



SERVICE COMMITMENT CHARTER

Introduction:

The King Cetshwayo District Municipality is a category C municipality and is located in the north-eastern region of the KwaZulu-Natal province on the eastern seaboard of South Africa. It covers an area of 8000 square kilometers, from the agricultural town of Gingindlovu in the south, to the Umfolozi River in the north and inland to the mountainous beauty of rural Nkandla.

A total of 43 councillors serve on the King Cetshwayo District Council, 40% of them directly elected and 60% from the local municipalities in the district which include:

- uMhlathuze Municipality
- Mfolozi Municipality
- Umlalazi Municipality
- Nkandla Municipality
- Mthonjaneni Municipality.

The King Cetshwayo District Municipality has an important role to play in bringing investment into the region and in uplifting the rural areas for which it is responsible by providing basic services such as water and sanitation.

Although the municipality's primary aim is to provide municipal infrastructure and services, it is also very serious about kick-starting and facilitating economic development in the region.

This Service Commitment Charter is our commitment as the district municipality to you, our stakeholders throughout the King Cetshwayo district. It is intended to inform you of what services we offer, how best to make use of our services, how to measure our success and how you can lodge complaints or make suggestions for improvement.

Our Service Delivery and Budget Implementation Plan (SDBIP) commits us as an organisation to certain identifiable and achievable targets and goals against which we are measured and evaluated.

This supports our Integrated Development Plan (IDP), which is essentially a five year plan to ensure we fulfill our developmental role in the district. Every department at King Cetshwayo has developed integrated action plans and identified key performance areas which support the IDP.

At the end of every financial year we publish the results of our financial and non-financial performance, in accordance with National Treasury guidelines and the Municipal Finance Management Act (MFMA), in our Annual Report. Our financial year runs from 1 July to 30 June. We want you to help us measure our performance so we welcome any feedback you may have.

VISION

Forging ahead being inspired by integrity with a will to provide sustainable and quality service delivery.

MISSION

Creating a safe and healthy environment that promotes sustainable and inclusive economic and social development reinforced by service delivery.

CORE VALUES

- Integrity
- Transparency
- Commitment
- Co-operation

CONTACT US...

Our offices are situated at Prince Mangosuthu Buthelezi House, Kruger Rand, Richards Bay Central Business District (adjacent to the First National Bank).

Our contact details are as follows:

Tel: (035) 7992500

Fax: (035) 7891409

Website: www.kingcetshwayo.gov.za

Mayor: Cllr AT Ntuli

E-mail: louwb@kingcetshwayo.gov.za

Municipal Manager: Mr PP Sibiya

Tel: 035 7992501

E-mail: rheedersc@kingcetshwayo.gov.za

King Cetshwayo District Municipality Satellite Offices:

(Office Hours: 08h00 – 15h30)

- Empangeni Office: Disaster Centre – 9 Bronze Street Tel: 035 799 1100
- Nkandla Office: Nkandla Municipal Offices - Tel: 035 4502082
- Mthonjaneni - Melmoth Office: Melmoth Municipal Offices Tel: 035 450 2082

- uMlalazi - Eshowe Office: Eshowe Mall - Tel: 035 474 4405
- uMlalazi – Gingindlovu Office: uMlalazi Municipal Offices Tel: 035 337 1099

How we will deal with your queries

When you write to us:

- We will acknowledge your letter within 7 days of receipt.
- We will send a full reply within 21 days.

When you phone us:

- We will answer calls within five rings.
- We will give you our names when we answer.
- If we cannot deal with your query we will give you the name of the person the query will be referred to and say when we expect them to reply.
- You can phone us between 07h30 and 16h00 on Mondays to Fridays.

If you have a complaint:

- Tell us. We will try to put things right immediately.
- If you are not satisfied with this, we will investigate and reply within seven days.
- If you are still not satisfied, you can write to:
The Municipal Manager, King Cetshwayo District Municipality, Private Bag X1025, Richards Bay 3900.

We welcome any comments you have about our services and how we can improve them. Please go to our website for more information about our services including a complete copy of our SDBIP, our IDP and our Access to Information Manual.

