



Client Services Charter: George Municipality
Kliëntedienshandves: George Munisipaliteit
Umqulu waMalungelo eNkonzo zaBaxumi: Umasipala wase-George

EMERGENCY NUMBERS
NOODDIENSTE NOMMERS
IINOMBOLO ZEXESHA LIKAXAKEKA

Fire Emergencies Brand Noodgevalle Iimililo Kaxakeka	044 801 6311
All after-hours emergencies Alle na-ure noodgevalle Iinkonzo zikaxeka emveni kwezesho lomsebenzi	044 801 6300
Disaster Management Rampbestuur Ulawulo lwentlekele	044 803 9286
Law Enforcement Wetstoepassing Unyanzeliso lomthetho	044 801 6350
Traffic Services Verkeersdienste Iinkonzo yezasezindleleni	044 801 9111 Ext 2797
Anti-Land Invasion Teen-Grondbesetting Ukuchaswa kongenelo lomhlaba	044 803 9295
GRDM Disaster Centre GRDM Ramp Sentrum GRDM Iziko Lentlekele	044 805 5071



CLIENT SERVICES CHARTER: GEORGE MUNICIPALITY

MESSAGE FROM THE MUNICIPAL MANAGER

The George Municipality Client Service Charter is the municipality's commitment to its customers that it will deliver services according to a specific standard and within a measurable timeframe. It also represents a mutual understanding that you, the recipient of these services, will correctly report any problem, fault, disruption or damage of services or infrastructure via the correct channels as provided in this charter, as soon as you notice them, to ensure ongoing services throughout the municipal area. Please keep this charter where you can reference it easily, use the numbers and addresses provided in this document, and be mindful of the provided timeframes for each type of service. The municipality will always strive to meet or even better the timeframes stipulated for each service and thanks you in advance for your understanding and support within this framework.

WHO WE ARE

The George Municipality, strives to provide municipal services at a reasonable cost to each of our clients. Therefore, it is necessary to establish which levels of services are expected by our clients. These service levels will be applied consistently throughout the Municipal area.

VISION

A city for a sustainable future.

MISSION

To deliver affordable quality service; develop and grow George; keep George clean, safe and green; ensure good governance and human capital in George and to participate in George.

MOTTO

Live out values, work smart, act like owners, and be the brand.

OUR SERVICE STANDARDS

The municipality has adopted the following service standards listed below. However, for us to deliver on these commitments and in order for us to respond appropriately and timeously, we request that you provide us with accurate and detailed information. Please feel free to contact us if these standards are not met so that remedial action can be taken.

GENERAL QUERIES & COMPLAINTS

QUERIES	OUR STANDARD	CONTACT DETAILS
Written	Acknowledgement of receipt within two (2) working days.	gmun@george.gov.za
E-mail	Report-back within five (5) working days.	gmun@george.gov.za
Telephone	Answered within ten (10) working days, or feedback is provided if not settled, or within 5 working after capture by Collaborator System.	Switchboard: 044 801 9111
In Person	Answered within ten (10) working days, or feedback is provided if not settled.	
Municipal App	Reference number issued within 1 hour.	george.comunity.me/d/george
Fraud Hotline		0860 044 044 fraud@george.gov.za
GO GEORGE		0800 044 044

FINANCIAL SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Enquiries	Feedback is provided within five (5) working days.	044 801 9111 accounts@george.gov.za
	Adjustments made before next account is levied.	
Distribution of Accounts	Monthly before the last day of each month.	044 801 9111
Billing	Delivery of accurate accounts and to allocate payments within one (1) business day after receipt to the relevant account. Cashiers open to the public 8h00-15h30	044 801 9111
Supply Chain Management	The SCM system will be fair, equitable, transparent, competitive and cost-effective	044 801 9135/9009
Call Centre		044 801 9135/9009
Credit Control		044 801 9135/9009

ELECTRICAL SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Scheduled power outages due to upgrading or maintenance	Limited to 12 hours	044 801 9222/9202/9258
Fault reporting		Whatsapp Number: 067 350 3295 (Monday - Friday 07h45 – 16h30)

ELECTRICAL SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Repair of unforeseen power outages, e.g. due to electrical faults or malfunctioning equipment, etc.	There is a need to classify each interruption or customer in an emergency priority list (EPL) which dictates the order in which supply after each unplanned interruption is restored. After unplanned interruptions, the supply should be restored as follows: 30% within 1.5h, 60% within 3.5h, 90% within 7.5h 98% within 24h, 100% within a week	044 801 9202 044 801 6300 (after hours)
Applications for electrical connections, upgrading, changes and new developments	1. Within ten (10) working days if existing infrastructure. 2. Within 1 month where no network extensions are required and; 3. New networks, or industrial and commercial customers, the period for providing a quotation shall be negotiated between the customer and the licensee.	044 801 9222/9202/9258
Street and other lighting	95% within ten (10) days of complaint: • Existing street lighting in Eskom supplied areas preferably reported directly to Eskom. • Application for new streetlights handed in at municipality. • New streetlights can be installed according to a schedule, subject to the available funds and Eskom's approval.	044 801 9222/9202/9258 044 801 6300 (after hours)

