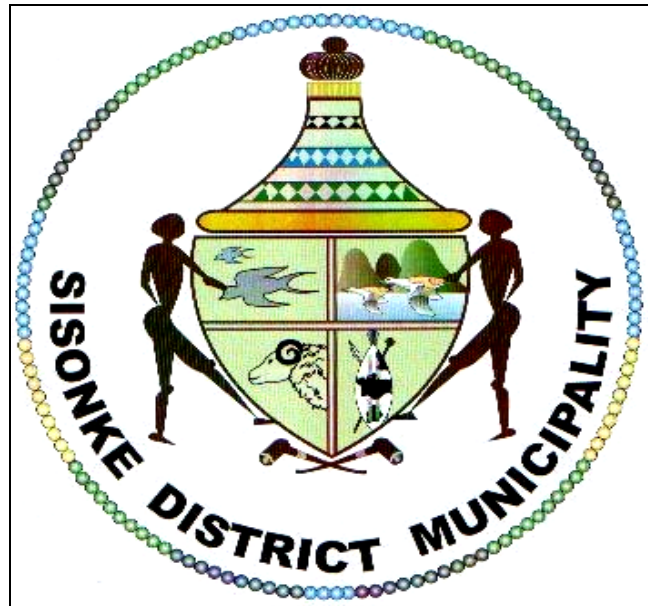


SISONKE DISTRICT MUNICIPALITY



WATER SERVICES CUSTOMER CARE STRATEGY

JUNE 2004

Sisonke District Municipality

Water & Sanitation Customer Care Strategy

Introduction

Sisonke District Municipality as a water service authority (WSA) is in the process of taking responsibility of providing water and sanitation services in the whole of Sisonke Municipality including urban area that were historically serviced by local municipalities or former Transitional Local Councils.

It is the responsibility of the water services authority that water services to all consumers/customers and potential in its area of jurisdiction are provided progressively in an efficient, affordable, economical and sustainable manner. Sisonke Municipality has undertaken a process of rationalising these services in order to achieve its constitutional responsibility.

Institutional Arrangement

During the rationalisation period, a response to its customer needs Sisonke Municipality has established the Water Services Hotline **0860 103 651** where all customers can report all their complaints pipeline burst and breakages experienced in their areas and any complaints related to Water & Sanitation Services Provision.

This will be managed by Customer Call Centre accountable to the Water Services Authority: Manager who will keep a record of all complaints and the rectification of such.

This initiative will assist the WSA to:

- Have an updated data on the needs of its customers
- Measure the effectiveness of the WSP
- Evaluate the efficiency of the WSP
- Assist in the determination of improvement methods
- Monitor implementation of service delivery principles

All complaints will be transmitted to the responsible managers who will be responsible for the correction of these faults or imperfections reported.

Technical Infrastructure

Corollary to the endeavour of Sisonke District Municipality rationalising the water services provision for a better services delivery. There are satellite offices across the Municipality area of jurisdiction that are to provide these services to our customers, which are placed in strategic areas in order to respond our customer needs promptly.

Offices will be on **24hour** constant communication with the Sisonke Customer Call Centre on telecommunication including facsimile, cellular and radio communication.

Complaints Procedure

In the way Sisonke Water Services is trying to meet their customer complaints, a complaint will be launched at the customer call centre and a customer's reference number will be generated against the complaint which will be sent to relevant satellite office.

When received by the satellite office, a job card will be opened together with the reference number and assigned to a relevant maintenance officer who will carry out the work required to address the complaint, depending on the complexity of the matter coupled with the availability of resources a complaint should be attended to within 24hours of its receipt.

On completion of the works a signed job card will be transmitted by facsimile to customer call centre to clear up the complaint. Meanwhile during the complaint attendance process the customer call centre will communicate to all complainants on progress made on their complaints quoting customer reference number.

“At Technical Services We Strive For Excellence”