WEBSITE: www.kingcetshwayo.gov.za

BATHO PELE PRINCIPLES

King Cetshwayo District Municipality is committed to following the principles of Batho Pele.

Eight Batho Pele principles were developed to serve as acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with the Constitutional ideals of:

- Promoting and maintaining high standards of professional ethics;
- Providing service impartially, fairly, equitably and without bias;
- Utilising resources efficiently and effectively;
- Responding to people's needs; the citizens are encouraged to participate in policy-making; and
- Rendering an accountable, transparent, and development-oriented public administration

King Cetshwayo District Municipality's implementation of Batho Pele

1. Consultation

- Service Commitment Charter, which details procedures and contact details for queries to be lodged.
- IDP Stakeholders Forum, held annually prior to drafting of Integrated Development Plan.
- Bi-annual roadshows to communities for purposes of gaining input into the IDP Process and publicizing the draft budget for the incoming financial year.

2. **Setting service standards**

This principle reinforces the need for benchmarks to constantly measure the extent to which citizens are satisfied with the service or products they receive from departments. Required are standards that are precise and measurable so that users can judge for themselves whether or not they are receiving what was promised.

- The Service Commitment Charter is our commitment as the district municipality to our stakeholders throughout the King Cetshwayo district. It is intended to inform you of what services we offer, how best to make use of our services, how to measure our success and how you can lodge complaints or make suggestions for improvement. It also spells out how we will deal with the queries and what steps to take if queries are not adequately addressed.

3. **Increasing access**

Access to information and services empowers citizens and creates value for money, quality services. It reduces unnecessary expenditure for the citizens.

- Social media pages and municipal website containing information on Council activities and projects, including our budget and expenditure on projects.
- Regular Mayoral radio slots on national/local radio stations to summarise activities of the municipality
- Satellite offices in each local municipality.

4. **Ensuring courtesy**

This goes beyond a polite smile, 'please' and 'thank you'. It requires service providers to empathize with the citizens and treat them with as much consideration and respect, as they would like for themselves.

This is an ongoing effort on the part of all our staff

members, from technical water plant staff to cashiers and information officers in our various departments.

5. **Providing information**

- Annual Report published annually
- Regular radio slots
- Social media pages: Facebook, Twitter, TikTok and Instagram
- Website

6. **Openness and transparency**

- Regular press releases sent to media
- Publication of a Statement of Citizen's Rights in Service charter, which outlines the rights and obligations of all citizens.
- Radio slots
- Social media pages
- Interviews with the media: Mayor, Deputy Mayor, Speaker, Municipal Manager

7. **Redress**

This principle emphasises a need to identify quickly and accurately when services are falling below the promised standard and to have procedures in place to remedy the situation.

- Procedure for redress and the addressing of complaints are laid out in the Service Charter.

8. **Value for money**

Many improvements that the public would like to see often require no additional resources and can sometimes even reduce costs.

This is done via our question and answer sessions at roadshows held twice a year.

INDIGENT SERVICES

- There is an approved Indigent Policy (last reviewed and approved 15 May 2024)
- The Purpose of the indigent policy is to assist the plight of the poor and aged residents of the District who due to limited or no income cannot afford the cost of essential services.
- There is actual benefits in Monetary terms to qualify and be in the indigent register
- Registration is required for deserving indigent residents.

Criteria for customers to register in Indigent

Register:

- The property value must be less than R400 000
- The household income be less than two state grants
- Must be a SA citizen
- Customer must complete the application form and it be signed the ward councilor
- Applicant is subject to a vulnerability assessment through the appointed service provider of Council

STATEMENT OF CITIZEN'S RIGHTS

KNOW AND DEFEND YOUR RIGHTS

- The right to be a citizen of this country and enjoy equally all the government services for South African citizens.
- The right to be given reasons for any decisions taken by government.
- The right to have access to information that concerns you

- The right of access to adequate housing
- The right of access to healthcare services, including reproductive healthcare
- The right of access to enough food and water
- The right to social services, including social assistance (grants)
- The right to free emergency medical treatment
- The right to fair labour practices
- The right to education

WHAT DOES THE LAW SAY?

