95% success rate.
- Swartland Municipality, however, has no control over Eskom's scheduled or unforeseen power outages.

Applications for electrical connections, upgrades, changes and new developments can be handed in during office hours at the Malmesbury office. We aim to deal with these applications as follows:

- Quotations for standard applications - on application;
- Quotations for non-standard applications - within ten (10) working days;
- Provision of standard connections - within ten (10) working days after payment if the structure is ready;
- Provision of non-standard connections - negotiable subject to delivery times of equipment.

Applications for permission and approval of Solar Power Systems, as well as other types of integrated generation systems (SSEG) may be made during working hours at the Malmesbury office or via e-mail at SSEG@swartland.org.za. The aim is to handle applications as follows:

- Permission to proceed with the installation - 14 days after providing a complete application form
- Final approval for installation - 14 days after provision of Certificate of Compliance and Commissioning Report

Street and other lighting

Complaints regarding faulty street lighting, area, building and sports field lighting will be dealt with as follows:

- 95% of cases within five (5) working days;
- 100% of cases within ten (10) working days;
- Complaints regarding street lighting will only be dealt with after hours when larger areas are affected.

Complaints regarding existing street lighting in towns where Eskom is the electricity supply authority, it must preferably be reported directly to Eskom.

Applications for new streetlights may be handed in at Swartland Municipality. New streetlights can be installed according to a schedule subject to the available funds and Eskom's approval.



Streets

Grading of gravel streets

- Done according to a scheduled program.

Repair of potholes

- Done according to a scheduled program.

Storm water

Floods (emergencies)

- Reaction within three (3) hours after incident has been reported.

Water supply

Repair of network

- Reaction within three (3) hours after incident has been reported.

Installation of new household water connections

- Within ten (10) working days after receipt of payment.

Provision of sewage services

Clearing obstruction

- Reaction within three (3) hours after incident has been reported.

Installation of new household sewer connections

- Within ten (10) working days after payment.



Draining of conservancy tanks

- Within 24 hours after request has been received.
- Service vehicle available for pumping service on scheduled days.

Sports fields / swimming pools

Mowing of grass and marking of sports fields

- Done according to prescheduled match programmes.

Maintenance of swimming pools

- Public has access between October and April.

Public parks and public open spaces

Mowing of lawns and pruning of shrubs and trees

- Done according to a prescheduled programme.

Cleaning services

Collection of residential, garden and business refuse

- Done on a weekly basis according to a scheduled programme based on residential areas;
- Residential areas swept on a monthly basis;
- Central business district swept on a daily basis in bigger towns and on a weekly basis in smaller towns.



Fire fighting / emergency services

Fire fighting

- Reaction time 15 - 20 minutes (in town areas) after receipt of a call or immediately after capture by a SMS system.

Other emergencies

- Receive immediate attention and feedback when attended to, or immediately after capture by a SMS system.

Building plans / land use

Handling of building plans

- Acknowledgement of receipt within 48 hours, or immediately after capture by a SMS system;
- Finalised within thirty (30) calendar days or feedback is provided if not finalised.



Land Use application

- Acknowledgement of receipt within 48 hours, or immediately after capture by a SMS system.

Handling of motor registrations and licenses

- 15 - 20 minutes per case.

How to contact us:

Contact us with any municipal queries. Write to swartlandmun@swartland.org.za

Darling

Physical address:	Kerkstraat
Tel:	022 492 2237
Library:	022 492 2237
Building Plans:	022 487 9400
Tourism Bureau:	022 492 3361
Traffic Services :	022 492 3233
Emergency: Office hours	022 492 2237
After Hours	022 487 9479

Koringberg

Physical address:	Skoolstraat
Tel:	022 423 8024
Building Plans:	022 487 9400
Emergency: Office hours	022 423 8024
After Hours	022 487 9479

