

## STATUS REPORT ON CUSTOMER COMPLAINTS RESOLUTION

MONDAY 13 JULY 2020

### SUMMARY

The report covers complaints received between 6 July and 10 July. Complaints that were not resolved in the previous weeks and months are included as well. A total of 269 complaints were received in the last week. The municipality resolved 182 of those complaints, however 179 were resolved beyond the reasonable turnaround time. It must also be noted that 190 complaints are yet to be resolved, of those 151 are long overdue as they have been carried over from previous weeks and months.

Management's attention is drawn on the time frames to be adhered to when certain complaints have been reported as per below:

#### 1. Reported Health Outbreaks

- Respond and attend to **all reported outbreaks** of any nature **within 24 Hours**.
- **Analyse water samples** in the laboratory for water Bacteriological analysis **within 24 hours**, **Chemical analysis within 6 hours**, and **Physical analysis within 1 hour**.
- Instigate communication to alert the community whenever there is noncompliance of drinking water samples, raise awareness to the community on alternative treatment options of water and protection of water resources

#### 2. Account Disputes

- **Attend and respond to formal queries and/or disputes within 14 days** as per the Credit Control Policy and section 95 read in conjunction with 102 of the Local Government: Municipal Systems Act.

#### 3. Meter Reading

- Conduct monthly readings from the 26th of each month. In instances where it is not possible to read the meter due to weather, locked gates, obstructions etc., the account will be billed on the average of the past three months measured consumption.

#### 4. Account Statements

- Conduct billing monthly between the 25th and the 30th and print all statements by 7th of every month.
- Accounts are due by 15th of each month. Interest is chargeable on all amounts not paid by the due date.

## 5. Injuries on Municipal Assets

- The health and safety unit must ensure that anyone reported to have fallen and/or injured him/herself in an open council sewer manhole is taken to clinic, hospital and/or general practitioner depending on the nature of their injury.
- The victim must be sent to a health facility within 30 minutes of the matter being reported.

## 6. Interruptions to Water Supply

In any case of interruptions to water supply and in accordance with the norms and standards for water service provisions, water supply interruptions must be reported to the Municipal Manager's Office and/or customer care unit 7 (seven) days before closure. In instances where water supply is interrupted for a period of more than **24 hours**, customers must have access to alternative water supply comprising:

- At least 25 litres of potable water per person, per day; and
- Sanitation services sufficient to protect health.
- Where interruptions are **planned**, customers shall be informed within **12 hours** of planned interruption. The customers shall be informed through relevant and effective communication platforms such as; notices, loudhailers or local radio stations, SMS etc.
- In case where there are **unplanned** interruptions like bursts in water pipelines, CHDM will not be able to warn customers in advance that their water supply will be off. However, CHDM shall respond within **12 hours**. The customer shall be informed.

## 7. Water and/or Sewerage Flooding

- Internal Flooding into the customer's property/house: if water and/or sewage from council pipes enters a customer's property, CHDM will endeavour to respond within 2 hrs and offer immediate help. CHDM must ensure that after attending to the problem, the area is left clean and safe.
- External Flooding into the customer's property/house: if water and/or sewage from council sewer floods a customer's property externally CHDM endeavours to respond within 4 (five) hours and offer immediate help. CHDM must ensure that after attending to the problem, the area is left clean, healthy and safe.
- Water Quality: if a customer complains about health aspects regarding the quality of their water supply, arrangements will be made to respond within 6 hours of the initial contact or by arrangement with the customer. An alternative supply of water for drinking should be provided. Should it be necessary to sample then customers will be informed of the outcome within 5 (five) working days depending on the nature of the tests being carried out. CHDM must endeavour to test and treat water at least once every month.

