



Customer Service Charter

2023



BREED VALLEY
MUNICIPALITY • MUNISIPALITEIT • UMASIPALA

MESSAGE FROM THE EXECUTIVE MAYOR AND MUNICIPAL MANAGER

It is a great honour to introduce the Customer Service Charter for the Breede Valley Municipality. This Charter accentuates and underpins our commitment to deliver excellent services to our clients, the rate payers, and 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 responsibility to be reasonable, and a responsibility to trust that we have your interests at heart.

The charter will be subjected to frequent review and adjusted accordingly to maintain a high standard of responsiveness to servicing the needs of our constituents. In addition, the charter can be used as an instrument to measure our performance. We endeavour to be professional and transparent in our dealings with you, our clients, and to maintain the highest possible service standards.

Your input and feedback on the Customer Service Charter will be appreciated. Please see p. 39 for the special communication channels developed for this purpose.

WHY A CUSTOMER SERVICE CHARTER?

The Breede Valley Municipality Customer Service Charter sets out Council's service standards, and explains what you – as our customer - can do if we have not delivered a service to that standard.

WHO ARE OUR CUSTOMERS?

Our customers are any person or any organisation that has any form of dealings with Council. We would like to satisfy every customer: residents, ratepayers, shop owners, businesses, Council staff, contractors, and elected Councillors. Some needs can be attended to immediately, while others have to be referred to an appropriate provincial or national department.

WHAT CAN YOU EXPECT FROM BVM?

- We will staff our customer service counters during office hours.
- We will greet you in a friendly manner and identify ourselves.
- We will respect, listen and respond to your concerns within the service standards.
- We will take full particulars of your query, and communicate this clearly and accurately.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy at all times.
- We will be sensitive to your needs and will record any complaint received.
- We will be helpful and committed to solve problems, and refer you to an appropriate organisation if we are unable to meet your request.
- We will be fair, equitable, competitive and transparent with the procurement of goods or services.

OUR SERVICES

We provide services to our customers in a manner that is sustainable and of consistent high quality. As a municipality, we believe in fostering good customer relationships by delivering services in line with your expectations.

Our services include:

- Basic services such as water and sanitation, electricity and refuse removal by which we strive to live our vision of creating a caring valley for all. Our 24/7 Contact Centre for fault reporting and customer queries can be reached on 0860 12 12 12 or via email at: ssc@bvm.gov.za
- Fire, rescue and disaster management services and traffic and law enforcement services to provide a safe environment. The all-hours emergency number is 107 (from a landline) or 023 34 22 430 or 112 from a cellphone.
- Library and information services are provided in an integrated and co-ordinated manner with community stakeholders within our municipal service area to build sustainable partnerships.

OUR SERVICES (Continued)

- Provisioning of bulk infrastructure and civil engineering services which include municipal roads, water supply and distribution, sewage management, refuse collection and sites for the disposal of waste.
- Electrical engineering services supply safe and efficient distribution of electricity to customers within the municipal service area (urban edge), in compliance with the Occupational Health and Safety Act and the Electricity Regulation Act and the management of the electricity infrastructure.
- Management of public amenities namely resorts and swimming pools, public toilets, recreational facilities and cemeteries.
- Town planning activities (inclusive of GIS and building control) within the municipality and compliance with zoning and other aspects of land use management.
- Supply chain management provides a facilitation service to all departments requiring goods and/ or services, keeping of inventory (stock) and managing of payroll: registration of prospective providers of goods and services, requesting of quotes or invitation to bid, issuing of orders to successful bidders, issuing of inventory (stock) to requiring departments, payment of sundry expenses and creditors and managing of payroll including payment of salaries, benefits and deductions.



CODES	REQUIRED SERVICE	OUR STANDARD
Telephone Enquiries		
BVM 1	Answer your telephone call	Call Centre - within 5 - 10s Other - within 10 - 15s
BVM 2	Return your call	By the next working day
BVM 3	Reply to general correspondence/request (written, e-mail, personal)	Within 7 working days. Emergency enquiries are immediately dispensed. Complicated matters are referred (via e-mail) to the relevant official(s) for comment. Feedback is provided by addressee within specified period

Engineering Services





CODES	REQUIRED SERVICE	OUR STANDARD
Processing of consumer applications / requests / queries / complaints etc.		
EE 1	Customer complaints received in person	Handled immediately, without referral
EE 2	Consumer applications for new services /capacity upgrades	Handled immediately, without referral
EE 3	Acknowledgement of electrical queries / complaints	2 working days
EE 4	Response time for written customer complaints	2 working days
EE 5	Time to resolve written customer complaints	2 weeks
EE 6	Response time for customer enquiries requiring investigative work	5 working days
EE 7	Response time for written enquiries	5 working days