Malmesbury

Physical address:	Kerkstraat
Tel:	022 487 9400
Library:	022 487 9400
Building Plans:	022 487 9400
Swimming Pool:	022 487 9400
Tourism Bureau:	022 487 1133
Traffic Services :	022 487 9417
Emergency: Office hours	022 487 9400
After Hours	022 487 9479

Moorreesburg

Physical address:	Retiefstraat
Tel:	022 433 2246
Library:	022 433 1647
Building Plans:	022 487 9400
Swimming Pool:	022 433 1563
Emergency: Office hours	022 433 2246
After Hours	022 487 9479

Yzerfontein

Physical address:	Hoofweg 46
Tel:	022 451 2366
Building Plans:	022 487 9400
Harbour	022 451 2553
Caravan Park:	022 451 2211
Tourism Bureau:	022 451 2985
Emergency: Office hours	022 451 2366
After Hours	022 487 9479

Riebeek Kasteel

Physical address:	Sarel Cilliersstraat
Tel:	022 448 1258
Library:	022 448 1258
Building Plans:	022 487 9400
Tourism Bureau:	022 448 1584
Emergency: Office hours	022 448 1258
After Hours	022 487 9479

Riebeek-Wes

Physical address:	Voortrekkerweg
Tel:	022 461 2324
Library:	022 461 2324
Building Plans:	022 487 9400
Tourism Bureau:	022 448 1584
Emergency: Office hours	022 461 2324
After Hours	022 487 9479

At Swartland Municipality, we are not afraid of change. We are prepared to continuously adapt to provide for the needs of our clients. Please let us know what you think of our service. We want to make sure that everyone has the opportunity to give their input.

Call us on 022 487 9400.

https://www.facebook.com/SwartlandMunicipality

https://www.linkedin.com/company/swartland-municipality


Shatter
the
silence
365 DAYS OF
ACTIVISM



Intetho kaSodolophu weSigqeba kunye neyoMphathi kaMasipala

Kuliqhayiya ngenene kuthi ukuba sazise lo Mqulu waMalungelo eeNkonzo zaBaxumi woMasipala wase-Swartland. Lo mqulu wamalungelo ububungqina bokuzinikela kwethu ekunikezeleni iinkonzo ezikumgangatho ophezulu kubaxumi bethu, abarhafi. Apha kulo Masipala wase-Swartland iinkonzo ezikumgangatho

ophambili kubaxumi zithetha umsebenzi omkhulu kunokuthetha nje. Ezi nkonzo zibonisa ukuzimisela nomdla wethu ekoneliseni iimfuno zabaxumi bethu.

Njengoko kuchaziweyo kulo mqulu wamalungelo, abaxumi bethu nabo banoxanduva lokusincedisa kulo mcimbi: uxanduva lokubonelela ngeenkcukacha ezichanekileyo; uxanduva lokuqonda ukuba kukho imisebenzi ephambili efuna ukuqwalaselwa kuqala; uxanduva lokwenza izinto ngokufanelekileyo, kunye noxanduva lokuthemba ukuba sininqwenelela okuhle kuphela.

Emva kokubonisana nabarhafi, amaqela anomdla namalungu abasebenzi bethu, siye saqulunqa lo Mqulu wamalungelo eeNkonzo zaBaxumi. Ukuwuphucula rhoqo lo mqulu wamalungelo kuya kuwenza uhlale usemgangathweni yaye unxulumene nelo xesha, yaye lo mqulu wamalungelo uya kusetyenziswa njengesixhobo sokulinganisa indlela esisebenza ngayo.

Sizama ngandlela zonke ukusebenza ngobugcisa yaye singabinamfihlo kuzo zonke izinto esisebenzisana ngazo nani, abaxumi bethu, kunye nokugcina eyona migangatho iphezulu yonikezelo ngeenkonzo . Nivumelekile ukuba nisinike ingxelo yendlela esisebenza ngayo. Uyacelwa ukuba ujonge kwiphepha le-43 ukuze ubone amanyathelo onxibelelwano akhethekileyo naphuhliselwe le njongo.