## **8. Areas with no Water Infrastructure**

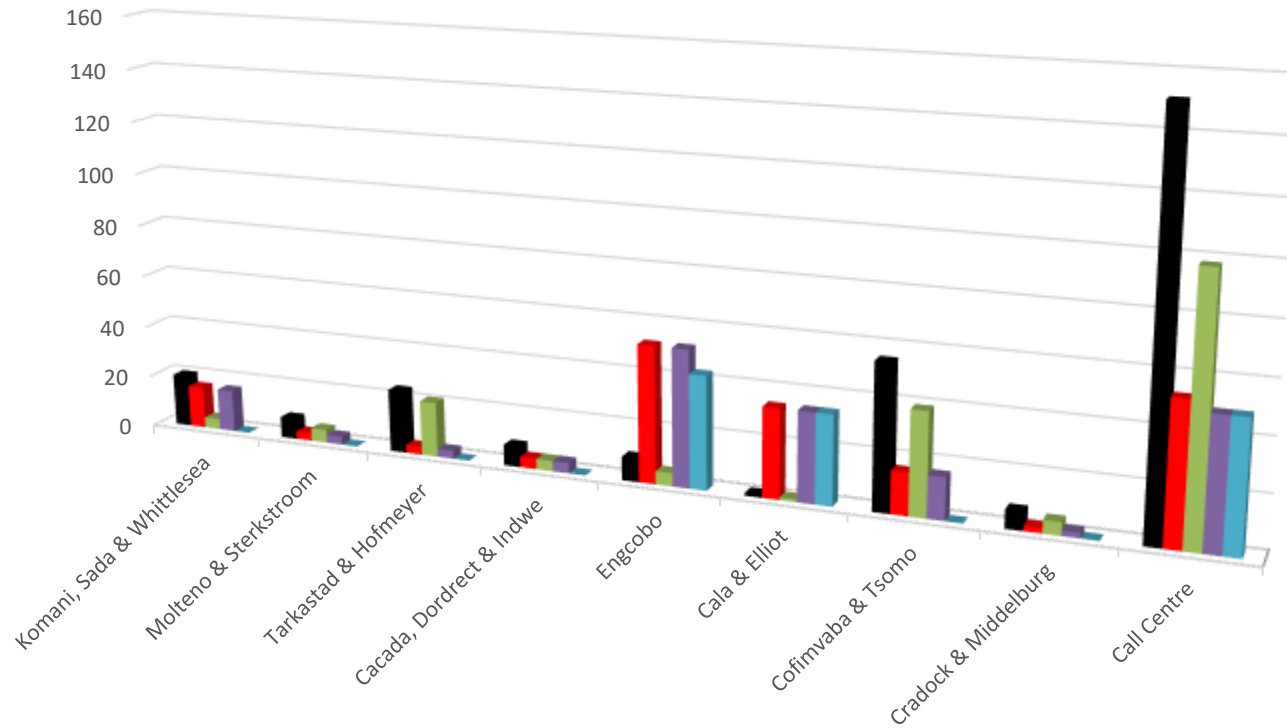
- CHDM shall ensure that the areas currently not served with water receive alternative source of water supply of at least 25 litres of clean potable water per person per day.
- Areas with seasonal drying of water sources: CHDM shall ensure that the areas with problem of dry water source receive alternative source of water supply of at least 25 litres of clean potable water per person per a day.

## **9. Unresolved Complaints/Disputes/Enquiries**

All complaints/disputes/enquiries not resolved within stipulated time frames and/or not to the satisfaction of the customer shall be referred to the Mayoral Committee. The customer may as well write a letter of appeal directly to the Mayor. The Customer Care Unit must submit a report pertaining all complaints monthly.

The following breakdown per satellite office is illustrated to report of specific areas where complaints have been reported:

### Complaints Breakdown Per Local Municipality



	Komani, Sada & Whittlesea	Molteno & Sterkstroom	Tarkastad & Hofmeyer	Cacada, Dordrect & Indwe	Engcobo	Cala & Elliot	Cofimvaba & Tsomo	Cradock & Middelburg	Call Centre
■ Received	20	8	24	8	9	1	55	7	151
■ Open	16	3	3	4	52	34	16	2	53
■ Resolved	4	5	21	4	5	1	39	5	98
■ Beyond SLA	16	3	3	4	52	34	16	2	49
■ Carried Over	0	0	0	0	43	34	0	0	49

Received
  Open
  Resolved
  Beyond SLA
  Carried Over

**Enoch Mgijima- Tsolwana Satellite:** Particular attention must be given to 6 open complaints that are still open exceeding the service level agreement (turn-around time).

