



## ACCOUNT DISPUTE FORM

**A REQUEST TO RESOLVE A DISPUTE IN TERMS OF SECTION 95 (f) READ TOGETHER WITH SECTION 102 (2) OF THE LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, 2000 (ACT 32 of 2000)**

For office use only:

Reference number:.....

Date Received:.....

Sections 95 (f) and 102 of the Local Government: Municipal Systems Act. 2000 (Act 32 of 2000), provide as follows:

### **1. 95 Customer care and management**

- I. In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity:

(f) Provide accessible mechanisms for those persons to query or verify accounts and metered consumption, and appeal procedures which allow such persons to receive prompt redress for inaccurate accounts;

- II. To lodge a query/complaint:

Send an email to [customercare@chrishanidm.gov.za](mailto:customercare@chrishanidm.gov.za); or

Contact the Customer Call Centre on 0800 100 100

For more information, visit the nearest Customer Care Satellite Offices nearer to you or the CHDM official website at [www.chrishanidm.gov.za](http://www.chrishanidm.gov.za)

## **2. 102 Accounts**

### **I. A municipality may:**

- (a) Consolidate any separate accounts of persons liable for payments to the municipality;
- (b) Credit a payment by such a person against any account of that person; and
- (c) Implement any of the debt collection and credit control measures provided for in this Chapter in relation to any arrears on any of the accounts of such a person.

### **II. Subsection (1) does not apply where there is a dispute between the municipality and a person referred to in that subsection concerning any specific amount claimed by the municipality from that person.**

Therefore, the customer referred to below requests that the following dispute be registered with the Chris Hani District Municipality and that the decision be made known to the complainant/requestor as soon as practicable.

#### **PARTICULARS OF COMPLAINANT/REQUESTOR**

FULL NAMES .....  
PHYSICAL ADDRESS .....  
POSTAL ADDRESS .....POSTAL  
CODE.....TELEPHONE NUMBERS (W): .....  
HOME:.....CELLULAR PHONE: .....EMAIL  
ADDRESS: ..... OTHER (ANY  
OTHER CONTACT NUMBER):.....ACCOUNT NUMBER:  
.....DATE.....

The Municipality may elect any one or more of the addresses above to which it can forward its decision and if it is sent by normal mail, it will be deemed to have come to the knowledge of the requestor within 14 (fourteen) days after it has been dispatched.

#### **NATURE OF THE DISPUTE**

The complainant/requestor must give a full description of the amount or amounts involved and of the nature of the dispute as well as the detailed reason or reasons in support of the dispute. Any documentation in support of the dispute/query/verification must be attached hereto. If the request is for the verification of an account or meter, the requester or complainant must merely state this.

[illegible]

The requestor or complainant hereby acknowledges that this dispute or request will be considered by the Chris Hani District Municipality's administration within 14 (fourteen) days from the date of registration above and that it remains the responsibility of the requestor or complainant to enquire as to what the outcome of the decision is. It is also recorded that, pending the same, that the submission of this request/complaint/ dispute does not absolve the requestor or complainant of any commitments towards the CHDM and that the requestor or complainant shall remain liable towards the CHDM unless otherwise resolved by the municipality.

\_\_\_\_\_  
Name and Surname (Complainant)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date: