



Prince Albert

Client Service Charter

Klientedienshandves

UMqulu waMalungelo eeNkonzo zaBaxumi

To provide quality, affordable and sustainable services on an equitable basis

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From the Executive Mayor

As a development orientated municipality, Prince Albert Municipality endeavors to deliver services of high quality at all times for the benefit of the community. This charter, which is a product of extensive consultation with our communities, is a demonstration of the Municipality's commitment to fulfil its constitutional and legislative mandate of delivering quality services and improving the quality of lives of the residents of Prince Albert Municipality. As set

out hereunder, the community is encouraged to hold the municipality accountable when these service standards are not met, hence we undertake to institute the necessary remedies to realize and achieve the service commitments we make in this charter.

Equally, the community as a partner in the development of our communities, is constitutionally obligated to assume its responsibilities

**Committed
to delivering
services
of high
quality**



by actively and meaningfully participating in policy development, programs, budgets, plans and, indeed, payment for services and protection of infrastructure.

We therefore endeavor to be more accountable, transparent and professional in working with you, our clients, consistent with our mandate but also to ensure that we maintain the highest possible service standards. Critically important is that through this charter, we pledge to create a conducive environment for your voice to be heard so that you can receive the quality services that you are entitled to. Your feedback is welcome and if you have any suggestions on how we can best serve our communities, please contact us.

**We are
accountable,
transparent
and profes-
sional**





VISION

Prince Albert, an area characterised by high quality of living and service delivery.

about
us

MISSION

To create an enabling environment that achieves our vision in the delivery of quality and sustainable services to our communities.

VALUES

As a municipality that puts people first, Prince Albert Municipality's service delivery relies on the following value principles:

- Honesty
- Empathy
- Integrity
- Caring
- Professionalism
- Fairness
- Tolerance

Culture and Principles

Our Municipality subscribes to the Batho Pele Principles of putting people first by committing to the following:



Engagement

We engage with our community on planning and the strategic direction of our municipality

Service standards

We agree to service delivery standards which, if not reached, entitles you to an explanation and or remedial action.

Access

We strive to ensure that our services are as accessible as possible.

Dignity

All persons and organisations must be treated with dignity and respect at all times. We ask and expect that our staff and organisation be afforded the same.



Information

The Municipality is committed to provide the public with timeous and accurate information that will allow them to participate in our processes and service delivery. The information is disseminated through various channels and platforms including newspapers, Radio Gamkaland (Every Monday to Thursday from 12h00 to 13h00), posters, pamphlets, meetings, SMS messaging and Facebook. Please friend us or like our Facebook at Prince-Albert Municipality. You can also visit our website at www.pamun.gov.za

Openness and transparency

The municipality is committed to openness and transparency and provides access to monthly and annual reports, policy documents, minutes of Council and other relevant documents to enable the public to hold us accountable.

Remedial action

Should we failed to adhere to our service standards you are entitled to an explanation and where applicable, remedial action.

Should you wish to lodge a complaint, contact the Municipal Manager

Follow us on Facebook:

www.facebook.com/princealbertmunicipality

Email

adminklerk@pamun.gov.za

Physical Address

33 Church Street
Prince Albert
6930

Telephone

023 541 1320

Your Responsibility

With every right one is entitled to, comes a corresponding obligation. This is also true pertaining to the set agreed service standards.

Our community's obligations include:

- Active participation in planning and programs
- Protection of existing infrastructure and reporting of vandalism / theft.
- Payment of accounts
- Reporting of problems and complaints
- Reporting any corruption
- Improving social cohesion

- Collaboration to build on the vision of our area

To be responsive means to react, to answer or to respond to matters that are of interest to you. You can only be responsive only when we as the municipality create the space for you to actively participate in matters that affect you.

While citizenship is often linked to legally recognised nationality, in this context, citizenship refers to an individual who is a member of society in a particular community.

In the case of Prince Albert Municipality "responsive citizenship" refers to members of the community who actively participate in the realisation of their rights and the fulfilment of their duties.

your
role



What does the right to public participation mean for the Municipality?

When South Africa became a constitutional democracy, its governance framework changed from one that was racially exclusive to one that is broadly representative, in the sense that all South African citizens have the right to vote and to participate in democratic decision-making processes.

South Africa's Constitution requires public administration to foster participatory democracy on the basis of informed and empowered citizenship.

Thus, participatory democracy for Prince Albert Municipality means that citizens do not only have the right to vote in national, provincial or local government elections, but also in relation to regular interaction with the institutions and the elected people that represent them.

This is reflected in the Preamble of our Constitution, which states that our Constitution lays:

"[...] the foundations for a democratic and open society in which government is based on the will of the people."

Our municipality will continue to play a very important role in participatory democracy. To this end, we are focused on providing infrastructure and services, which influence our day-to-day lives directly.

Our Constitution therefore requires us to encourage the involvement of communities and community organisations and respond to people's needs. Accordingly, local government legislation requires us to develop a culture of community participation by:

- Creating mechanisms, processes and procedures for community participation;

- Communicating information to the community;
- Giving notice of meetings of the municipal council to the public;
- Allowing admission of the public to meetings;
- Making certain documents available to the public;
- Establishing a website and place information thereon. What does the right to public participation mean for community members? Responsive citizenship does not only require the government to provide the possibilities for people to participate in governance. It also requires the people to fulfil their responsibilities.

The Municipal Systems Act grants us the rights to:

- To contribute to municipal decision-making processes;
- To submit recommendations, representations and complaints either orally or in writing;
- To receive prompt responses to our communications;
- To be informed of decisions of municipal office bearers that affect us;
- To be informed of the affairs, including its finances, of the municipality;
- To demand that municipal meetings are open to the public, are fair and free of personal interest;
- To use and enjoy public facilities;
- To have access to municipal services.
- To observe the mechanisms, processes and procedures of the municipality when exercising our rights;
- To promptly pay all our municipal bills for example service charges, taxes and levies where they are

applicable;

- To respect the municipal rights of other community members;
- To allow municipal staff on our properties when they are exercising their functions;
- To comply with municipal by-laws that apply to us.

How should you, as a responsive citizen, exercise your rights in a democracy?

A very important way for you to participate in municipal processes is through ward committees.

You can also get more involved in municipal processes through other means, for example, through the website of our municipality, which should regularly update you about all the municipal decision-making processes you ought to participate in.

These processes include the drafting of the municipality's Integrated Development Plan, the municipal Annual Report and the drafting of by-laws. All related information should also be available through the social media platforms and on the notice board of the municipality.

It is only through your participation that the municipality can know and respond to what you as citizens really want.



what we do

Striving for excellence in service delivery



We are a municipality that strives for excellence in the delivery of basic services to our communities. Despite the common challenges of budget, capacity constraints and infrastructure development, Prince Albert Municipality will continuously work hard to deliver the following services to our residents:

Civil engineering services

including water supply, sewerage, roads, stormwater drainage, street cleaning and refuse removal.

Electrical engineering services

are provided for Prince Albert town with Leeu Gamka, Klaarstroom, Prince Albert Road and the farms supplied by Eskom.



Prince Albert Municipality's emergency number

that can be contacted 24/7 is 082 220 0848.

Traffic and law enforcement services

fire services, land use planning, library services, building control, housing administration and implementation and Thusong outreaches.

Sustainable development

that includes economic, social and environmental development takes place in an integrated manner and guides the government budget and spending.

Accounts and queries

are handled by the credit control Department. Residents may apply for an indigent grant or payment agreement under certain conditions.

- The management of a farm to support emerging farmers is being undertaken as part of a local economic development initiative.

Who We Are

Prince Albert Municipality's jurisdiction covers 8 153 square kilometers and consists of four municipal wards including the towns of Leeu Gamka, Prince Albert Road, Prince Albert, Klaarstroom, Seekoeigat and the surrounding farms. The population is currently estimated at 14 091, with 4183 households



Our Standards

The Municipality has adopted the following service standards, but please feel free to contact us if these standards are not met so that remedial actions can be taken. However, for us to deliver on these commitments, we request you to provide us with correct and accurate information so that we can respond appropriately and timeously otherwise achieving these service standards will be impossible.

We undertake to **SERVE** you by:

Ensuring that should you write to us or visit us in person, we **respond to you within 7-10 days.**

We will also endeavor to **answer your telephone calls within four rings.** Feedback will be given within 7-10 days.