<b>COMPLAINT DESCRIPTION</b>	<b>REFERENCE</b>	<b>RECEIPT DATE AND TIME</b>	<b>RESOLUTION DATE AND TIME</b>	<b>Status</b>
4 Taps request	CHDM 09872	04/06/2020	N/A	On progress
Some areas not getting water	CHDM 09875	05/06/2020	N/A	On progress
Request for stand pipe	CHDM 09885	19/06/2020	N/A	On progress
Blockage	CHDM 09891	23/06/2020	N/A	On progress
Blockage	CHDM 09892	23/06/2020	N/A	On progress
Water leak	CHDM 09894	24/06/2020 09:51	N/A	On progress

**Enoch Mgijima-Lukhanji Satellite:** Particular attention must be given to 16 unresolved complaints that are still open exceeding the service level agreement (turn-around time).

<b>QUEENSTOWN COMPLAINTS</b>				
<b>COMPLAINTS DESCRIPTION</b>	<b>REF</b>	<b>RECEIPT DATE AND TIME</b>	<b>RESOLUTION DATE AND TIME</b>	<b>STATUS</b>
Full septic tank	CHDM 27163	02/07/2020 09:04	N/A	In progress
Full septic tank	CHDM 27164	02/07/2020 10:24	N/A	In progress
Full septic tank	CHDM 27165	02/07/2020 14:49	N/A	In progress
Full septic tank	CHDM 27166	03/07/2020 08:43	N/A	In progress
Full septic tank	CHDM 27167	03/07/2020 10:17	N/A	In progress
Full septic tank	CHDM 27168	03/07/2020 11:37	N/A	In progress
Faulty engine	CHDM 27169	03/07/2020 13:19	N/A	Ordered material
Full septic tank	CHDM 27170	06/07/2020 08:35	N/A	In progress
Leaking pipe	CHDM 27171	06/07/2020 09:49	N/A	In progress
Faulty engine	CHDM 27172	06/07/2020 11:04	N/A	In progress
Faulty engine	CHDM 27173	07/07/2020 08:24	07/07/2020 16:30	Fixed the engine and completed within 48hrs
Full septic tank	CHDM 27174	07/07/2020	N/A	In progress

		13:46		
Full septic tank	CHDM 27175	08/07/2020 10:34	N/A	In progress
No water	CHDM 27176	08/07/2020 12:15	N/A	Water truck will be send on Friday 10/07/2020
Full septic tank	CHDM 27177	08/07/2020 14:23	N/A	In progress
Full septic tank	CHDM 27178	09/07/2020 08:17	N/A	In progress
Pipe burst	CHDM 27179	09/07/2020 12:46	N/A	In progress

**Enoch Mgijima-Inkwanca Satellite:** Particular attention must be given to 3 unresolved complaints that are still open exceeding the service level agreement (turn-around time).

<b>COMPLAINT DESCRIPTION</b>	<b>REF</b>	<b>RECEIPT DATE AND TIME</b>	<b>RESOLUTION DATE AND TIME</b>	<b>Status</b>
Some areas not getting water	CHDM 09875	05/06/2020	N/A	On progress
Water Leak	CHDM 09899	01/07/2020 10:37	N/A	On progress
Meter leak	CHDM 09902	10/07/2020 09:06	N/A	On progress
Blocked Drain	CHDM 09903	10/07/2020 10:48	N/A	On progress

**Intsika Yethu Satellite:** Particular attention must be given to 8 complaints that are still open exceeding the service level agreement (turn-around time).