Ivela kwi-Ofisi kaSodolophu weSigqeba kunye neyoMphathi kaMasipala

Singoobani thina

uMasipala wase-Swartland ungummandla wama 3700 ezkwemitha kunye nenani labantu abali-133 762 (2016). Esi sithili somasipala siquka ummandla we- Malmesbury, Moorreesburg, Abbotsdale , Riebeek West, Riebeek Kasteel, Darling, Yzerfontein, Koringberg, Chatsworth, Kalbaskraal neRiverlands.



Senza ntoni

Umsebenzi wethu ungaphezulu kokuba ngumasipala nje oqhelekileyo. Lo ngumasipala okholelwa kubuhlakani obuzinzileyo nabaxumi bethu - abarhafi bethu - ngokuthi, phakathi kwezinye izinto, sinikezele ngeenkonzo ezingundoqo nezixhasayo.

Ezi nkonzo ziquka oku:

- liNkonzo zamaGosa eNdlela, zokunyanzeliswa komthetho neenkonzo ezingxamisekileyo (kuqukwa neenkonzo zokucima umlilo) ngendlela esigcina ngayo ukhuseleko lwabahlawuli berhafu. Inombolo yethu esifumaneka kuyo iiyure ezingama-24 iveki yonke ithi 022 487 9479 (kwiimeko ezingxamisekileyo).

- Icandelo leenkonzo zobunjineli bezakhiwo linoxanduva lokubonelela, amanzi, ugutyulo lwamanzi ahamba phantsi komhlaba, iindlela, iinkonzo zococeko ukugutyulwa kwamanzi esitshi ezitalatweni, ukuthuthwa kwenkunkuma , iipaki kunye namaziko. Amagosa asebenza kwiCandelo lolawulo lethu abhaliswe ngokusemthethweni

yaye anoxanduva lokubonelela ngeenkonzo zobunjineli ezikuthathela ingqalelo ukungabinankathalo. Ngenxa yoko abaxumi bethu bamele bafune uncedo emthethweni ukuba imiqathango yoMthetho ayithotyelwa.

- Icandelo leenkonzo zobunjineli bezombane libonelela ngombane kummandla we-Malmesbury, eMoorreesburg, eDarling, eYzerfontein nedolophu yase- Ongegund kummandla we-Riebeek West. Abakwa-Eskom ngabo ababonelela ngeenkonzo zombane kwezinye iidolophu nakwiindawo zamaphandle/ ezilalini. Umsebenzi wobonelelo ngombane lishishini elilawulwayo yaye kukho imigangatho yonikezelo ngeenkonzo emele ukuthotyelwa nemiselwe licandelo lolawulo lezaMandla kuZwelonke loMzantsi Afrika (NERSA). Kwiidolophu apho uMasipala wase-Swartland engugunyaziwa obonolela ngombane, sizimisela ukuthobela imiqathango emiselwe ngabe-NERSA.

- Uphuhliso oluzinzileyo, umzekelo uphuhliso lwezoqoqosho, uphuhliso lwezentlalo kunye nophuhliso lwemeko-bume esingqongileyo. Oku kuquka ucwangciso lwedolophu, ulawulo lwezakhiwo, uqingqo-maxabiso eepropati kunye nophuhliso lwamaziko asekuhlaleni, ubonelelo ngezindlu ezifikelelekayo kunye neendawo zentlalo yoluntu ezihlangeneyo, imeko-bume esingqongileyo ecocekileyo kunye nemeko-bume engqonge iindawo zempangelo esempilweni kubasebenzi bethu.

- Ii-akhawunti kunye nemibuzo. Icandelo elijongene nolawulo lwaMatyala likwiphulo lokwenza uphando ngokuthi kutyelelwe amakhaya ngokuphathelene nalo mbandela. Ngokuxhomekeke kwisiphumo solu phando, iinkxaso-mali zabo bahluphekileyo zinikezelwa kumakhaya anelungelo lokuzifumana ngokungqinelana nomgaqo-nkqubo weBhunga.

Abasebenzi boMasipala waseSwartland bayazingca ngezi nkonzo bazinikezelayo ngamandla abo onke nangokwemigangatho eyamkeleke macala. Umnqophiso wethu uchaza ukuba: Sikhuthaza uzinzo nokuhluma kwezentlalo nezoqoqosho ngokunikezela ngeenkonzo ezizinzileyo ngokwamagunya esiwanikwe ngokomthetho nangokomsebenzi wethu kuwo onke amaqela anomdla.

Abaxumi bethu

Umrhafi ngamnye ongummi kummandla womasipala wase-Swartland ungumxumi wethu. Sifuna ukwanelisa iimfuno zabo bonke abaxumi bethu, nokuba zibaluleke kakhulu nokuba azibalulekanga kangakanani na. Ngokucacileyo ke, ezinye iimfuno zingxamisekile kunezinye, kodwa sinika ingqwalasela kwimeko nganye yaye imeko nganye kujongwana nayo ngeyona ndlela ifanelekileyo.



Imigangatho yonikezelo ngeenkonzo

ujonge indlela esisebenza ngayo uze usithelekise nale migangatho yonikezelo ngeenkonzo! Kodwa khumbula ukuba, nawe njengomxumi unoxanduva lokusinika ulwazi oluchanekileyo nolupheleleyo ngaphandle koko asisayi kuphumelela ukumelana nale migangatho yonikezelo ngeenkonzo

Imibuzo

Ebhaliweyo (kananjalo nethunyelwe nge-imeyile)

- Uya kwaziswa ngokufunyanwa kwembalelwano yakho kwisithuba seentsuku ezintlanu (5) zomsebenzi, okanye kanye nje emva kokuba iinkcukacha zembalelwano zifakwe kuvimba kusetyenziswa inkqubo ye-sms;
- Uya kuphendulwa kwisithuba seentsuku ezilishumi (10) zokusebenza, okanye uya kufumana ingxelo yombuzo wakho xa ungalungiswanga, okanye kanye nje emva kokuba iinkcukacha zembalelwano zifakwe kuvimba kusetyenziswa inkqubo ye-sms.

Eyenziwa ngomnxeba

- Uya kuphendulwa kwisithuba seentsuku ezilishumi (10) zokusebenza, okanye uya kufumana ingxelo yombuzo wakho xa ungalungiswanga, okanye kanye nje emva kokuba iinkcukacha zombuzo wakho zifakwe kuvimba kusetyenziswa inkqubo ye-sms.

Eyenziwa buqu

- Uya kuphendulwa kwisithuba seentsuku ezilishumi (10) zokusebenza, okanye uya kufumana ingxelo yombuzo wakho xa ungalungiswanga .

li-Akhawunti

Imibuzo

- Kukhutshwa ingxelo ngemibuzo yakho kwisithuba seentsuku ezilishumi (10) zokusebenza;
- Iya kulungelelaniswa i-akhawunti yakho phambi kokuba kuqulunqwe i akhawunti elandelayo.

Ukusasazwa (ukuthunyelwa) kwee-akhawunti

- Ziya kuthunyelwa rhoqo ngenyanga phambi komhla weshumi wenyanga nganye.

UBonelelo ngoMbane

Sizama ukutyala ubuncinane igosa elinobugcisa kwezombane elinye nelisebenza ngokusigxina kwisikhululo ngasinye kwezo zintathu zonikezelo ngeenkonzo, umzekelo eMalmesbury, Moorreesburg nase-Darling/Yzerfontein ukujongana neengxaki zobonelelo ngombane.

Ukulungiswa kweengxaki zokuwa kombane ngokungalindelekanga (iziphene kuqhaga-mshelolombane, izixhobo zombane ezingasebenzi kakuhle, njl, njl.)