Promotion of Access to Information Act.

Access to information is one of our human rights. It is guaranteed in our Constitution and in the Promotion of Access to Information Act (2000). This Act is sometimes known as PAIA. The Act says:

- All government departments and organizations must make information available to individuals and organizations
- Private companies must make information available to individuals and organizations if the information is needed to help them exercise any of their socio-economic rights.
- All public bodies must appoint an information officer whose job is to help members of the public get the information they need.

According to the Promotion of Access to Information Act, the relevant government departments have to provide the information this person requires, because it relates to his constitutional rights. We have the right to ask for any information that directly affects our rights, from a government body or private company, and they must give it to us.

SERVICE DELIVERY BUDGET IMPLEMENTATION PLAN

PURPOSE

The purpose of this Service Delivery and Budget Implementation Plan (SDBIP) is to provide a management implementation and monitoring tool that will assist the Mayor, Councillors, Municipal Manager, other senior managers, stakeholders and the community in monitoring service delivery.

It will ensure that appropriate information is available to monitor:

- The execution of the budget;
- The performance of managers; and
- The performance of the municipality as a whole.

POWERS & FUNCTIONS:

POWERS AND FUNCTIONS

In terms of Circular 8/2008: 2008/09 Capacity Assessments and Recommendations: Adjustment of Powers and Functions between District and Local Municipalities in terms of Section 85 of the Local Government: Municipal Structures Act 1998, King Cetshwayo District Municipality has the following powers and functions to fulfil:

| KCDM uMfolozi uMhlathuze Ntambanana uMlalazi Mthonjaneni Nkandla | | | | | | | |
|--|-----------|---|---|---|---|---|---|
| 1 | S84(1)(a) | Integrated Development Planning for District as a whole | ✓ | ✓ | ✓ | ✓ | ✓ |
| 2 | S84(1)(a) | Potable Water Supply Systems | ✓ | ✓ | x | ✓ | ✓ |
| 3 | S84(1)(c) | Bulk supply of electricity | | x | x | x | x |
| 4 | S84(1)(d) | Domestic waste-water and sewage disposal system | ✓ | ✓ | x | ✓ | ✓ |
| 5 | S84(1)(e) | Solid waste disposal sites serving the area of the District Municipality as a whole | ✓ | ✓ | ✓ | ✓ | ✓ |
| 6 | S84(1)(f) | Municipal roads which form an integrated part of a road transport system for the area of the district municipality as a whole | ✓ | ✓ | ✓ | ✓ | ✓ |
| 7 | S84(1)(g) | Regulation of passenger transport services | ✓ | ✓ | ✓ | ✓ | ✓ |
| 8 | S84(1)(h) | Municipal airport serving the area of the district municipality as a whole | ✓ | ✓ | x | ✓ | ✓ |
| 9 | S84(1)(i) | Municipal health serving the area of the district municipality as a whole | ✓ | ✓ | ✓ | ✓ | ✓ |
| 10 | S84(1)(j) | Fire Fighting services for district municipality as a whole | ✓ | ✓ | x | ✓ | ✓ |
| 11 | S84(1)(k) | Fresh produce markets and (Abattoirs) serving the area of the district municipality as a whole | ✓ | ✓ | x | ✓ | ✓ |
| 12 | S84(1)(l) | Cemeteries and Crematoria | ✓ | ✓ | ✓ | ✓ | ✓ |
| 13 | S84(1)(m) | Promotion of local tourism for the District Municipality | | | | | |
| 14 | S84(1)(n) | Municipal public works relating to any of the above function or and other functions assigned to | ✓ | ✓ | x | ✓ | ✓ |