CODES	REQUIRED SERVICE	OUR STANDARD
Processing of consumer applications / requests / queries / complaints etc. (Continued)		
EE 8	Time to resolve enquiries	3 weeks
EE 9	Time to respond to general customer requests	2 weeks
Processing of requests for supply services - providing quotations to customers		
EE 10	Where existing infrastructure can be used	10 working days
EE 11	Additional network extensions are required	1 month
EE 12	Where new a network installation is required	1 month
EE 13	Industrial and commercial customers	1 month

CODES	REQUIRED SERVICE	OUR STANDARD
Commencement and final commissioning to provide electrical supply		
EE 14	Existing infrastructure can be used	30 working days
EE 15	LV network extensions required	2 months
EE 16	MV network extensions required	3 months
EE 17	New network installation required	As per agreement
EE 18	Industrial and commercial customers	As per agreement



CODES	REQUIRED SERVICE	OUR STANDARD
Isolation / disconnection & reconnection of electrical supply		
EE 19	Disconnection of credit meter customers due to illegal distribution / installation tampering	Immediately upon detection
EE 20	Disconnection of credit meter customers due to non - payment of service account	10 working days after issue of final notice
EE 21	Disconnection of electrical supply due to unsafe installation	10 working days after issue of notice
EE 22	Disconnection of electrical supply due to gross unsafe installation	Immediately upon detection
EE 23	Disconnection of electrical supply due to access refusal of owners	10 working days after issue of notice



CODES	REQUIRED SERVICE	OUR STANDARD
Isolation / disconnection & reconnection of electrical supply (Continued)		
EE 24	Disconnection of electrical supply due to planned maintenance	3 working days after issue of notice
EE 25	Disconnection of electrical supply due to emergency maintenance	Immediately upon detection
EE 26	Disconnection of electrical supply on instruction from owner / authorised contractor	2 working days
EE 27	Reconnection of electrical supply on instruction from owner / authorised contractor)	2 working days
EE 28	Reconnection of electrical supply (inter departmental)	Within 1 working day



CODES	REQUIRED SERVICE	OUR STANDARD
Electrical Metering		
EE 29	Processing of applications for meter retro - fits / new meter /capacity upgrades / accuracy verification	Handled immediately, without referral
EE 30	Response period for an accuracy verification test	5 working days
EE 31	Response period for planned meter installations	2 working days
EE 32	Response period for normalisation of faulty meters	Within 1 working day
EE 33	Frequency of credit meter readings (tariff groups SPU3,SPU4,SPU5,LPU1 & LPU2)	Monthly



CODES	REQUIRED SERVICE	OUR STANDARD
Provision of service activities after receipt from the Call Centre / Electrical Services Department		
EE 34	Response period for high voltage reticulation area faults: equipment damage / failure	Within 2 hours
EE 35	Response period for low voltage reticulation area faults: equipment damage / failure	Within 2 hours
EE 36	Response period for individual low voltage service faults: equipment damage / failure (residential & commercial)	Within 1 working day
EE 37	Response period for traffic signal system damage / failure	Within 2 hours
EE 38	Response period for streetlight area faults (damage / failure)	Within 5 working days

CODES	REQUIRED SERVICE	OUR STANDARD
Provision of service activities after receipt from the Call Centre / Electrical Services Department (Continued)		
EE 39	Damaged substations, mini-substations,switch gear and equipment, reticulation network, area outages, pump stations, traffic light,street lights, serivce installation faiure.	Immediate artisan on duty. Breede Valley Municipality has no control over loadshedding, interruption schedules or unforeseen power outages experiencing on Eskom infrastructure
EE 40	Application for service installation tariffs and policies, planned network outages, pre-payment vending, consumer disputes	Within 10 working days. Applications for electrical connections, upgradings, changes and new developments be handled during office hours at the electrical services office

CODES	REQUIRED SERVICE	OUR STANDARD
Provision of service activities after receipt from the Call Centre / Electrical Services Department (Continued)		
EE 41	Repair of single street light	Within 10 working days
EE 42	Repair of traffic lights	Within 48 Hours

Public Services



CODES	REQUIRED SERVICE	OUR STANDARD
Refuse Removal		
RR 1	Domestic refuse removal (wheelies and/or bags)	Will be attended within 5-work day weekly schedule, as reflected on BVM website
RR 2	Commercial refuse removal (wheelies and/ or bags)	Will be attended within 7-day weekly schedule
RR 3	Removal of illegal dumped domestic refuse (Council property)	Within 3 working days
RR 4	Removal of dead animal carcasses	Within 2 working day

CODES	REQUIRED SERVICE	OUR STANDARD
Road Maintenance		
RM 1	Repair of potholes in gravel or tarred road.	Within 10 working days
	Repair to existing crossing over roadside storm water channel	
	Repair to kerb inlet or kerb	
	Repair to sidewalk	
RM 2	Loose gravel/material on tar road	5 Days
RM 3	Repair or replace manhole/inlet cover	2 Days

