

## 8. 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.

<b>IDP vision and mission statement for the municipality</b>
<p><b>Vision</b> <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><b>Mission</b></p> <ul style="list-style-type: none"><li>• <b>To develop an affluent district by:</b><ul style="list-style-type: none"><li>○ <b>Optimal delivery of essential services</b></li><li>○ <b>Supporting sustainable local economic development</b></li><li>○ <b>Community participation in service delivery</b></li></ul></li></ul>

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

### 8.1 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 8.1 (a) is a monthly water quality report that was produced through the system.

## 8.2 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 8.2 a,b,c provide a view of system functionality. This version of the complaints management system was implemented in January 2012 and as such limited statistics are available on complaint patterns and trends.

Figure 8.2 (a): Siza Dashboard

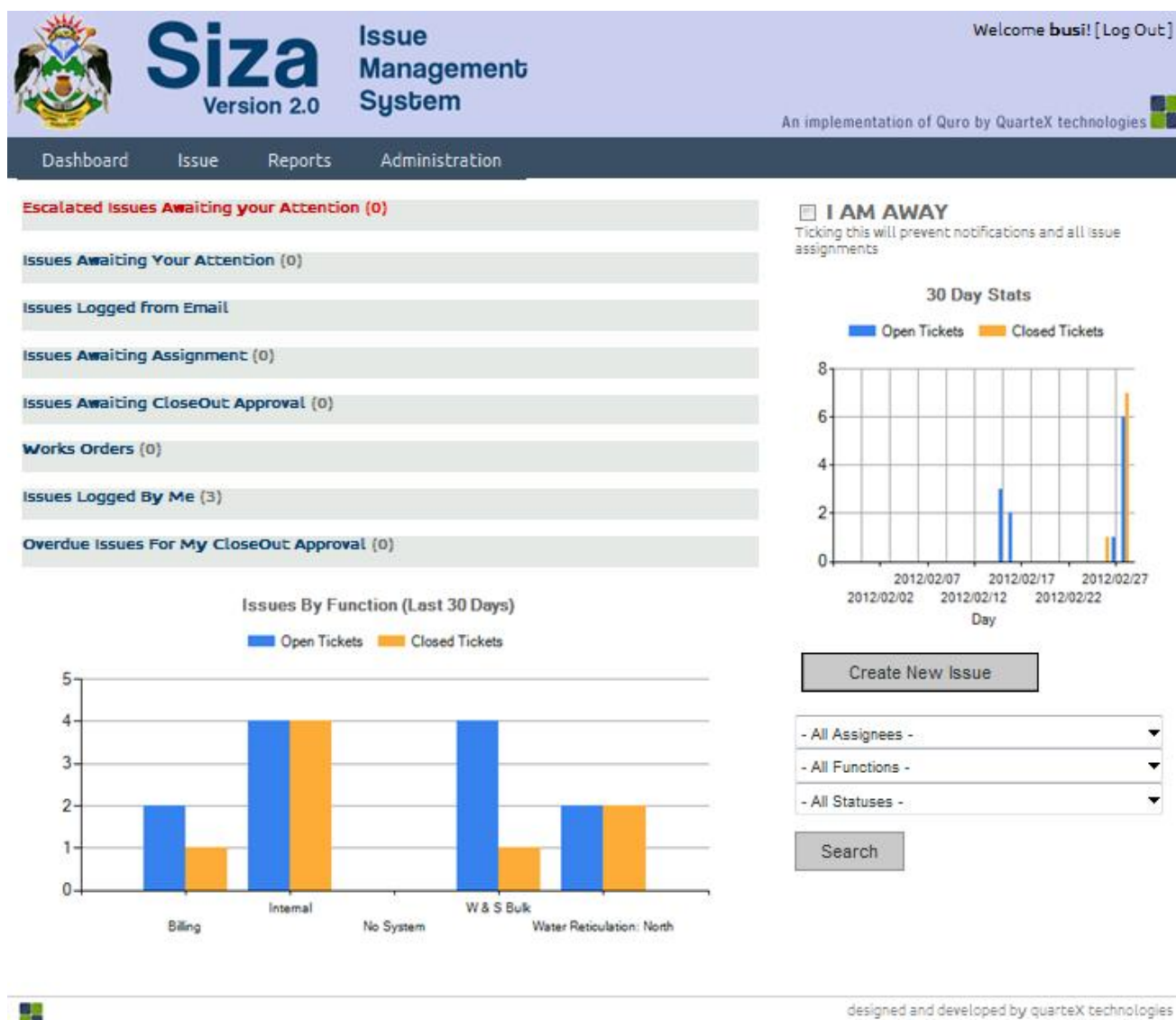


Figure 8.2 (b): Capture new issue / Complaint

<b>Reported By</b>	<input type="text" value="Busisizwe Zulu"/>		
<b>Cellphone</b>	<input type="text" value="+27 (73) 155 8534"/>	<b>Email</b>	<input type="text" value="bzulu@zululand.org.za"/>

<b>Issue #</b>			
<b>Subject</b>	<input type="text" value="Water leak at 145 Ngagane street"/>		
<b>Function</b>	<input type="text" value="Water Reticulation: South"/>	<b>Issue Type</b>	<input type="text" value="Complaint"/>
<b>Assigned To</b>	<input type="text" value="- Select Assignee -"/>	<b>Priority</b>	<input type="text" value="5 - High"/>

Issue Detail	Map
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**Add Detail / Response**

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

Figure 8.2 (c): Issue Location

Issue History	Issue Detail	Map	Works Order
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**Latitude**

**Longitude**

Province, City or Suburb:

Street Intersection:

Scale = 1 : 8892  
 Data Provided by MapIT

Table 8.2 (a) herewith indicates the municipality's performance with respect to the provision of water services, as per the 2007/08 Performance Management scoring.

### **8.3 Health and Hygiene awareness education**

ZDM realises the importance of health and hygiene awareness education and strong emphasis is being placed on this with the roll-out of the sanitation programme in the district. The education is being done in collaboration with Department of Health and the ZDM social facilitators work closely with the health field officers to ensure an effective impact at community level. Department of Health officers also regularly follow up on this initial training after the sanitation programme has been concluded to ensure ongoing sustainability of health and hygiene practises.

The above mentioned is also one of the reasons why ZDM decided to implement sanitation simultaneously with the water roll out programme. This ensures a coordinated social effort with communities and the health and hygiene education has more of an impact if clean water is already available at the households.