- umyinge wama-30% eengxaki zokuwa kombane kwisithuba esisiqingatha seyure (1,5);
- umyinge wama-60% eengxaki zokuwa kombane kwisithuba seeyure ezi-3,5;
- umyinge wama-90% eengx-aki zokuwa kombane

kwisithuba seeyure ezi-7,5; umyinge we-100% leengxaki zokuwa kombane kwisithuba seeyure ezinyama-24.

Ukuwa kombane okucwangcisiweyo (ngenjongo yokuphuculwa nokulungiswa):

- Ubuninzi amatyeli amabini (2) rhoqo ngonyaka, kwisithuba esilinganiselwa kwiiyure eziphelelelyo ezisibhozo (8) ngonyaka. UMasipala wase-Swartland wenza iinzame zokukhupha isibhengezo soku kwisithuba seeyure ezingama-48 ngokuwa kombane okucwangcisiweyo ngokuthi zibhengezwe kwiibhodi zezaziso, kuthunyelwe izaziso ngeposi okanye izaziso zithunyelwe ngaxeshanye neembalelwano zamatyala onikezelo ngeenkonzo, ngempumelelo ekumyinge wama-95%.
- Nangona kunjalo uMasipala wase-Swartland aka/a ulawulo kwiimeko zokuwa kombane ngokucwangcisiweyo kwiindawo ezibonelelwa ngabakwa-Eskom okanye ukuwa kombane okungalinde/ekanga.

Izicelo zo kufakelwa kombane, ukuphuculwa konikezelo ngombane, ukutshintshwa nokuphuculwa ngokutsha konikezelo ngombane zingangeniswa buqu ngamaxesha omsebenzi kwi-ofisi yase Malmesbury. Sizimisele ukujongana nezi zicelo ngolu hlobo:

- Iingxelo zamaxabiso zezicelo eziqhelekileyo - ngokwesicelo;
- iingxelo zamaxabiso zezicelo ezingaqhelekanga - kwisithuba seentsuku ezilishumi (10) zomsebenzi;
- Ubonelelo ngofakelo-mbane oluqhelekileyo - kwisithuba seentsuku ezilishumi (10) zomsebenzi emva kokwenziwa kwentlawulo ukuba sele sikho isixokelelwano;
- Ubonelelo ngofakelo-mbane olungaqhelekanga - kuya kuboniswana ngokuxhomekeke kumaxesha okuthuthwa kwezixhobo.

Izibane zasezitalatweni nezinye izibane

Izikhalazo eziphathelene nezibane zesezitalatweni, kwingingqi, izibane zezakhiwo nezibane zamabala emidlalo kuya kujongwana nazo ngolu hlobo:

- umyinge wama-95% eengxaki zezibane zasezitalatweni kwisithuba seentsuku esintlanu (5) zomsebenzi;
- umyinge we-100% leengxaki zezibane zasezitalatweni kwisithuba seentsuku ezilishumi (10) zomsebenzi;
- Izikhalazo eziphathelene nezibane zasezitalatweni kujongwana nazo kuphela emva kwexesha lomsebenzi xa kuchaphazeleke imimandla eliqela kola phazamiseko.



Izikhalazo eziphathelene nezibane zasezitalatweni ezikhoyo kwiidolophu ezibonelelwa ngombane ngabakwa-Eskom mazichazwe kwabakwa-Eskom ngqo. Izicelo zokufakelwa kwezibane ezitsha zasezitalatweni mazingeniswe kwii-ofisi zoMasipala wase-Swartland. Izibane ezitsha zasezitalatweni zingafakelwa ngendlela ecwangcisiweyo ngokuxhomekeke kwinkxaso-mali ekhoyo nokwamkelwa koku ngabakwa-Eskom.

Izitalato

Ukuphuculwa kwezitalato zegrabile

- Kwenziwa ngokungqinelana nenkqubo ecwangcisiweyo.

