

9. CUSTOMER SERVICES PROFILE

ZDM views the provision of a high quality service to customers as one of the highest priorities of the organisation. This can be seen in the fact that most of the KPI's in the organisation's Performance Management System relates to the provision of quality services to customers. ZDM realises that the organisation's core function is service delivery and this is also evident in the vision and mission statement of the municipality.

IDP vision and mission statement for the municipality
<p>Vision</p> <p><i>"We, the people of Zululand are proud communities that are committed to the development of Zululand through hard work, integrity and a common purpose."</i></p> <p>Mission</p> <ul style="list-style-type: none">• To develop an affluent district by:<ul style="list-style-type: none">○ Optimal delivery of essential services○ Supporting sustainable local economic development○ Community participation in service delivery

ZDM has also developed a Customer Care strategy and certain strategic issues have been identified that needs urgent focus and immediate implementation. The key focus areas that were identified are the following:

- To know your customers (complete customer database)
- To develop proper mechanisms for effective two way communication with customers
- To provide affordable, high quality services that are accessible to all
- To empower your consumers through education
- To develop a customer focused organisation
- To develop a customer charter and honour the agreement with the customer
- To accelerate the implementation of appropriate service provision structures

9.1 Quality of service

The majority of the urban households are served with full pressure house connections or yard taps. More than half of the consumers within the rural areas are currently served, mostly through communal standpipes. In all cases where surface water is abstracted to supply communities there exists some form of treatment process that ensures that an acceptable quality of service is being provided. Many communities that are not served with formal water supply schemes are served through the ZDM rudimentary water supply programme utilising groundwater resources (i.e. boreholes with hand pumps or protected springs. The water being supplied through the rudimentary water supply programme is tested beforehand to ensure compliance with SABS standards and if need be disinfection is added where biological contamination exists. Groundwater sources that do not comply with the minimum water quality standards are not equipped for domestic use.

Water quality is monitored by the WSA on an ongoing basis and it is expected of the water service providers to report on the water quality status of each scheme at least once a month. This reporting is part of the MANZI reporting system and the information is linked to specific schemes. Monthly reporting is also being done to DWAF and captured on the eWQMS system. Indicated in Table 9.1 (a) is a monthly water quality report that was produced through the system.

9.2 Consumer complaints

ZDM has developed a system for the capturing and tracking of customer complaints, from the point where the complaint is recorded by the Customer Care centre, referred to specific individuals to deal with and closed out when finally dealt with. The system is called SIZA and records the time from when the complaint was lodged until the issue has been successfully completed. Response time to consumer complaints and the time it takes to deal with issues are therefore measured and can be reported on. Figures 9.2 a,b,c provide a view of system functionality.

Figure 9.2 (a): Siza Dashboard

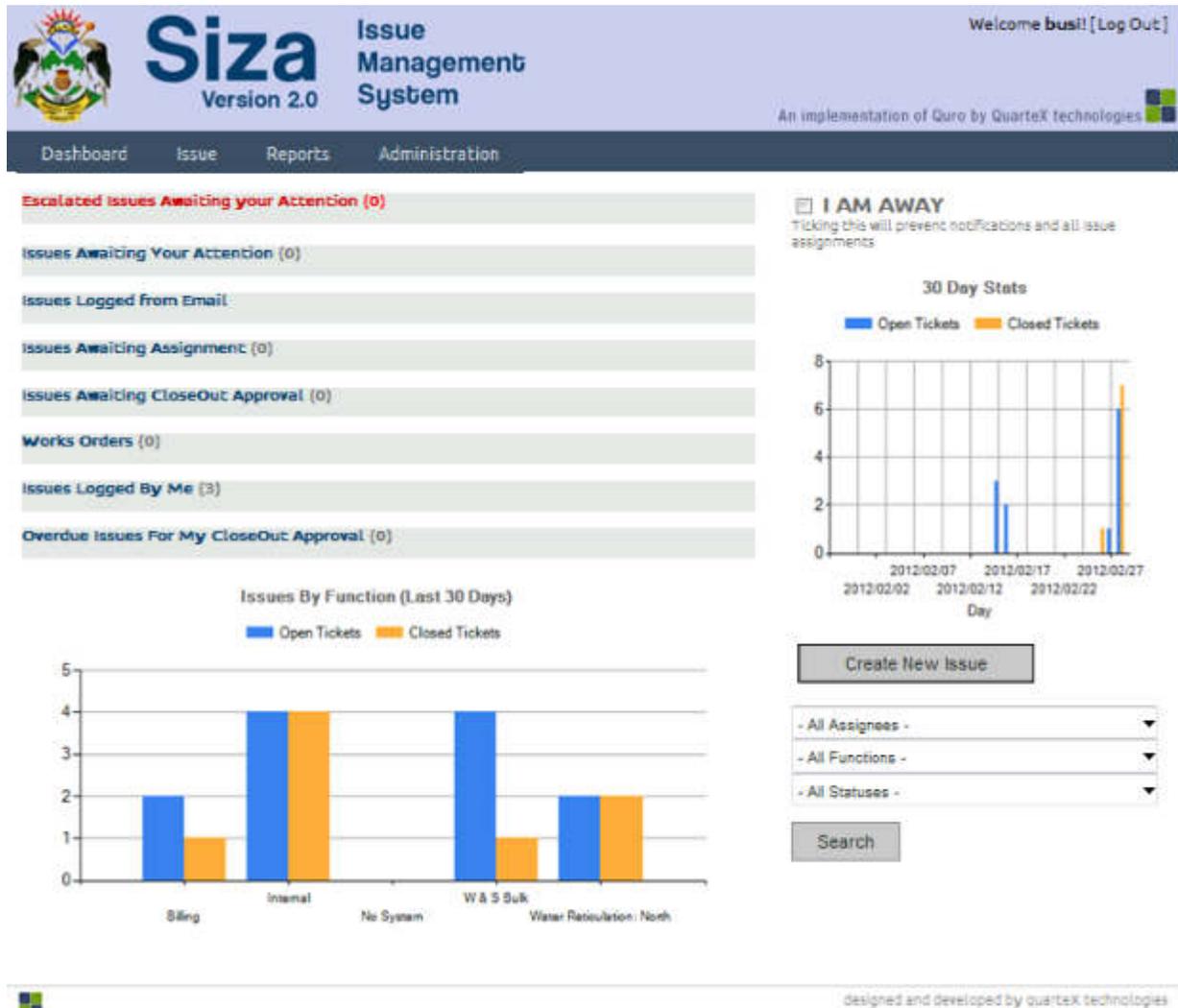


Figure 9.2 (b): Capture new issue / Complaint

Reported By

Cellphone Email

Issue #

Subject

Function Issue Type

Assigned To Priority

Issue Detail | Map

Add Detail / Response

There is a water leak wich appears to be located at the domestic meter for house number 145 Ngagane street

Figure 9.2 (c): Issue Location

Issue History | Issue Detail | Map | Work Order

Latitude

Longitude

Province, City or Suburb:

Street Intersection:

Update