OPEN			
COMPLAINT DESCRIPTION	REFERENCE	RECEIPT DATE	RESOLUTION DATE
Pipes sank	27066	02/04/20	Open
Pipes sank	27094	28/04/20	Open
Pump failure	27099	06/05/20	Open
Tanks are leaking from joints	27928	12/05/20	Open
32mm HDPE + full length pipe	27932	13/05/20	Open
Engine is faulty	27935	14/05/20	Open
Water won't pass from Sifumba to Jwayi	27936	18/05/20	Open
Pump doesn't pump	27938	18/05/20	Open
Engine reverses water	27960	26/05/20	Open
Need to reconnect to a scheme from Tsojana	27967	28/05/20	Open
Gland packing is leaking	27969 32878 32879	01/06/20	Open
Tap blocked	27970	01/06/20	Open
63mm valve in the pressure tank is faulty	27972	01/06/20	Open
Pipe burst	27975	03/06/20	Open
No water	32882	08/06/20	Open
Engine does not work	32884	08/06/20	Open
No water	32894	15/06/20	Open
Pump was broken into by thieves	32895	15/06/20	Open
Hand pump is faulty	32897	15/06/20	Open
Faulty engine	32898	15/06/20	Open
Faulty gland packing	32902	18/06/20	Open
Pipe burst	32903	18/06/20	Open



Engine does not start	32905	18/06/20	Open
Need to connect to a sewer line	33539	23/06/20	Open
No water	33548	25/06/20	Open
Faulty engine	33550	30/06/20	Open

**EMALAHLENI SATELITTE:** Particular attention must be given to 4 complaints that are still open exceeding the service level agreement (turn-around time).

<b>COMPLAINT DESCRIPTION</b>	<b>AREA</b>	<b>WARD</b>	<b>REFERENCE</b>	<b>RECEIPT DATE AND TIME</b>	<b>RESOLUTION DATE AND TIME</b>	<b>STATUS</b>
Pipe burst	CSP Silimela 0798456662	01	34073	06/07/2020	N/A	On progress
Pump not working since 2019	Nomasiyephi CSP Mpuye in Maqhashu	02	34075	06/07/2020	N/A	
Pump not working	CSP Vukubi Mxhiki Village	06	34079	08/07/2020	N/A	
Pump not working	Operator Pitolo Lower Mgwalama	14	34080	08/07/2020	N/A	

**Engcobo Satellite:** Particular attention must be given to 32 unresolved complaints that are still open exceeding the service level agreement (turn-around time).

COMPLAINT DESCRIPTION	AREA	REFERENCE	RECEIPT DATE	RESOLUTION DATE	COMMENT
Engine was taken & not replaced. <b>W.19</b>	Lower Gqaga	05604	31/01/19 12:50	Open <u>30/01/20</u>	In progress
Engine doesn't hold idling. <b>W18</b>	Gqobonco	05648	20/02/2019 13:33	Open <u>30/01/20</u>	In progress
Pump has collapsed (Brought forward from 29/01/19 Ref 05594) <b>W .16</b>	Lumnkwana Stebe	05720	26/02/19 10:11	Open  07/08/19 <u>30/01/20</u>	In progress
Re-reminder about engine taken by service provider (RFQ sent). <b>W19</b>	Lower Gqaga	05724	28/02/2019 13:34	Open  <u>30/01/20</u>	In progress
Tank valve is not working. <b>W9</b>	Sigodlweni	07474	27/03/19	Open 08/04/19 06/08/19 10/10/19	In progress
Meter not functioning. <b>W11</b>	Mtshixa Complex	07434	23/04/19	Open	In progress
Meter non-functional needs repairs. <b>W9</b>	Meter Readers Eskom Ezifama (next to traffic)	07436	23/04/19	Open	In progress
Meter non-Functional. <b>W11</b>	Spar complex	07439	23/04/19	Open	In progress

Meter non-Functional. <b>W11</b>	Time Housing	07440	23/04/19	Open	In progress
Scour Damaged were instructed to open and has done opening. <b>W9</b>	Town	07392	17/05/19	Open	In progress
Engine No water (since last three weeks). <b>W11</b>	Zadungeni (Nkungwini)	07405	27/05/19	Open  04/07/19	In progress
Requesting valve lids to enhance water restriction. <b>W7</b>	Mthwaku	07279	05/06/19	Open	In progress
Engine not Functioning. <b>W16</b>	Sitebe Ngqurhu	07314	26/06/19	Open 07/08/19  <u>30/01/20</u>	In progress
Galvanised pipe leak. <b>W15</b>	KwaBokileni (Ngaseskolweni)	07352	12/07/19	Open	In progress
Request rectification of engine to be utilised since the borehole is dried from Nkodlo. <b>W17</b>	Guide Center Tshapile pump house	07357	16/07/19	Open  23/09/19	In progress
Installation of water meter replacement of old one/ Acc existing. <b>W9</b>	Greenland farm	07358	16/07/19	Open	In progress

