FRANCES BAARD DISTRICT MUNICIPALITY
CLIENT SERVICE CHARTER
2026/2027

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1. Legislative Framework

The main purpose of this service charter is to improve awareness of the availability and quality of the services offered by the municipality. It is a statement of the commitment that the municipality makes towards service delivery and it is derived from the following pieces of legislation amongst others:

- The Constitution of the Republic of South Africa, Act No, 108 of 1996
- The Promotion of Access to Information Act, No. 2 0f 2000
- The Local Government: Municipal Systems Act, 2022 (Act No. 3 of 2022)
- The Batho Pele Handbook

2. Our Vision:

We are an innovative municipality that aims to improve the quality of life of communities through integrated planning.

3. Our Mission:

- To promote shared services and capacity building in local municipalities;
- To promote effective community and stakeholder management;
- To promote social and economic development; and
- To utilise available resources economically and effectively.

4. Our Values:

The municipality's motto is "Re Direla Setshaba" and we are committed to the following core values:

- Development as an empowering process within and outside our municipality;

- Pride in the professional delivery of service and in the attainment of planned actions;
- Recognition of the district municipality as an expression of the cultural diversity and tolerance within the district municipality;
- Honesty and integrity as an internal force driving service excellence;
- Being driven by the aspirations of our people - we will respect and uphold the Constitution of the Republic of South Africa
- Commitment to the code of conduct for councillors and officials in accordance with the Municipal Systems Act 32 of 2000, as amended;
- Commitment to the principles of sound financial management;
- Subscribing to the principles of co-operative governance; and
- Subscribing to the principles of Batho Pele.

5. Office Hours

Normal working hours:

- Our operational hours are weekdays from 07:30 to 16:30 (Monday – Thursday), excluding public holidays, and from 07:30 to 16:00 on Friday. This is with the exception of the last Friday of each month, in which the office is open until 12:45.
- Our front desk is fully operational during working hours and are able to direct any queries accordingly. Lunch breaks are 45 minutes, from 12:45 – 13:30.

Our NEAR control room staff are on call 24/7, in case of emergencies and disasters.

6. Our Organisational Structure

To render best services to our service beneficiaries (stakeholders) we are structured into five departments as follows:

- Office of the Municipal Manager;
- Department of Finance;
- Department of Administration;
- Department of Planning and Development; and
- Department of Infrastructure Services.

As head of the administration, the Municipal Manager accounts to the Municipal Council through the Executive Mayor, while each of the five departments mentioned above reports directly to the Municipal Manager. The Municipal Council remains the highest decision-maker and has five section 80 committees to assist with its oversight and decision-making, namely Finance; Social Development; Planning and Development; Infrastructure; and Policy and Institutional Development, while the Municipal Public Accounts Committee (MPAC) plays a distinct oversight role by reviewing financial management, audit outcomes and overall accountability within the municipality.

7. Our services to you

Our service can be measured according to the following five key performance areas:

- To enhance the provision and maintenance of infrastructure and basic services;

- To facilitate growth, development and diversification of the district economy by optimising all available resources through local economic development;
- To support and sustain municipal institutional development and transformation;
- Good governance and public participation;
- To ensure sustained financial viability and management.

8. Our service standards

We aim to provide fair, impartial, high quality and prompt delivery on administrative decisions with as little formality and technicality as possible. Our services will be provided in an efficient, accessible and professional manner.

- **Integrity**
  - We do what we say we will do and act with probity, responsibility and are accountable.

- **Wisdom**
  - We use our collective and individual knowledge, insight and judgment.

- **Fairness**
  - Our decisions and behaviours will be free of self-interest and bias.

- **Care and respect**
  - We have high regard for our clients, stakeholders and each other and we show consideration and appreciation in all our dealings.

- **Accuracy of information**
  - We will maintain accurate and comprehensive records. We will provide accurate and relevant information. We will keep our publications up-to-date. We will clearly explain the reasons for any decisions we make.

- **Access**
  - We will make our services accessible and provide information in a format that is easy to understand.

- **Effective partnerships**
  - We aim to consult widely to make sure that the views of our partners, clients and stakeholders are properly considered in developing or reviewing policies or services. We will also provide as much time as possible for comment on any proposals that affect our business with you.

9. Our clients and our stakeholders

Our clients and stakeholders include anyone or any organisation we provide a service to or who has an interest in what we do.

10. We are client and stakeholder focussed

We work in partnership with our clients and government stakeholders to help government achieve its desired outcomes.

We try to consult as widely as possible to gain the views of our stakeholders and clients about future policy directions.

Our annual reports provide a feedback to our clients as well as accountability of our work for the year.

11. We are committed to improving our skills

We are open to new ideas, originality and vision. We share our knowledge to build a learning culture to improve our performance

We also work in partnership with our clients, sharing information to achieve our mutual goals and establish channels through which our clients and stakeholders can have input into government policy.

12. Our commitments

We are committing to treat you with respect and courtesy. We will be polite, respectful and courteous and use language that is clear and understandable.

13. Correspondence

All correspondence submitted to the municipality must be addressed to the municipal manager and will be attended to within 10 days from the date that it was brought to the attention of the municipal manager. If the matter cannot be resolved within that time, an acknowledgement will be issued within (5) working days with an estimate of when a substantive reply will be sent. All correspondence will include a contact name and telephone number.

14. How you can help us

We ask you to help us provide a high standard of service. You can do this by:

- Providing us with timely, necessary and accurate information;
- Helping us establish a reasonable time for our response to you; and
- Treating our staff with courtesy and respect.

15. Your feedback and making a complaint

We value and appreciate your feedback on the quality, timeliness and responsiveness of our services. We need to know if:

- You have received outstanding service;

- You feel we are not meeting our service commitments to you; or
- You have ideas on how we can improve our service to you.

16. Our Service Beneficiaries (Social contract)

We commit ourselves to be of service to all members of communities within the jurisdiction of Frances Baard District Municipality.

17. We invite feedback from you – our clients, our stakeholders and our staff – to assist us to monitor and improve our services.

We want to identify any problems or areas where changes can be made. You can give your feedback in various ways:

- By telephone: 053 - 838 0911
- By e-mail: frances.baard@fbdm.co.za
- Or by completing the comments book at our reception area

If you require an alternative version of the Service Charter, please telephone.