Queries	Our standard	Contact details
Billing	The Municipality undertakes to deliver accurate accounts to consumers and to allocate any payments within one business day after receipt to the relevant account. Final accounts will be delivered within two days after request.	023 541 1014
Unplanned Power Outages	Repair of unplanned power outages (electrical faults, equipment failures, etc.): <ul style="list-style-type: none"> • 30% of cases within 2 hours; • 60% of cases within 3.5 hours; • 90% of cases within 8 hours; • 100% of cases within 24 hours. 	023 541 1014
	Power failures due to Eskom service delivery defects, however, are beyond the control of Prince Albert Municipality. Please contact Eskom directly	060 524 2074

Queries	Our standard	Contact details
Faulty Street lights	Repair of street lights <ul style="list-style-type: none"> • 95% of cases within 48 hours In towns where Eskom is the provisioning authority report directly to Eskom	023 541 1014 Eskom 0605242074
New Street lights Request	Submit request to Prince Albert Municipality and will be subject to Eskom's approval and available funds.	023 541 1014
Planned Power Outages	Planned power cuts will occur with 48 hours advance notice by SMS. Therefore, make sure that you are registered on the Municipality's mobile phone database to ensure that you are informed of planned service interruptions.	023 541 1014
Streets	Grading of gravel streets and pothole repair will be undertaken according to a scheduled program.	023 541 1014
Stormwater Flooding	Flooding (emergency) <ul style="list-style-type: none"> • Respond within one (1) hour after notification of incident. 	023 541 1014
Water Supply	Network Recovery <ul style="list-style-type: none"> • Respond within one (1) hour after notification of incident. • Installation of water connection at new premises • Within seven (7) days after receipt of payment. 	023 541 1014
Sewerage Services	Removing blockages <ul style="list-style-type: none"> • Respond within one (1) hour after notification of incident. • Installation of sewerage connections after payment • Within seven (7) days after receipt of payment. Cleaning of conservancy tanks <ul style="list-style-type: none"> • Within 24 hours after registration of request. 	023 541 1014
Sports grounds/ swimming pools	Cutting of grass and marking of playing surfaces <ul style="list-style-type: none"> • Done according to pre-scheduled match programs. Swimming pool maintenance <ul style="list-style-type: none"> • Prince Albert swimming pool is available to public between October and April. 	023 5411320

Queries	Our standard	Contact details
Public parks and open spaces	Cutting of grass, pruning of shrubs and trees in open spaces • <i>Undertaken according to a pre-scheduled program.</i>	023 5411014
Cleaning	Removal of household, garden and business solid waste • <i>Done weekly according to scheduled program</i> • <i>Residential areas are swept on a monthly cycle</i> • <i>Central business area is swept daily</i>	023 541 1014
Fire department	Activate fire rescue service within 5 minutes of receiving a call	023 541 1014 After hours Emergency 082 220 0848
Traffic Services	Law enforcement takes place in terms of legislation and according to a scheduled work program. Issue of motor registrations and licenses • <i>Every weekday from 7:30 to 12:30</i> Traffic fines Allocate payment by penalty • <i>Within 24 hours (working day) after receipt</i> • <i>Remove administrative mark from name within 24 hours (work day) after receipt.</i> Learner license testing • <i>Reservations can be made on a Monday or Tuesday before 12h00.</i>	023 541 1306 After hours Emergency 082 220 0848
Applications pertaining Gatherings Act	Applications are processed within 10 (10) work days.	
Building plans	Consideration of building plans • <i>Provide provisional comments within 5 days after complete plan has been received.</i> • <i>Consider building plan application within 30 days after complete plan has been received.</i> Building inspections • <i>Conduct building inspections within two (2) business days after request.</i>	023 541 1014