CODES	REQUIRED SERVICE	OUR STANDARD
Road Maintenance (Continued)		
RM 4	On application of a new or extension to existing crossing over roadside storm water channel	Investigation will be done within 15 working days
RM 5	Attend to blockage in Leiwater system	Within 5 working days
Water and Sanitation		
WS 1	On application of a new connection	Within 30 working days or as agreed, within 1 meter of client's erf
WS 2	Repair or replacement of a broken water meter	Within 5 working days

CODES	REQUIRED SERVICE	OUR STANDARD
Water and Sanitation (Continued)		
WS 3	Attend to a burst water pipe	Close system within 2 hours after burst. Repair system within 8 hours of burst during daylight hours
WS 4	Attend to leaking water pipe or valve or hydrant	Within 3 working days
WS 5	Fire hydrant is faulty	Within 10 working days
WS 6	Testing the water quality after a repair	Within 24 hours
	Investigate the quality of drinking water (i.e. microbiological, chemical and physical)	Within 72 hours



CODES	REQUIRED SERVICE	OUR STANDARD
Water and Sanitation (Continued)		
WS 7	Notification if there is a delay in meeting our service standards commitment.	1 day
WS 8	Attend to no flow in leiwater system	Within 20 working days
WS 9	Attend to a serious overflowing sewer manhole	Within 48 hours
	A pump station is not working and resulting in sewer spill from manholes	
WS 10	A main sewer blocked or spillage of sewer	Within 72 hours
	A blocked sewer on a private property	A private plumber should preferably be used

CODES	REQUIRED SERVICE	OUR STANDARD
Water and Sanitation (Continued)		
WS 11	Low pressure complaint	3 Working days
WS 12	Vandalized informal settlement standpipes	1 Working day
WS 13	Septic tank/ Conservancy tank collection	Within 48 hours subject to tanker availability
WS 14	Processing and conducting pressure flow tests	7 days



CODES	REQUIRED SERVICE	OUR STANDARD
Water and Sanitation (Continued)		
WS 15	Illegal discharge of effluent/ wastewater/ raw sewage/ harmful substances	Inspection within 48 hours
WS 16	Testing of water in rivers	5 days
WS 17	Supplying of tanker after water interruption	12 hours
Labratory Services (Air Quality)		
LS 1	Air quality complaint inspection and report	Inspection within 48 hours and report within 72 hours after inspection

CODES	REQUIRED SERVICE	OUR STANDARD
Parks Maintenance		
PM 1	Maintenance of parks and open space	Will be attended to according to working schedule
PM 2	Attending to a tree that has fallen over and must be removed or pruned because it touches power lines.	Within 4 hours to remove tree and pruning to be done weekly as per schedule
PM 3	Pruning of trees	Will be attended to according to working weekly schedule

CODES	REQUIRED SERVICE	OUR STANDARD
Graves		
G 1	Booking a grave for weekends	Close at 12:00 on Thursdays
G 2	Request for pauper burial	Within 1 day
G 3	A grave must be supplied	Within 24 hours



CODES	REQUIRED SERVICE	OUR STANDARD
Building Control: Handling of building applications		
BC 1	Submission of building plans	Acknowledgement of receipt within 48 hours
BC 2	Approval of building plans	Finalized within the period prescribed in the National Building Regulations and Standards Act or feedback is provided if not finalized within 30 days for building plans < 500m ² and within 60 days for building plans > 500m ²

CODES	REQUIRED SERVICE	OUR STANDARD
Town Planning		
TP 1	Applications for land use in terms of Section 13 of the Municipal Land Use Planning By-Law, 2015. (Includes Rezoning, subdivision, consent uses, consolidations, street closures, removal of restrictions, departures from the Zoning scheme regulations)	Acknowledgement of receipt within 14 days. Application processed within 60 days
TP 2	Applications for zoning certificate	Zoning certificate issued within 5 working days

Community Services





CODES	REQUIRED SERVICE	OUR STANDARD
Library Services		
LS 1	Computers with Free internet access to the public	During normal library open hours if normal electrical power supply is experienced. When technical problems occur, within 5 working days or as soon as a provincial IT technician is available
LS 2	Supply of Library Material not available at a specific library	Within 5 working days, depending on availability via inter-library loans
LS 3	Renewal of library material	Within 1 day or as soon as the circulation system is available

CODES	REQUIRED SERVICE	OUR STANDARD
Library Services (Continued)		
LS 4	Availability of library halls for purposes as per the council resolution	Bookings made upfront, will be accommodated
LS 5	Application for full library membership	Within 6 working days

