

MORETELE LOCAL MUNICIPALITY

**BATHO PELE SERVICE STANDARDS AND SERVICE CHARTER**



**2023-2024**

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## SUMMARY

In responding to the challenges presented by the legacy of the past and having to rise to the legitimate demands of citizens to be treated as customers as opposed to mere users of public services, government has passed a body of enabling legislation, known as the Regulatory Framework (Public Service Management Framework).

Public Service exists to serve the needs of the people. All citizens have the right to expect high quality public services which meet their needs. It serves to transform attitudes and culture of the public service from a “can’t do” rules bound mindset to a ‘can and will do” from “knowing” to “doing”.

A Service Delivery Charter is a statement of commitment that a department or municipality or component makes towards service delivery and it is derived from the following pieces of legislation amongst others:

- The South African Constitution, Act No. 108 of 1996.**
- The Promotion of Administrative Justice Act, No. 3 of 2000**
- The Promotion of Access to Information Act, No. 2 of 2000**
- The Public Service Act, No. 103 of 1994**
- The Public Service Regulations of 2001**
- The Municipal Systems Act of 2008**
- The Batho Pele Handbook**

Service Charter stipulates the level and quality of services to be provided, including the introduction of new services to previously marginalised service beneficiaries who were denied access to information and services.

The main purpose of this Service Charter is to improve awareness of the availability and quality of the services offered by the municipality. The Charter also provides guidance to service beneficiaries to claim their existing rights.

### OUR VISION

A Developing Moretele for Growth and Prosperity for All

### OUR MISSION

To provide and enhance equitable, cost effective, efficient and quality service delivery and exploit resources for sustainable development, growth and prosperity for all

### OUR VALUES

Service to Stakeholders

Excellence

Transparency

Responsiveness

Value for Diversity

Value for Partnerships

Ethical Standards

### OPERATING HOURS

Our offices are open to the public from 07h30 until 16h00 from Monday until Friday but the Infrastructure & Development Services Directorate's Water Unit work even on weekends due to the acute water shortage in the municipal area of jurisdiction.

## **OUR ORGANISATIONAL STRUCTURE**

To be able to render best services to our service beneficiaries, we have organized ourselves into administrative departments which are as follows:

Office of the Municipal Manager  
Budget & Treasury Office  
Human Resources & Corporate Services  
Community Development Services  
Infrastructure & Development Services  
Local Economic Development

Politically, the Office of the Municipal Manager accounts to the Executive Committee through the Mayor, while each of the five other departments mentioned above account to their respective portfolio committees.

## **WE PROVIDE THE FOLLOWING SERVICES**

### **FINANCE**

Revenue collection  
Expenditure management  
Procurement of goods and services  
Assets management

### **COMMUNITY DEVELOPMENT SERVICES**

Disaster Management Services  
Sports, Arts & Culture & Recreational Services  
Library and Information Services  
Social Development Services

Health Services  
Roads, Transport & Community Safety

**INFRASTRUCTURE & DEVELOPMENT SERVICES**

Provision of clean, drinkable water  
Provision of sanitation services  
Upgrading of internal roads  
Project Management Services

**HUMAN RESOURCES & CORPORATE SERVICES**

Legal services  
Training and Development  
Human Resource Administration  
Information Technology Support Services  
Fleet management

**OUR SERVICE BENEFICIARIES**

We commit ourselves to be of service to all members of communities within the  
Moretele Local Municipality's area of jurisdiction.

**OUR COMMITMENT**

We are committed to respect the rights of our service beneficiaries through  
implementation of Batho Pele principles as follows:

Consultation	❖ At least twice a year we shall consult with all our stakeholders and communities through public participation meetings (Imbizos)
	❖ We shall at all times have questionnaires and suggestion boxes at our main office and satellite offices to enable our service beneficiaries to continuously evaluate our services .
	❖ Our consultation methods shall consider the geographical location of our citizens, language and living standards.
	❖ Results of our consultation shall be made public through our own publications and independent local publications and shall be extensively published within administration and Council for staff members and Councillors to be aware of how our services are perceived by the public.

