

## 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><b>Vision</b></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><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.

Figure 8.2 (a): Siza Dashboard

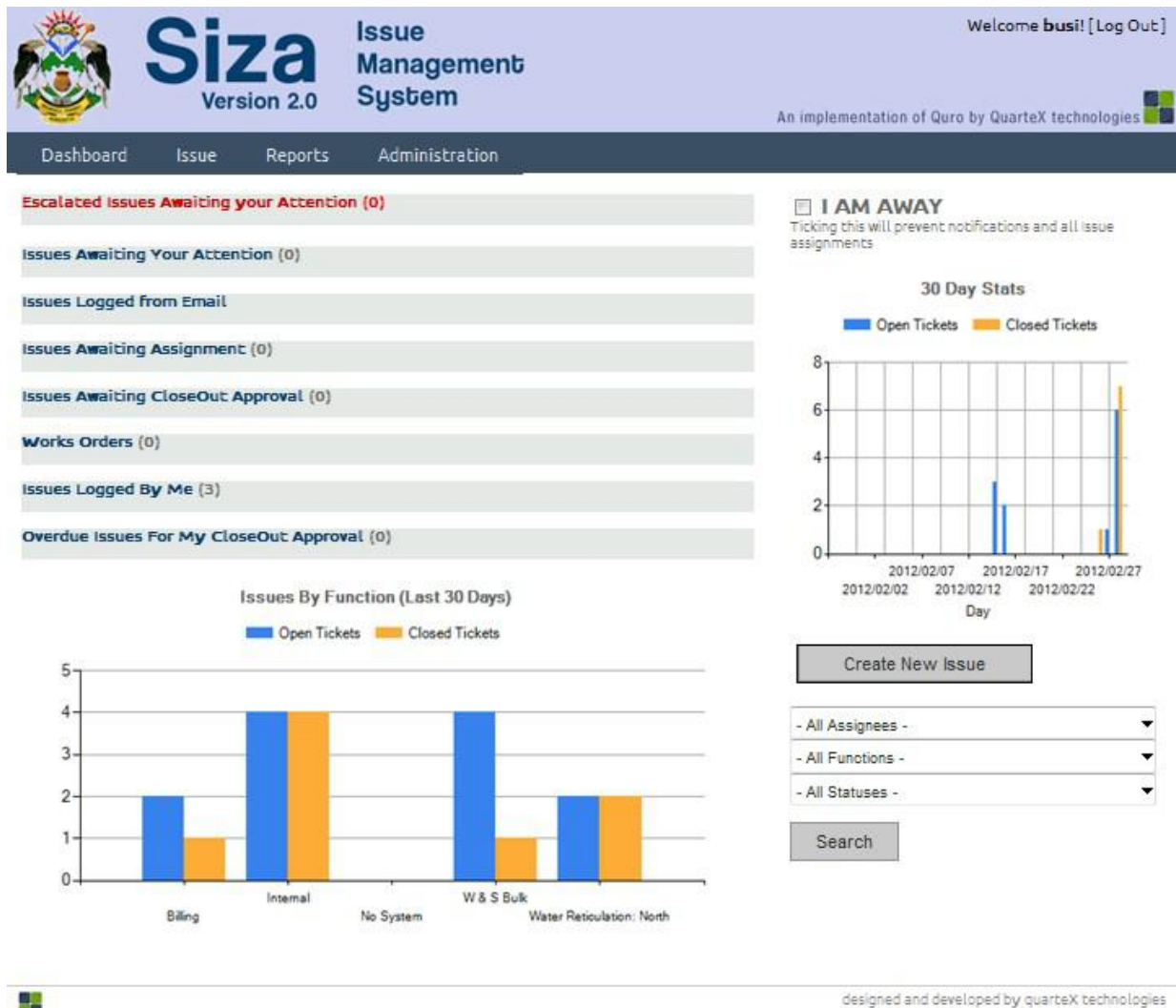



Figure 8.2 (b): Capture new issue / Complaint

<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 : 8692  
31.42262, -28.29673

### **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.

**Table 8.2 (a): 2015/2016 Performance Management KPI's for the provision of water services**

Program driver	Indicator	No	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Target Score Ratio					Project	GFS Vote	Evidence reference
			Target	Target	Target	Target	1 (Unacceptable Performance)	2 (Not Fully Effective)	3 (Meeting Expectations)	4 (Above Expectations)	5 (Exceeding Expectations)			

**National KPA: Basic Service Delivery  
Balance Scorecard Perspective**

Planning	Final 2017/2018 WSDP submitted to Council for approval by specified date	1	To be measured in the 3rd & 4th quarter	To be measured in the 3rd & 4th quarter	Draft 2017/2018 WSDP submitted to Council for approval by 30 March 2016	Final 2017/2018 WSDP submitted to Council for approval by 30 June 2016	Final 2017/2018 WSDP submitted to Council for approval by 30 Jul 2016	Final 2017/2018 WSDP submitted to Council for approval by 15 Jul 2016	Final 2017/2018 WSDP submitted to Council for approval by 30 June 2016	Final 2017/2018 WSDP submitted to Council for approval by 15 June 2016	Final 2017/2018 WSDP submitted to Council for approval by 30 May 2016	None	Planning	Certified council resolution
Technical	Percentage of households with access to basic level of water (as per WSDP) (Reticulation-new household connections)	2	0.17%	0.16%	0.24%	0.17%	0.63%	0.70%	0.76%	0.82%	0.89%	WSDP	Water and Sanitation	Design report, interim report and or Engineers certificate of completion
			79.45%	79.61%	79.86%	80.04%	79.91%	79.97%	80.04%	80.10%	80.16%			
			280	257	386	284	1007	1107	1207	1307	1407			
Technical	Percentage of households earning less than R1600 pm with access to free water (Note: Rudimentary)	3	125420	125677	126063	126347	126147	126247	126347	126447	126547	WSDP	Water and Sanitation	Design report, interim report and or Engineers certificate of completion
			0.06%	0.06%	0.08%	0.09%	0.18%	0.24%	0.31%	0.37%	0.43%			
			79.33%	79.40%	79.49%	79.58%	79.45%	79.52%	79.58%	79.64%	79.71%			
Technical	Number of water quality tests conducted as per the approved	4	100	100	140	150	290	390	490	590	690	WSDP	Water and Sanitation	Sample test results as certified by the lab
			125240	125340	125480	125630	125430	125530	125630	125730	125830			
			459	459	459	459	1816	1826	1836	1846	1856			

Program driver	Indicator	No	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual Target Score Ratio					Project	GFS Vote	Evidence reference	
			Target	Target	Target	Target	1 (Unacceptable Performance)	2 (Not Fully Effective)	3 (Meeting Expectations)	4 (Above Expectations)	5 (Exceeding Expectations)				
	strategy														
Technical	Percentage of households with access to basic level of sanitation (as per WSDP)	5	0.31%	0.44%	0.76%	0.95%	2.34%	2.40%	2.47%	2.53%	2.59%	WSDP		Design report, interim report and or Engineers certificate of completion	
			74.24%	74.68%	75.44%	76.39%	76.26%	76.33%	76.39%	76.45%	76.52%				
			500	700	1200	1500	3700	3800	3900	4000	4100				
			117191	117891	119091	120591	120391	120491	120591	120691	120791				
Technical	Percentage of households earning less than R1600 pm with access to free basic sanitation	6	0.31%	0.44%	0.76%	0.95%	2.34%	2.40%	2.47%	2.53%	2.59%	Annexure B		Design report, interim report and or Engineers certificate of completion	
			74.24%	74.68%	75.44%	76.39%	76.26%	76.33%	76.39%	76.45%	76.52%				
			500	700	1200	1500	3700	3800	3900	4000	4100				
			117191	117891	119091	120591	120391	120491	120591	120691	120791				
Planning	Number of WSP Meetings scheduled per quarter	7	2 WSP meetings scheduled by 30 Sept	2 WSP meetings scheduled by 30 Dec	2 WSP meetings scheduled by 30 Mar	2 WSP meetings scheduled by 30 Jun	4 WSP meetings scheduled by 30 Jun	6 WSP meetings scheduled by 30 Jun	8 WSP meetings scheduled by 30 Jun	10 WSP meetings scheduled by 30 Jun	12 WSP meetings scheduled by 30 Jun	None		Certified WSP report, agenda and or minutes	
Technical	Notification of community on planned water supply interruptions	8	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Sept	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Dec	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Mar	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	Notices circulated to communities 48 hrs ahead of water supply interruption by 30 Jun	None	Water and Sanitation	Signed interruption and notice register	