Queries	Our standard	Contact details
Land Use	<p>Applicants are informed within 14 days of receipt of application of any missing information to be provided after which the process is processed according to the legal timeframes.</p> <p>Issuing of certificates</p> <ul style="list-style-type: none"> • <i>Issue of an article 28 notice within seven (7) work days after receipt of payment.</i> • <i>Issue of zoning certificate within five (5) work days after payment.</i> 	023 541 1320.
Housing	<p>Although the provision of housing is not a municipal function, the Municipality does perform a project implementation role with the following objectives:</p> <p>Housing Applications</p> <p>The housing waiting list is updated once a year via community outreaches. Updates can also be undertaken at the housing offices on a continuous basis.</p> <p>If feedback is obtained that an applicant does not qualify, the applicant must be notified accordingly within five work days.</p>	023 541 1014
Libraries	<p>Libraries are not a municipal function, but are performed on an agency basis.</p> <p>Special arrangements</p> <ul style="list-style-type: none"> • <i>Provide feedback regarding special requests within one month of request.</i> • <i>Conduct one community outreach per month.</i> • <i>Participate in library week.</i> 	023 541 1036.
Thusong services	<p>Thusong Centers afford communities the opportunity to enjoy easier access to government services. Thusong outreaches are held at least once a year in the outer towns of the municipal area to ensure that services are accessible in these areas.</p>	023 541 1320
Emergency number	<p>For after hour emergency services, including fire fighting or traffic,</p>	After hours Emergency 082 220 0848

What are municipal services that we are obligated to render

Municipalities are part of the local sphere of government. The local sphere of government together with the National and Provincial spheres make up the three spheres of government. The Constitution sets out what specific services the different spheres of government must provide in Schedules 4 and 5. Parts B of those Schedules set out the local government services, which affect our everyday lives directly. Accordingly, Prince Albert Municipality renders the following services:

- electricity
- water and sanitation services
- refuse removal
- municipal roads
- parks and recreation
- community halls and public places
- cemeteries
- library services

Some services are "shared services", meaning that different spheres of government have to collaborate in providing them.

Where does the money come from to pay for municipal services?

To be able to provide the constitutionally mandated services, municipalities need substantial amounts of money. Municipalities vary greatly in size, social structure and service requirements. This means that their ability to generate income and the costs they encounter also differs widely. A big city like Johan-

nesburg, for example, needs to build and maintain many freeways, whilst small rural towns have to take care of fewer tarred roads.

However, smaller municipalities, like Prince Albert, often have to serve a vast rural area but people don't have the same ability to pay for services as they do in large, metropolitan cities.

Whatever their size or structure, all municipalities have to secure their income from the same sources namely grants, loans, property taxes, and user charges.

Grants:

The municipality receives money in the form of grants from the taxes that the national government collects. One grant is the municipality's fair share or equitable share of the State's income from nationally collected taxes, and the other is the Municipal Infrastructure Grant.

a) The municipality's Equitable Share of the State's income is used to help pay the cost of basic services for people whose income is below a certain threshold.

b) The Municipal Infrastructure Grants, called MIG, is designed to help pay for the construction costs of basic infrastructure services that mainly benefit the poor.

Loans:

Often the MIG funds are not sufficient to pay all the construction costs. Municipalities then have to borrow money from a bank. The municipality has to repay this loan plus the interest thereon from its in-

come from taxes and charges.

Property Tax:

Municipalities, other than District Municipalities, also impose taxes on properties such as houses, and businesses based on their values. Property taxes allow municipalities to subsidise the costs of services.

Why must I pay for the services?

Prince Albert Municipality also rely on user charges to get the money necessary to provide services to the communities. Each service costs substantial amounts of money to set up and to maintain. The municipality lose money due to practices such as illegal electricity connections or theft of cables and this affects our ability to pay for the services we provide to you. If users who do not qualify for free services don't pay for their services, the municipality will not have the resources to continue to provide the services.





**contact
us**

In Prince Albert we believe that our community forms an integral part of our Municipality. Only if we all work together will we be able to overcome the challenges facing our communities. You matter. We would love to receive your input. Please contact us on tel 023 541 1320 or visit us at the municipal offices at one of the following addresses:

Prince Albert

33 Church Street

Tel (023) 5411320

Email: adminklerk@pamun.gov.za

Klaarstroom

165 Bloekom Street

Tel. 074 016 6528

Email: adminklerk@pamun.gov.za

Leeu Gamka

1 Gousblom Street

Tel (023) 5212135

Email: adminklerk@pamun.gov.za

Emergency number

For after hours services or emergency, including fire fighting or traffic, please contact us on 082 220 0848