Principle	Service
Courtesy	❖ We will at all times wear our name tags.
	❖ We will be neatly dressed and well presented at all times.
	❖ Citizens shall be treated with courtesy and consideration at all times.
Access	❖ All people shall have equal access to the services to which they are entitled.
	❖ All our offices shall have clear signage, be clean and comfortable.
	❖ All our buildings shall be accessible to all including to people with physical challenges.
Value for Money	❖ We will provide the public services in a cost effective and efficient way.

## Batho Pele Principles-Continued

<b>Principle</b>	<b>Service</b>
Openness and Transparency	❖ We will be transparent at all times on how the municipality functions.
	❖ Our IDP and Budget processes shall be open to the public/
Information	❖ We shall at all times give full and accurate information to our citizens through newsletters, Imbizos, media, website and annual reports.
	❖ We shall at all times, where possible use the language the intended audience understand .
Redress	❖ Where we have committed mistakes, we will take responsibility, apologize and take corrective measures.
Service Standards	❖ We shall ensure that we maintain the high level and quality of services as enshrined in our service standards.

## **Statement of Service Commitment**

*We are committed to provide high quality of services that are responsive to our service beneficiaries and uphold the principles of Batho Pele; this is what the public should expect from us:*

Treat service beneficiaries with courtesy and consideration at all times.

Telephone calls will be answered within five rings

Identify ourselves when answering calls

Acknowledge receipt of correspondence within five working days.

When you come to us, we will attend you within five minutes if you had an appointment, and within fifteen minutes if you do not have an appointment.

If a responsible person is not available to assist you, you will be given details of when he/she be available and where possible another official will be assigned to assist you.

We aim to deal with your complaints promptly, politely and fairly.

In the event of us not meeting the set criteria, an explanation will be given to you.

## **Service Beneficiaries' Rights**

*Our service beneficiaries have the right to quality, sustainable, effective and efficient services from the municipality, especially in the following:*

We will treat you with respect

Provide prompt and effective services

Be fair and reasonable

Be courteous at all times

Provide clear and accurate information

Redress and apologize for lapses in service delivery

## **Your Obligation As Service Beneficiaries**

Service delivery is a two-way process. We expect you to be courteous, civil, respect



the dignity and integrity of the officials you interact with. We expect that you utilize services provided by the municipality properly and also to pay for them.

### **Code of Conduct**

#### ***Staff members of the municipality must at all times:***

Loyally execute the lawful policies of the municipality

Perform the functions of the office in good faith, diligence, honesty and in a transparent manner

Act in the best interest of the municipality in such a way that the credibility and integrity of the municipality are not compromised

Act impartially and treat all people, including staff members equally without favour or prejudice

Serve the public in an unbiased and impartial manner in order to create public confidence for the municipality

Be polite, helpful in dealing with the service beneficiaries

Treat with respect service beneficiaries who are entitled to receive high standards of services at all times

does not unfairly discriminate against any member of the public on account of race, gender or interest group

Respect and protect every person's dignity and his/her rights as enshrined in the Constitution

### **Our Accountability**

We undertake to:

Monitor our performance against the standards set out in this charter

Publish performance information on our website, newsletters and annual report

Be open to feedback on performance and suggestions

Provide explanation when our services do not meet acceptable standards of quality, timelines or accuracy

Formally review the standards set out in this charter every year

### **Service Delivery Impact Assessment**

*We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives, in this regard we will:*

- Evaluate the performance of staff at all levels on a quarterly basis
- Implement a performance management system for each service delivery unit, to enhance productivity and effectiveness
- Implement Integrated Quality Management System in all departments
- Appraise the quality of services we render from time to time

### **Leadership and Strategic Direction**

*Managers will lead by example and will endeavour to ensure that the vision, mission and values of the municipality are articulated and embraced by all, in this regard:*