Ukulungiswa kwemingxuma esezindleleni

- Kwenziwa ngokungqinelana nenkqubo ecwangcisiweyo.

Amanzi esitshi

limpuphuma (iimeko zikaxakeka)

- Kuthathwa amanyathelo kwisithuba seeyure ezintathu (3) emva kokuba isehlo eso sele sixeliwe.



Ubonelelo ngamanzi

Ukulungiswa kothungelwano lwemibhobho yamanzi

- Kuthathwa amanyathelo kwisithuba seeyure ezintathu (3) emva kokuba isehlo eso sele sixeliwe.

Ukufakelwa kwemibhobho yamanzi kwindlu entsha

- Kwisithuba seentsuku ezilishumi (10) zomsebenzi emva kokufunyanwa kwentlawulo.

Ubonelelo ngemibhobho yogutyulo ephantsi komhlaba

Ukususwa kwemiqobo evale imibhobho/ iindlela

- Kwisithuba seeyure ezintathu (3) emva kokuba isehlo esenzekileyo sixeliwe.

Ukufakelwa kwemibhobho yogutyulo ehamba phantsi komhlaba kwindlu entsha

- Kwisithuba seentsuku ezilishumi (10) zomsebenzi emva kwentlawulo.

Ukukhutshwa kwamanzi kwiitanka ezigcina amanzi phantsi komhlaba

- Kwisithuba seeyure ezingama-24 emva kokuba isicelo eso sifunyenwe

Amabala emidlalo / amadama okudada

Ukuchetywa kwengca kunye nokupeyintwa kwamabala emidlalo

- Kwenziwa ngokungqinelana neenkqubo zemidlalo ecwangciswe kwangaphambili.



Ukulondolozwa kwamadama okudada

- Uluntu luvumeleke ukuba luwasebenzise phakathi kwenyanga ka-Okthoba no-Epreli.

lipaka zoluntu kunye namabala avulekileyo oluntu

Ukuchetywa kwengca kunye nokuthenwa kwamatyholwana nemithi

- Kwenziwa ngokungqinelana neenkqubo zemidlalo ecwangciswe kwangaphambili.

linkonzo zokucoca

Ukuqokelelwa kwenkunkuma kwiindawo zokuhlala, kwimiyezo nakumashishini

- Le nkonzo inikezelwa rhoqo ngeveki ngokungqinelana nenkqubo ecwangcisiweyo ngokusekelwe kwiindawo; zokuhlala.
- lindawo zokuhlala zitshayelwa ngenyanga ;
- UMbindi weDolophu utshayelwa yonke imihla kwiidolophu ezinkulu ze kutshayelwe rhoqo ngeveki kwiidolophu ezincinane.



Inkonzo yocimo-mlilo

Inkonzo yocimo-mlilo

- Ixesha lokwenza intshukumo (ukuthatha amanyathelo ngesicelo) imizuzu eli- 15-20 (kwiindawo ezisezidolophini) emva kokufunyanwa kobizo ngomnxeba okanye kanye nje emva kokuba iinkcukacha zesicelo sakho zifakwe kuvimba kusetyenziswa inkqubo ye-sms.

Ezinye izicelo ezingxamisekileyo

- Ziya kufumana ingqwalasela kwangoko ze unikwe ingxelo xa kujongwana nazo, okanye kanye nje emva kokuba iinkcukacha zesicelo sakho zifakwe kuvimba kusetyenziswa inkqubo ye-sms.

Izicelo zezicwangciso zezakhiwo / zosetyenziso-mhlaba

Ukujongana nezicwangciso zezakhiwo

- Uya kwaziswa ngokufunyanwa kwesicelo sakho kwisithuba seeyure ezingama-48, okanye



kanye nje emva kokuba iinkcukacha zembalelwano zifakwe kuvimba kusetyenziswa inkqubo ye-sms;

- Kuya kwenziwa isigqibo ngesicelo sakho emva kweentsuku zenyanga ngokwekhalenda ezingamashumi amathathu (30) okanye uya kufumana ingxelo ngesicelo sakho xa singaphunyezwanga.

