

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.

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

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.

Figure 8.2 (a): Siza Dashboard

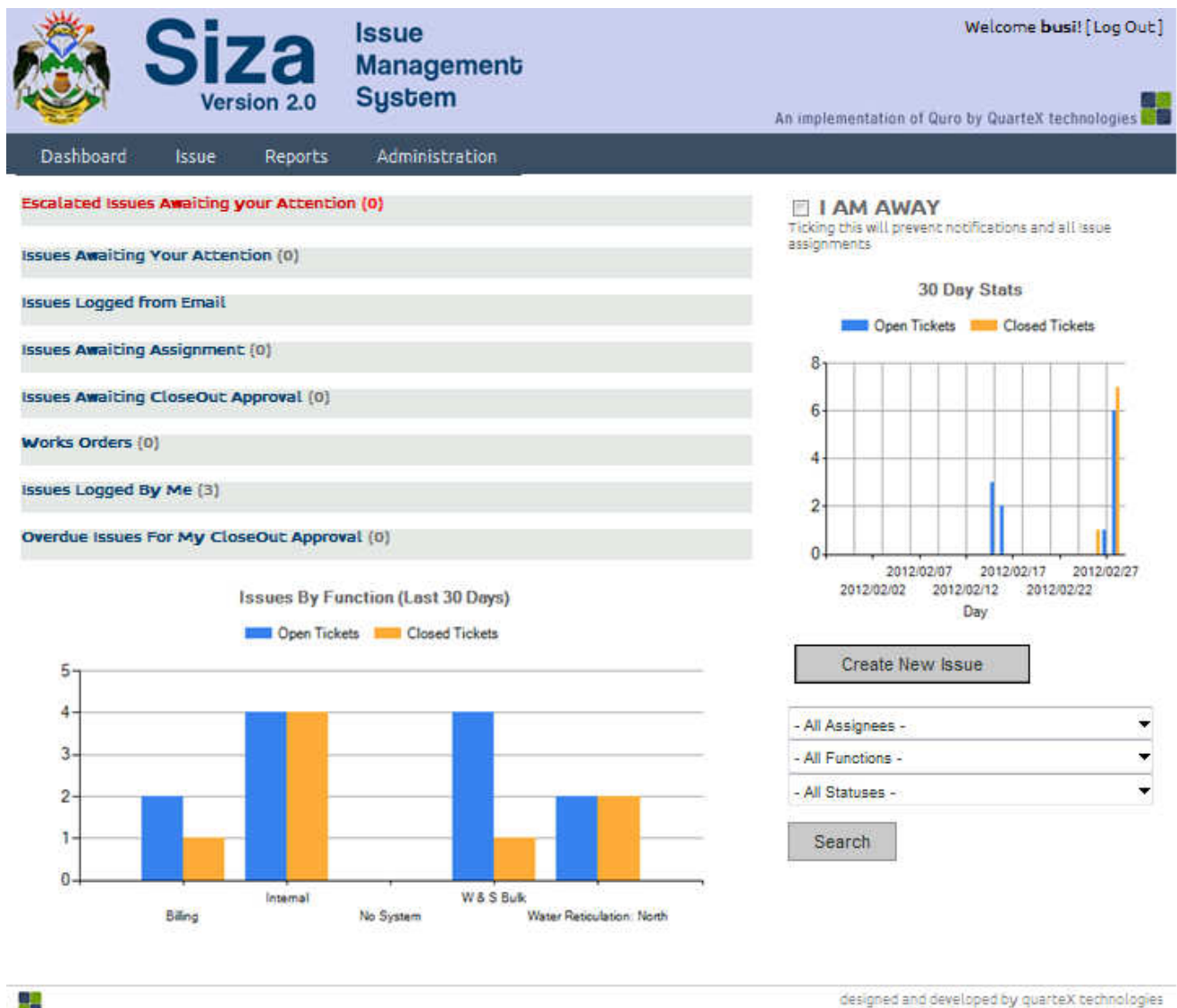



Figure 8.2 (b): Capture new issue / Complaint

Reported By	<input type="text" value="Busisizwe Zulu"/>		
Cellphone	<input type="text" value="+27 (73) 155 8534"/>	Email	<input type="text" value="bzulu@zululand.org.za"/>
Issue #			
Subject	<input type="text" value="Water leak at 145 Ngagane street"/>		
Function	<input type="text" value="Water Reticulation: South"/>	Issue Type	<input type="text" value="Complaint"/>
Assigned To	<input type="text" value="- Select Assignee -"/>	Priority	<input type="text" value="5 - High"/>

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 8.2 (c): Issue Location

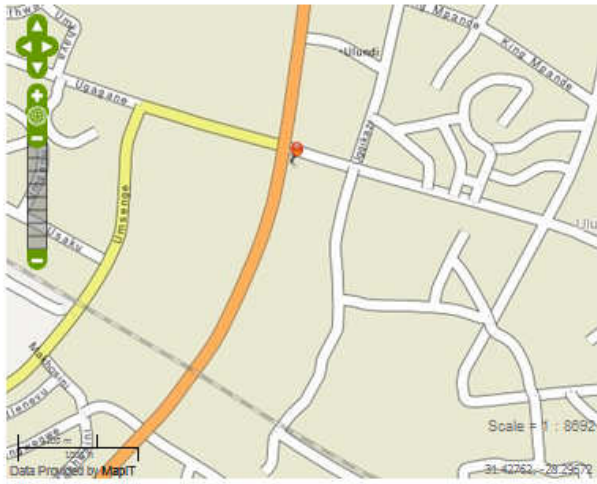
Issue History	Issue Detail	Map	Works Order
---------------	--------------	-----	-------------

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

SchemeID	Scheme Name	Month	Year	No of Tests	Class	Colour	Description
2	Vryheid	3	2012	63	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
13	Coronation	3	2012	27	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
14	Hlobane	3	2012	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
15	eDumbe	3	2012	27	I		Good water quality - suitable for use, rare instances of negative effects
21	Louwsberg	3	2012	23	III		Poor water quality - unsuitable for use without treatment. Chronic effects may occur
30	Enyathi	3	2012	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
37	Mpungamhlope	3	2012	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
38	Makhosini	3	2012	4	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
40	Babanango	3	2012	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	Mandlakazi	3	2012	19	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
50	Enyokeni	3	2012	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
51	Kombuzi	3	2012	14	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
57	Nongoma	3	2012	31	III		Poor water quality - unsuitable for use without treatment. Chronic effects may occur
97	Ophuzane	3	2012	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
99	Tholakela			0	No Data	No Data	No Data
104	Frischgewaagd	3	2012	55	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
106	eMondlo	3	2012	63	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
116	Msibi	3	2012	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
118	Nkonsientsha			0	No Data	No Data	No Data
119	Belgrade	3	2012	23	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
120	Khiphunyawo	3	2012	14	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
122	Khambi	3	2012	14	I		Good water quality - suitable for use, rare instances of negative effects

Zululand District Municipality Water Services Development Plan (DC26)
Section 8: Customer Service Profile

128	Osingisingini	3	2012	10	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
139	Ceza	3	2012	19	I		Good water quality - suitable for use, rare instances of negative effects
140	Sidinsi			0	No Data	No Data	No Data
147	Ulundi	3	2012	79	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
161	Pongola	3	2012	59	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
163	Spekboom			0	No Data	No Data	No Data
164	Khangela	3	2012	23	II		Marginal water quality - conditionally acceptable, Negative effects may occur in some sensitive groups
165	Mvuzini	3	2012	14	I		Good water quality - suitable for use, rare instances of negative effects
334	Itshelejuba	3	2012	23	I		Good water quality - suitable for use, rare instances of negative effects
341	Thulasizwe	3	2012	19	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
350	Masokaneni	3	2012	10	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
351	Purim	3	2012	14	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur
352	Gumbi	3	2012	14	I		Good water quality - suitable for use, rare instances of negative effects
360	Usuthu	3	2012	19	IV		Dangerous water quality - totally unsuitable for use. Acute effects may occur

Table 8.2 (a): 2013/2014 Performance Management KPI's for the provision of water services

KPA: Basic Service Delivery

Critical Success Factor: Water & Sanitation

Key Objective: To progressively provide a cost effective, reliable water service at a good quality to all potential consumers in the district