- All Senior Managers will incorporate Batho Pele principles in their performance contracts
- Middle managers and other level of employees will have a work plan, which will be assessed quarterly
- Middle managers will participate actively in strategic direction of the municipality
- Managers will be encouraged to form networks and partnerships to maximize resource utilization
- Establish and monitor service delivery transformation committees at all levels of the municipality
- Develop Service Delivery Improvement Plans for each unit under their charge
- Exemplary behavior is expected from all, especially Senior and Middle Managers

### **Encouraging Innovation and Reward Excellence**

*Staff commitment, energy and skills will be harnessed to improve service delivery and quality of services rendered, in this regard we will:*

- Recognize and reward staff who show loyalty, commitment, dedication and problem solving

Encourage innovation and new ideas to improve systems, processes and procedures

Simplify processes and procedures

Simplify forms and documents

### **Our Service Standards**

*We undertake to provide services of high quality; in this regard we aim to:*

Ensure that all municipal employees wear their name tags

Ensure that all municipal officials be formally dressed and be presentable

Ensure that complaints raised by the public shall be treated as confidential

Attend to all queries within ten (10) working days

Answer telephone calls within five (5) rings

Process applications within thirty (30) days

Deal with written requests within twenty one (21) days

Pay our creditors within thirty (30) days

**All Managers in the municipality shall possess the following skills and characters:**

Good Communication Skills

Time Management

Financial Management Skills

Creative and Innovation Skills

Diverse Management Skills

Conflict Management Skills

Exceptional knowledge of the municipality and its structure

Computer literacy

Human Resource Management

Accessible and Approachable

**All Employees of the Municipality shall always maintain the following qualities:**

Cultural tolerance-Valuing diversity

Trustfulness

Accountability

Loyalty

Honesty

Flexibility

Accessibility

Fairness

Friendliness

Willingness to learn from each and teach others

Impeccable moral behavior

The municipality shall provide services to the best interests of its service beneficiaries

The municipal employees shall be beyond reproach and never be seen exercising an unfair discrimination against service beneficiaries

Political affiliation shall not determine the manner in which services beneficiaries are serviced

Whenever any external person walks into any office of the municipality, there should be a sense of ward welcome and high level of professionalism

An instrument to assess the standard of service being provided by the municipality will be implemented and reviewed on an annual basis

The municipality shall always strive for a proactive approach in particular task and not merely reactive on task at hand

Performance information shall be provided on our website, newsletter and annual report

If it happens that the person you wish to talk to is not available another official will be assigned to deal with your query or will return your call within twenty four (24) hours

and recorded messages shall be responded to within one (1) working day  
Contact details of the municipality shall always appear on the website and  
newsletters

The municipality shall always have well displayed suggestion boxes for compliments,  
complaints and comments

Our service standards shall always be made available in official languages  
predominantly used by our service beneficiaries

Annual impact survey shall be done in the municipality based on the current service  
standards

**How can you help us serve you better.**

**You can help us by:**

Providing us with accurate and relevant information

Treating our staff with courtesy and respect

Complying with what is required of you by law

Providing us with feedback on our services

Providing us with information where we have not met your requirements

Informing us when we do not meet your expectations

We welcome suggestions and comments

Providing clear details of relevant facts, persons and dates when you make a  
complaint

Complaints should be made to the person you have been dealing with (or that  
person's supervisor or sent to our mailing address)

Telling us if you have special needs

Letting us know if you need an interpreter to access services

Attending scheduled meetings punctually

Providing us with changes in your circumstances in two days

Responding to requests for information accurately and thoroughly

Abiding to all legal requirements and other obligations

**Physical Address**

4065, Mogodi Section

Mathibestad

0418

**Postal Address**

Private Bag X367

Makapanstad

0404

**Contact Details**

Telephone No. 012 716 1300

Facsimile No. 012 716 9999

**Email Address**

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