Izicelo zosetyenziso-mhlaba

- Uya kwaziswa ngokufunyanwa kwesicelo sakho kwisithuba eeyure ezingama-48, okanye kanye nje emva kokuba iinkcukacha zembalelwano zifakwe kuvimba kusetyenziswa inkqubo ye-sms.

Ukujongana nezicelo zobhaliso neempepha-mvume zezithuthi

- Imizuzu eli-15 - 20 ngombandela ngamnye ekujongwana nawo.

Qhagamshelana nathi ngezi ndlela zilandelayo:

Ngayo nayiphi na imibuzo engeenkonzo zikamasipala, sithumelele umyalezo nge-imeyile kule dilesi: swartlandmun@swartland.org.za

Darling

Ldilesi yendawo:	Church Street
Umnxeba:	022 492 2237
IThala leeNcwadi:	022 492 2237
Lzicwangciso zezakhiwo:	022 487 9400
Lqonga lezokhenketho:	022 492 3361
Linkonzo zezothutho:	022 492 3233
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 492 2237 022 487 9479

Koringberg

Ldilesi yendawo:	School Street
Umnxeba:	022 423 8024
Lzicwangciso zezakhiwo:	022 487 9400
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 423 8024 022 487 9479

Malmesbury

Ldilesi yendawo:	Church Street
Umnxeba:	022 487 9400
IThala leeNcwadi:	022 487 9400
Lzicwangciso zezakhiwo:	022 487 9400
Ldama lokudada:	022 487 9400
Lqonga lezokhenketho:	022 487 1133
Linkonzo zezothutho:	022 487 9417
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 487 9400 022 487 9479

Moorreesburg

Ldilesi yendawo:	Retief Street
Umnxeba:	022 433 2246
IThala leeNcwadi:	022 433 1647
Lzicwangciso zezakhiwo:	022 487 9400
Ldama lokudada:	022 433 1563
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 433 2246 022 487 9479

https://www.facebook.com/SwartlandMunicipality

https://www.linkedin.com/company/swartland-municipality

Yzerfontein

Ldilesi yendawo:	46 Main Road
Umnxeba:	022 451 2366
Lzicwangciso zezakhiwo:	022 487 9400
Lzibuko	022 451 2553
Ipaka yokuchitha iholide:	022 451 2211
Lqonga lezokhenketho:	022 451 2985
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 451 2366 022 487 9479

Riebeek Kasteel

Ldilesi yendawo:	Sarel Cilliers Street
Umnxeba:	022 448 1258
IThala leeNcwadi:	022 448 1258
Lzicwangciso zezakhiwo:	022 487 9400
Lqonga lezokhenketho:	022 448 1584
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 448 1258 022 487 9479

Riebeek West

Ldilesi yendawo:	Voortrekker Road
Umnxeba:	022 461 2324
IThala leeNcwadi:	022 461 2324
Lzicwangciso zezakhiwo:	022 487 9400
Lqonga lezokhenketho:	022 448 1584
Lzicelo ezingxamisekileyo Ngamaxesha omsebenzi Emva kwexesha lomsebenzi	022 461 2324 022 487 9479

Thina apha kuMasipala wase-Swartland asinaloyiko ngotshintsho. Sizimisele ukusoloko silungiselela ukujongana neemfuno zabaxumi bethu. Uyacelwa ke ngoko ukuba usazise ukuba ucinga ntoni na ngendela esinikezela ngayo iinkonzo. Sifuna ukuqinisekisa wonke ubani ukuba unalo ilungelo lokuvakalisa izimvo zakhe/ukuthetha oko akucingayo.

Sitsalele ku-022 487 9448.