Eskom pole fallen from the pump house connection leading to community decision to do illegal connection from Xuka mainline supplying urban <b>W.10/13</b>	All Saints/Ncanabane	27669	13/06/20 17:21	Closed 04/07/20	Eskom shown the dry access road , Eskom installed the pole and rectified electricity	None
Reservoir cut and stolen,the other one is leaking(Jojo) <b>W.2</b>	Ntabeni 0762702965	25790	18/06/20 14:47	Open	Waiting for case number Case No.102	None

No water access to the area after unblocking Nkondlo mainline <b>W.18</b>	Plangweni village	25803	29/06/20 14:03	Open		None
3x stand pipes needs concrete base <b>W.11</b>	Nkungwini	25807	01/07/20 11:20	Open		None
Engine is not functioning since last year <b>W.1</b>	Manuneni	25807	03/07/20 09:48	Open		None
Mainline pipe burst <b>W.10</b>	All Saints	25808	03/07/20 14:38	Closed 03/07/20	Repaired Pipe	None
25mm Pipe burst <b>W.12</b>	Op Vivi Lahlangubo	25809	05/07/20 11:42	Closed 06/07/20	2x 25mm Couplings	None
Valve is leaking,requesting	Beyele	25810	06/07/20 12:36	Open		None

installation of non-return valve						
Valve is highly leaking <b>W.19</b>	Mnyolo 2 Ntondo	25811	06/07/20 14:06	Closed 08/07/20	Installed new 25mm valve	None
Pipe Vandalised by Chaba community because they are not served(Removed parts from resevoirs) <b>W.1</b>	Nxamagele	25812	07/07/20 12:55	Open	Escallated to coordinators,Ward councillor and area manager	None
Blocked sewer <b>W.11</b>	Market street	25813	07/07/20 16:00	Closed 08/07/20	Unblocked	None
Requesting installation of new scawer valve due to inability of water to reach the area at the lower parts of the village <b>W.4</b>	Ntlalukana village	25814	07/07/20 17:45			
No water in the premises though neighbours are served <b>W.11</b>	Buzi store	25815	08/07/20 09:45	Closed 08/07/20	The yard has got water ,needs own plumber to lift to double story	None
Engine has tripped <b>W.15</b>	Rasmeni	25816	08/07/20 10:26			In progress
Pipe leak in a place where a tap was removed <b>W.10</b>	Masonwabe.Y-junction towards the Clinic	25817	08/07/20 10:34			

Broken pipes (Medium blue) in the valves. W13	Nongabekho Mgengwana Qutubeni@ Hala 0782815915	07374	10/05/19	Open 19/06/20	The scheme needs to be started over again in that area there is no water .It is still under P.M.U	None
Hand pump is not functional. W16	Cllr Makhasi Tyeni @ Ntseleni 0739953204	07327	02/07/19	Open 07/08/19 <u>30/01/20</u>	Andrew Fitz from Tarkastad satellite ,Enoch Mgijima will attend on 12/08/19 <u>Not yet done</u>	None
Pressure is reduced needs checking cause big pipe goes to Bhekileni but from same source. W3	Mawande Nkungwana Kunene @ Qanguleni 0608165837	28642	19/07/19	Open	PMU is currently working there waiting to complete so as to stop water from reaching the nearby village.(Drought relief project)	None
Spring refurbishment /Reconstruction, it has collapsed (Recommended by technicians after their visit). W9	Mzubanzi Guma Manzana 0738799495	30071	12/08/19	Open	Mr Plata spoke with Mr Shasha & he said it's for PMU.RFQ Sent to SCM(waiting for Zanamanzi)	None
Request 3x 40mm full length & fittings(extraction of water from the Spring to add on source) W.19	Temba Kangeli Mnyolo @Mdeni 0786540286	23596	15/10/19	Open 16/03/20	No material. (Extension from another source to another source. 4 rolls.) For PMU.	None
Request one Tap extension due to long	Chuma Mapikana Nkondlo @Mpandeni 0713533933	23601	24/10/19	Open 07/05/20	Extension of Scheme (planned for in-house project)	None