**Table 8.1 (b): Monthly water quality report (December 2011)**

SchemeD	Scheme Name	Month	Year	No of Tests	Class	Col our	Description
2	Vryheid	12	2011	67	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
13	Coronation	12	2011	27	III		Poor water quality - unsuitable for use without treatment. Chronic effects may occur
14	Hlobane	12	2011	23	III		Poor water quality - unsuitable for use without treatment. Chronic effects may occur
15	eDumbe	12	2011	27	I		Good water quality - suitable for use, rare instances of negative effects
21	louwsberg	12	2011	23	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
30	Enyathi	12	2011	14	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
37	Mpungamhlope	12	2011	23	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
38	Makhosini	12	2011	22	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
40	Babanango	12	2011	23	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
45	Golela			0	No Data	No Data	No Data
47	Mandakazi	12	2011	4	I		Good water quality - suitable for use, rare instances of negative effects
50	Enyokeni	12	2011	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
51	Kombuzi	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
57	Nongoma	12	2011	31	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
97	Ophuzane	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
99	Tholakele	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
104	Frischgewaagd	12	2011	55	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
106	eMondlo	12	2011	71	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
116	Msibi	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
118	Nkosentsha	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
119	Belgrade	12	2011	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
120	Khiphunya	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
122	Khambi	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
125	Mountain View	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
128	Osingsingini	12	2011	14	I		Good water quality - suitable for use, rare instances of negative effects
139	Ceza	12	2011	23	III		Poor water quality - unsuitable for use without treatment. Chronic effects may occur
140	Sidinsi			0	No Data	No Data	No Data
147	Ulundi	12	2011	71	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
161	Pongola	12	2011	40	I		Good water quality - suitable for use, rare instances of negative effects
163	Spekboom			0	No Data	No Data	No Data
164	Khangela	12	2011	23	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
165	Mvuzini	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
195	Nkonjeni	12	2011	19	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
334	Itsheluba	12	2011	23	I		Good water quality - suitable for use, rare instances of negative effects
341	Thulasiwe	12	2011	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
350	Masokaneni	12	2011	14	I		Good water quality - suitable for use, rare instances of negative effects
351	Purim	12	2011	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
352	Gumbi			0	No Data	No Data	No Data
360	Usuthu	12	2011	19	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur

Table 8.2 (a): 2010/2011 Performance Management KPI's for the provision of water services

National General Key Performance Areas	Strategic Focus Area	Focus Area or CSF	Key Objective	Objective	Indicator	Indicator Type	KPI No	Indicator/KPI measurement Frequency	National KPI	Standard	Responsibility	MM	Baseline Mun	Annual target (2011/2012)
1. Infrastructure and services	1: Service Delivery	1.1 Water & Sanitation	To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district	To provide free basic water	Sec 43 (Reg 10 (a)) : Percentage of households with access to basic level of water	output	1	Annually	Y	WSA std: 25kl per day or 6kl per household per month, within 200m, Minimum flow rate of 10l/minute	HOD:TS			1523
			To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district	To improve access to free water	Sec 43(Reg 10 (b)): Percentage of households earning less than R1100 pm with access to free water (Note: Rudimentary LOS included)	output	2	Quarterly	Y	ZDM Rudimentary Water Supply standard minimum of 5 l/person/day within 800 m of the household, flow rate of 3.3 l/min	HOD:TS			821
			To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district	To improve on the quality of water delivered	Number of required tests conducted (samples) as per approved strategy	output	3	monthly		SABS Water quality standards for domestic water apply	HOD:TS			1594
			To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district	To improve water supply reliability	Cumulative water supply interruption time per plant less than specified target	output	4	Quarterly			HOD:TS			<15
			To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district	To review and facilitate the District WSDP	Draft WSDP submitted for consideration by council by target date	Process	5	Quarterly			HOD:P			WSDP plan submitted for Council by 30 June
			To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	To provide free basic sanitation services	Sec 43(Reg 10 (a)): Percentage of households with access to basic level of sanitation	output	6	Quarterly	Y	toilet which is safe, reliable, environmentally sound, easy to keep clean, provides privacy and protection	HOD:TS			5245
			To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	To improve access to free sanitation	Sec 43(Reg 10 (b)): Percentage of households earning less than R1100 pm with access to free sanitation	output	6.2	Quarterly	Y		HOD:TS			5245
			To deliver and regulate water services in a structured manner	To ensure that legislated water polides are reviewed and updated	Water policies and bylaws revisions submitted for consideration by council by target date	process	7	annually			MM	MM		Policies and bylaws submitted by 30 June
			To deliver and regulate water services in a structured manner	To effectively monitor WSP's	Number of reports considered by WSA	output	8	quarterly		24 WSP reports submitted between july 2009 and June 2010	HOD:P			24 reports by 30 June
			To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	To implement effective Customer Care	Average time of notification to community prior to planned interruptions	output	9	Quarterly			HOD:TS			24 Hrs
			To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	To effectively utilise MIG allocation	MIG grant funds spent on a approved projects by the prescribed date	input	10	Quarterly			HOD:TS			100% spent by 30 June
			To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district	To maximise the implementation of IDP identified projects	Sec 43 (Reg 10 (c )): Percentage of capital budget actually spent on projects identified in IDP	input	11	Quarterly			HOD:TS	MM		100% quarterly budget spent by 30 June