| | | KCDM | uMfolozi | uMhlabuze | Ntambanane | uMvelozi | Mhasejweni | Nkandla |
|------------|-----------|--|----------|-----------|------------|----------|------------|---------|
| 15 | S84(1)(o) | the receipt, allocation and if applicable distribution of grants made to the district municipality | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 16 | S84(1)(p) | The implementation and collection of taxes, levies and duties as related to the above functions or may be assigned to the District Municipality in terms of National | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 17 | Sched 4 B | Building Regulations | ✓ | ✓ | x | ✓ | x | x |
| 18 | Sched 4 B | Local Tourism | ✓ | ✓ | x | ✓ | x | ✓ |
| 19 | Sched 4 B | Air Pollution | ✓ | ✓ | x | ✓ | ✓ | ✓ |
| 20 | Sched 5 B | Licensing and control of undertakings that sell food to the public | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| 21 | Sched 5 B | Refuse removal, refuse dumps, solid waste disposal and cleaning services | ✓ | x | x | ✓ | x | x |
| Key | | | | | | | | |
| x | | Function Performed by the Municipality | | | | | | |
| ✓ | | Allocated Functions to the District | | | | | | |

Note: Functions performed by Ntambanane will continue to be provided by the relevant LM after demarcation.

OPERATION SUKHUMA SAKHE

- Create and maintain functional task teams at provincial, district, local, and ward levels to deliver integrated services to individuals, households and communities.
- Profile individuals, households and communities at ward level and build a database of the different services required by communities
- Provide comprehensive, integrated, transversal services to communities
- Develop and implement stakeholder engagement and advocacy plan
- Monitor, evaluate, provide feedback and track service delivery
- Integrated service delivery structure comprised of government, municipality, CBOs, business and other stakeholders at ward level
- Supporting Data collection / Households profiling
- Support Departmental interventions
- Ensure household follow ups
- Support trainings of groups within communities
- Identify resources within the wards for use in OSS
- Championed by the Ward Councillor

COMMUNITY AWARENESS AND HOUSE CONNECTIONS

1. WATER: INSTITUTIONAL ARRANGEMENT WITHIN THE DISTRICT

1.1 Water Services Authority

A Water Services Authority is an authority which has been allocated the function of regulating Water Services by virtue of the Water Services Act No. 108 of 1997 (chapter 5) e.g. King Cetshwayo District Municipality.

1.2 Water Services Authority's Functions

- Planning of Water Services
- Customer Care
- Formulation & Implementation of Water Services By-Laws e.g.
 - o Water Services Policy
 - o Free Basic Water & Indigent Policy
 - o Cost Recovery
- Regulation of Water Services Provider
- Monitoring and Evaluating Service Provision in its Area of Jurisdiction

1.3 Water Services Provider

Water Services Provider is a provider which has an approval from the Water Services Authority having a jurisdiction in that area to operate as a water services provider by virtue of Chapter 4 of the Water Services Act No. 108 of 1997, but does not include water services intermediaries. A Water Services Authority can be both an Authority and a Provider at the same time if it has an internal capacity to do so.

1.4 **Water Services Provider's Functions**

- To provide water services to consumers or to other water services institutions as per its agreement with the water services authority having a jurisdiction in that area.
- To give information concerning the provision of water services as may reasonably be called for by the water services authority having a jurisdiction in that area, a consumer or a potential consumer.

1.5 **Institutional Arrangement**

King Cetshwayo District Municipality is a Water Services Authority and a Water Services Provider for the following Local Municipalities:

- **Mfolozi**
- **uMlalazi**
- **Mthonjaneni and**
- **Nkandla**

2. **LEVELS OF WATER SERVICES**

Level 1: Communal Standpipes: Where communities are not expected not to walk more than 200m distance to fetch water.

Level 2: Metered yard Connections

Level 3: Hand pumps (Survival)

Level 4: Water tankering system - this is not a preferred option as it is very expensive and unsustainable; in fact it is the District's last resort

3. **ADVANTAGES OF YARD CONNECTION VERSUS COMMUNAL STANDPIPES AND HAND PUMPS**

Communities don't have to walk long distances to fetch water. You get 6 kiloliters free. Children will get more time for homework. Disabled and old-aged communities will easily access water.

4. **PROCEDURE TO BE FOLLOWED WHEN DOING YARD CONNECTIONS**

According to the KCDM's by-laws communities are not allowed to connect water pipes directly from the main and extended pipe lines therefore KCDM will connect a three meter pipe with a meter and a stop cork from the main or extended pipe lines, which will be paid for by the customer.