CODES	REQUIRED SERVICE	OUR STANDARD
Fire and Emergency Services		
FES 1	Firefighting/Emergency Services	Where reasonably practicable maximum attendance time from time of call or immediately after capture on Fire CAD: 8 minutes – Central Business District 13 minutes – Residential Area (including Informal Settlement) 23 minutes – Buildings in Rural Risk areas (including Rural Informal Settlement) where serviced by local Fire Station

CODES	REQUIRED SERVICE	OUR STANDARD
Fire and Emergency Services (Continued)		
FES 2	Other Emergencies	Receive immediate attention and feedback when attended to or immediately after capture on Fire CAD
Emergency Call Taking Centre		
ECC 1	Emergency Call Taking	<p>There should be sufficient operators so that calls are answered within 15 s and appropriate response dispatched within 30 s of the call being completed.</p> <p>It should not take longer than 60 s to take the call once the phone is answered</p>

CODES	REQUIRED SERVICE	OUR STANDARD
Administration, Fire Safety, Training and Related Activities		
FSAT 1	Scrutinizing of building plans	Acknowledge of receipt within 48 hours. Finalised within the period prescribed in the National Building Regulations and Standards Act or feedback
FSAT 2	Event applications	30 days prior to the event
FSAT 3	Applications (flammable liquids, dangerous goods transport permits, fire clearance and LPG permits)	14 working days, after receiving application and proof of payment

CODES	REQUIRED SERVICE	OUR STANDARD
Administration, Fire Safety, Training and Related Activities (Continued)		
FSAT 4	Complaints	Acknowledgement of receipt within 5 working days. Feedback within 29 working days, depending on the nature of the complaint
FSAT 5	Emergency evacuation drills	14 days from receiving request
FSAT 6	Public education	Confirmation within 14 days of request



CODES	REQUIRED SERVICE	OUR STANDARD
Traffic		
T 1	<ul style="list-style-type: none">• Traffic fine related enquiries• Payment query/cheque/card• Query regarding outstanding license fees, registration number and MV enquiries Driver licenses enquiries, learner licenses queries, learners, and driver licenses, appointment availability, conversion driver licenses renewals, PRDP enquiries	Immediately. Quick access to e-natis system
T 2	<ul style="list-style-type: none">• Walk-in enquiries• Traffic fine related enquiries• Arrange a date to appear in court regarding a warrant of arrest• Queries on registrations, licenses, permits, duplicates• Query on appropriate fees for learner, driver’s licences, PRDP	Within 30-45 minutes, depending on volumes. Average 30 minutes per customer

CODES	REQUIRED SERVICE	OUR STANDARD
Traffic (Continued)		
T 3	Query over traffic registration number/ business number	Within 7 working days
T 4	Accommodation and care of stray animals. Disobey by-laws such as rubbish dump, noise, parking etc.	Within 1 day
T 5	Application for a march. Application To affix	Within 30 days Within 3 days
T 6	Nuisance with barking dogs or loud music	Immediately, wherever possible.
T 7	Complaints	Within 3 days



CODES	REQUIRED SERVICE	OUR STANDARD
Traffic (Continued)		
T 8	Road markings & signs	As per working schedule, alternatively complaint addressed within 3 working days
T 9	Learner and driver’s license waiting period	Minimum 2 days, Maximum 30 days
T 10	Removal of posters	Within 3 days
T 11	Removal of vagrants and illegal structures	Within 24 hours
T 12	Response to accident. Road traffic-related incidents	Immediately, no longer than 30 minutes

Ways to Contact Us

CONTACT OUR MUNICIPAL OFFICES

All Municipal offices can be reached via the centralised switchboard number or the alternatives below:

Switchboard
☎ 023 348 2600

Touwsriver
☎ 023 348 2899

De Doorns
☎ 023 348 2898

Rawsonville
☎ 023 348 2896

BVM CONNECT/BVM KONTAK

Municipal Contact Centre • Munisipale Kontaksentrum • Isazulu sonxibelelwano no Masipala



0860 12 12 12

Municipal Contact Center



080 348 2600

Fraud & Corruption (blow the whistle)



023 342 2430 / 107

Fire, Rescue, Hazmat, Traffic (Mobile)

(Telkom landline)



www.bvm.gov.za



ssc@bvm.gov.za / records@bvm.gov.za





Thank you for choosing our municipality, we are committed to providing you with the highest level of customer service possible.

Disclaimer:

Although concerted efforts will be made to honour the service standards declared within the Service Charter, certain factors (internal & external) may influence the municipality's ability to honour the standards (for example, financial- & human resource constraints, abnormal workload, severe weather conditions, etc.).

It is imperative that clients report instances of non-adherence with the declared service standards. The municipality will strive to rectify such instances with immediate effect.