distance travelled to access a tap.W 17						
Request assistance with extensions, Pipes are available to add since there are beneficiaries very far from the existing taps. W 2	Pamella /c/lr Jabanga Cwecweni @ Maqomeni 07620828082/0782892602	23602	24/10/19	Open 16/03/20	Needs outsourcing (Extention of scheme) For PMU	None
Needs connection of standpipe from a nearby line to the area that is very far from the water access.W.2	Cllr Jabanga Nkomponi @ Mqonci 0835948422	23603	24/10/19	Open 14/11/19 16/03/20	No Material RFQ Sent Extension of Scheme needs outsourcing.For PMU	None
Request Extension from the line to the area that is not having RDP standard tap. W 2	Nolawuti Ncobela Maqomeni 0661860812	23605	24/10/19	Open 14/11/19 16/03/20	No Material RFQ sent Needs to be outsourced(Extention of scheme required)For PMU	None
Solars removed but never replaced at Msintsana. W15	Funda Msintsana 0810264952	23628	13/11/19	Open	Changed engine to solars that were stolen within a week before hand over to WSP	None
Water doesn't get to the reservoir, request valves to be closed for collection W.14	Sandile Xalabile Nkwenkwana @Qolweni 0635745035	19878	29/01/20	Open	P.M.U. Hand over not yet done	None
Requesting water connection to the existing line from the line that is currently functioning since the other line	Dlwathi Mzwamadoda Khalinyanga next to Bhashe 0835871142	19893	06/02/20		Needs extension of Scheme. For PMU	None

doesn't produce water(Mso) W.10					(Recommended in house programme)07/05/20	
Needs removal of tap from Maqhubela's Household	Soga Tsutsu Hukwini @Goso 0793484925	22632	02/03/20	Open 02/03/20	Visited and it is due to be outsourced(Extention of scheme)	None
Reservoir is leaking and damaging nearby households W.15	Mr Khohliso Quthubeni 0747808470/0719642915	22649	11/03/20	Open 07/05/20 19/06/20	Need to be Outsourced 32 pannels reservoir floor needs to be sealed(PMU)	None
No water in the area , no infrastructure, Needs a Jojo tank W.12	Siyabulela Booi Pumasilwe village @ Mntuntloni 065172561	28286	03/04/20	Pending	Escallated to Cllr Sirataza to assist with covid 19 supplied tanks	None
Requesting water restriction between Binase and Polini W.1	Chaba Chief Polini village 0781851856	28318	29/04/20	Pending	Engine supplying water got damaged on stand (not enough water from the wind turbine)PMU	None



**Inxuba Yethemba:** Particular attention must be given to 8 unresolved complaints that are still open exceeding the service level agreement (turn-around time).

<b>COMPLAINT DESCRIPTION</b>	<b>AREA</b>	<b>REFERENCE</b>	<b>RECEIPT DATE</b>	<b>RESOLUTION DATE</b>
Septic tank full	Inxuba Yethemba(Cradock Ward 5)	CHDM 298889	2020/07/10	2020/07/10
Pump station not working	Inxuba Yethemba(Middelburg Ward 7)	CHDM 29882	2020/07/9	2020/07/09

## **CONCLUSION**

Management attention is drawn to the turn-around time taken to resolve complaints by the municipality. More than 60% of complaints are resolved beyond the service level agreement as stipulated in the Customer Care Charter and Policy of the municipality. This is a major concern as customers are constantly unhappy about the service, and it also portray the municipality badly in the public eye. One of the major contributing factors is the unavailability of material and necessary tools needed for remedying the complaints.