The following procedure will apply:-

- Filling of application forms for yard connection by consumers.
- Payment of connection fee.
- Installation.

5. **FEES**

Fees for the following services are charged as they appear in Council's approved tariffs of charges of that particular year.

- Reconnection of water supply on client's request (closed on client's request)
- Tampering fee
- Special reading of the meter
- Testing of meters on clients request
- Penalty fee for non compliance of warning notice (water restriction process)

6. RESPONSIBILITIES OF THE CONSUMER VS KCDM (KING CETSHWAYO DISTRICT MUNICIPALITY)

The consumer will be responsible for operations and maintenance from the consumer valve to her/his yard.

The consumer will be expected to report water leaks on pipe before consumer valve immediately to avoid water loss and cost implications, using Council Toll free Number (0800111258) or by reporting to network operators, Councillors, or KCDM water offices in your LM.

KCDM is responsible for:- Ensuring the sustainability of water service provision through the application of bylaws; Operations and maintenance of pipe line before the consumer valve; Meter reading and tariff collection

7. WATER CONSERVATION

Water is the golden asset for any living organism, it is the back bone of our lives therefore there is no doubt that water conservation is the cornerstone of our lives.

7.1 Normal water use

House - Uses 1 000 litres per day or 30 kl/mnth

Duplex/Flat - Use 600 litres per day or 18 kl/mnth

7.2 The biggest uses of water in the home

Flushing the toilet: Up to 13 litres

Take a bath: Up to 120 lt

A five minute shower: Up to 30 lt

Dripping taps : 1lt every 20 min

Automatic washing machines: Up to 265 lt

Washing hands under running water: More than 5lt

Washing the car with the hose running: Up to 300 lt

Topping up the pool : Up to 4 000 lt

7.3 Communities can play a vital role in conserving water by practicing the following:

- Catching and harvesting clean water off their roof structures through gutters to their jojo tanks or any other containers they may have; this is applicable to both rural and urban areas, on four-cornered houses and also on rondawels.
- Potable water is expensive therefore it is highly recommended to use raw water for watering, cleaning and washing purposes where possible.
- Ensure that there are no leaks in your internal water system; if there are, fix them immediately. If it is outside your boundary report it to either the network operator working in your area, the nearest Local Municipality, the District Municipality's (KCDM) Community Development Officer, the KCDM's hot line or to your Councillor immediately.
- During bathing time use just enough water for bathing.
- Ensure that you don't wash hands under running water.
- Don't rinse your clothes under running water.
- Avoid washing cars using potable water.

8. **HEALTH & HYGIENE**

The Water Services Authority is committed to ensuring that safe drinking water, as a basic human right which is essential to people's health, is accessible to everyone. It also assists communities to stay clean and healthy.

8.1. **To keep clean and healthy**

- Wash your hands with soap and water after going to toilet.

You cannot see or smell the germs on your hands after attending to the call of nature but we know that germs make us sick.

- Wash your hands after changing baby's nappy. Baby's waste is just as dangerous as yours and mine.

- Wash your hands before cooking or handling food. Remember your hands are good dispersal agents of germs.

- Wash your hands before feeding children or eating. Hand washing is a self-defence mechanism against germs, a karate-kick against sickness. It is not good to wash your hands in water that was used by someone else.

- Teach children not to release themselves in rivers, streams or any source of water and not to leave their body waste on open grassland. Faeces contains germs which cause severe diarrhoea and other diseases. These germs get to your hands and from there to your mouth, to make you sick. Children are most susceptible to disease and may die.

- Keep your toilet closed at all times. Flies have a tendency of carrying germs from toilets to our foods. To avoid this,

keep your toilet closed all the time. You must also cover your food and water when it is being kept for future use.

8.2 **What to do if you don't have safe water?**

- Let your water boil for four minutes to kill germs.

or

Add one teaspoon of bleach to 20 litres of water, close the container and leave it for four hours before you use water.

- If you don't have soap for washing your hands: Scrub your hands with sand or ash and water - it will also remove dirt and germs.

REMEMBER: Your health is in your hands