Objective	Unit of measure	Indicator	KPI No	Standard	Program driver	Baseline	2012/13 projections				2013/14	2014/15	2015/16	Ward
							Q1	Q2	Q3	Q4	Annual target	Annual target	Annual target	
Review and facilitate the District WSDP	Date	Approved WSDP plan	1	-	HOD:Planning	31-May	Identify and agree on areas for review by 30 Sept 2012	Briefing with Service Provider by Nov 2012	Draft WSDP submitted to Council for approval by 30 Mar 2013	Approved plan by 30 Jun	30-Jun	30-Jun	30-Jun	-
Provide free basic water	%	Percentage of households with access to basic level of water (as per WSDP)	2	-	HOD:Technical Services	64.51%	0.35%	0.14%	0.21%	0.20%	0.90%	0.90%	0.90%	All
	64.86%						65.00%	65.21%	65.41%	65.41%	65.45%	65.45%	All	
	Number					91952	500	200	300	286	1286	1286	1286	All
	92452						92652	92952	93238	93238	93238	93238	All	
Improve access to free water	%	Percentage of households earning less than R1100 pm with access to free water (Note: Rudimentary LOS included)	3	-	HOD:Technical Services	64.51%	0.73%	0.42%	0.49%	0.33%	1.97%	1.97%	1.97%	All
	65.24%						65.66%	66.15%	66.48%	66.48%	66.48%	66.48%	All	
	Number					91952	550	400	400	186	1536	1536	1536	All
	92502						92902	93302	93488	93488	93488	93488	All	
Improve water quality	Number	Number of water quality tests as per the approved strategy	4	No. of water quality as per SANS 241	HOD:Technical Services	1735	459	459	459	459	1836	1836	1836	All
Provide free basic sanitation services	%	Percentage of households with access to basic level of sanitation (as per WSDP)	5	-	HOD:Technical Services	63.07%	0.70%	1.6%	1.6%	0.7%	4.6%	4.6%	4.6%	All
	63.77%						65.37%	66.97%	67.67%	67.7%	67.7%	67.7%	All	
	Number					89902	1000	2300	2300	1000	6600	6600	6600	All
	90902						93202	95502	96502	96502	96502	96502	All	
Improve access to free sanitation	%	Percentage of households earning less than R1100 pm with access to free basic sanitation	6	-	HOD:Technical Services	63.07%	0.70%	1.6%	1.6%	0.7%	4.6%	4.6%	4.6%	All
	63.77%						65.37%	66.97%	67.67%	67.7%	67.7%	67.7%	All	
	Number					89902	1000	2300	2300	1000	6600	6600	6600	All
	90902						93202	95502	96502	96502	96502	96502	All	

Key Objective: To deliver and regulate water services in a structured manner

Objective	Unit of measure	Indicator	KPI No	Standard	Program driver	Baseline	2012/13 projections				2013/14	2014/15	2015/16	Ward
							Q1	Q2	Q3	Q4	Annual target	Annual target	Annual target	
Ensure that legislated water policies are reviewed and updated	Number	Approved identified policies and bylaws	7	-	HOD:Planning	31-May	Identify policies and bylaws for review by 30 Sept 2012	Briefing with Service provider by Nov 2012	Draft policies and bylaws circulated to HOD's for comment by 30 Mar 2013	Reviewed policies and bylaws submitted by MM by 30 Jun 2013	30-Jun	30-Jun	30-Jun	-
Effectively monitor WSP's	Number	Number of WSP reports submitted	8	-	HOD:Planning	24	Review Skills Audit Form	4	6	8	8	8	8	-

Key Objective: To progressively provide a cost effective, reliable water services at a good quality to all potential consumers in the district

Objective	Unit of measure	Indicator	KPI No	Standard	Program driver	Baseline	2012/13 projections				2013/14	2014/15	2015/16	Ward	
							Q1	Q2	Q3	Q4	Annual target	Annual target	Annual target		
Implement effective Customer Care	Hours	Notification of community on planned water supply interruptions	9	-	HOD:Technical Services	41 hr	48hr	48hr	48hr	48hr	48hr	48hr	48hr	48hr	All
Effectively utilise MIG allocation	%	% of MIG grant funds spent on approved projects	10	-		100%	6% by 30 Sept	26% by 28 Dec	66% by 28 Mar	100% by 30 June	100%	100%	100%	100%	All
Maximise the implementation of IDP identified projects	%	% capital budget actually spent on IDP projects identified	11	-	HOD:Planning, Technical Services and Corporate Services	100%	20% by 30 Sept	40% by 28 Dec	70% by 30 Mar	100% by 30 June	100%	100%	100%	All	