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In your reply, please quote: 2025/26 Customer Service Charter

Reference:

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RESOLVED

That in respect of –

THE REVISED 2025/26 CUSTOMER SERVICE CHARTER

tabled before Council at the Council meeting held on 30 July 2025, **resolution number C156/2025:**

1. That Council, having duly considered and noted the content of the revised 2025/26 Customer Service Charter, provide in principle approval thereof subject to the following conditions:
 - a. The 2025/26 Customer Service Charter be made public in terms of section 21 of the MSA (14-day public-input period commencing on the date of Council's resolution thereon);
 - b. That such public comments (if any) be tabled to Council at the forthcoming Council meeting for notification; and
 - c. The 2025/26 Customer Service Charter be resubmitted to Council for final consideration and approval (only if the public input necessitates material changes to the CSC);
2. That Council note that the final approved 2025/26 Customer Service Charter will be submitted to the Provincial Department of Local Government for the official design thereof; and
3. That Council note that this iteration of the CSC will rescind and replace prior versions thereof.