WATER & SANITATION SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Repair network	Response within 1 hour or sooner. Repairs 4/ 6 hours, subject to location and size of the pipe.	044 801 9266/62 044 801 9354
Installation of new household water connection	10 working days on receipt of payment as per Standard Operating Procedure conditions twenty (20) days.	044 801 9266/62 044 801 9354
Water leakages, valve leakages	One (1) day	044 801 9266/62 044 801 9354
Faulty Water Meters	Fifteen (15) days	044 801 9266/62 044 801 9354
Water pipe burst	One (1) day	044 801 9266/62 044 801 9354
Water quality	One (1) day	044 801 9266/62 044 801 9354
Sewer blockages	Two (2) days	044 801 9266/62
Broken sewer pipes	Mainline seven (7) days	044 801 9266/62
Installation of new household sewer connections	Ten (10) working days on receipt of payment as per Standard Operating Procedure conditions.	044 801 9266/62
Draining of conservancy tanks	Scheduled programme, on receipt of a request. Within three (3) days.	044 801 9266/62
After hours blockages	Mainline one (1) day	044 801 9266/62

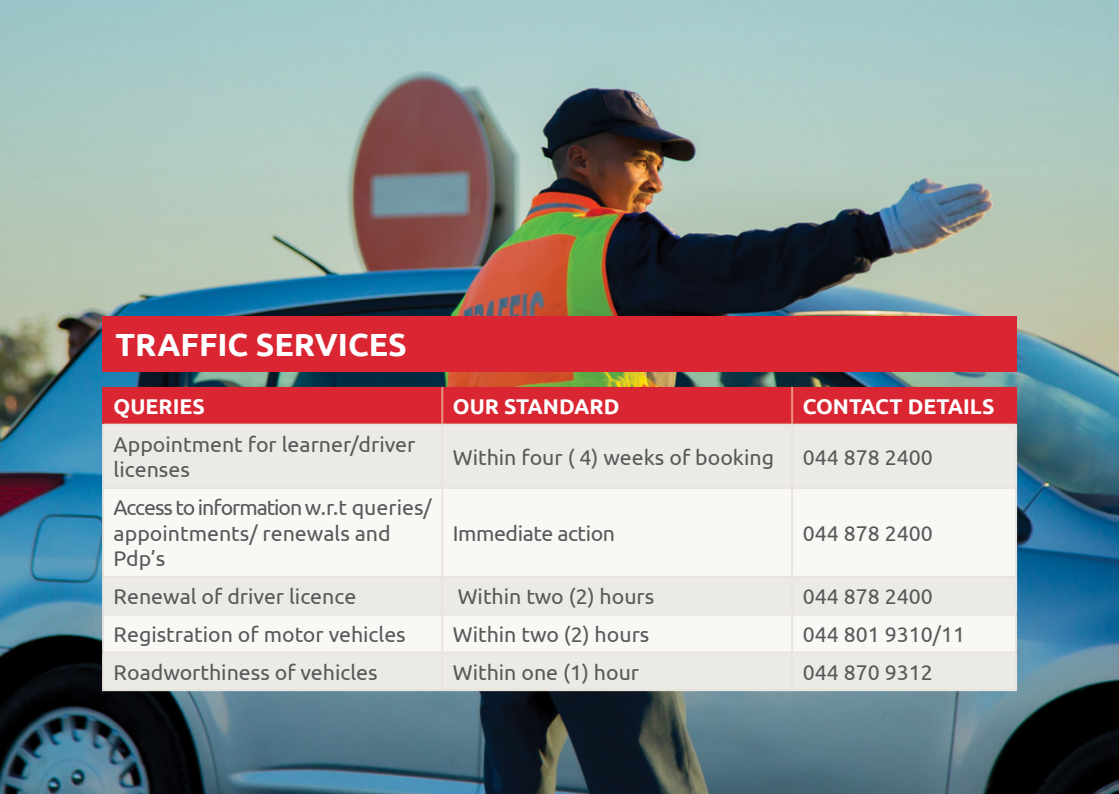


ROADS & STORMWATER SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Repair of potholes	Five (5) working days	044 801 9266/62 044 801 9354
Respond to gravel roads surface complaints	Ten (10) working days	044 801 9266/62 044 801 9354
Respond to complaints of flooding	1 hour	044 801 9266/62 044 801 9354
Opening of stormwater blockages after complaint lodged	5 hours	044 801 9266/62 044 801 9354
Respond to complaints about side walks	Two (2) working days	044 801 9266/62 044 801 9354
Construction of vehicle access after payment	Fourteen (14) days	044 801 9266/62 044 801 9354

DISASTER SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Law Enforcement Complaints	Response within 24 hours.	044 801 6350/89
Natural disaster response	Joint Operation Centre (JOC) established within one (1) hour	044 801 6316
Emergency Calls	Dispatching times after receiving the logged call: • 3 minutes after call has been logged. • Response time to affected site; 7 – 10 minutes, depending on the locality of the incident.	044 801 6300
Fire and Rescue Services	Activate within 8 minutes of receiving a call in urban areas; 18 minutes in the rural areas	044 801 6311
Land Invasion	Respond to all illegal land invasions on Municipal land within 24 hours	044 801 6310



TRAFFIC SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Appointment for learner/driver licenses	Within four (4) weeks of booking	044 878 2400
Access to information w.r.t queries/ appointments/ renewals and Pdp's	Immediate action	044 878 2400
Renewal of driver licence	Within two (2) hours	044 878 2400
Registration of motor vehicles	Within two (2) hours	044 801 9310/11
Roadworthiness of vehicles	Within one (1) hour	044 870 9312

PLANNING & DEVELOPMENT

QUERIES	OUR STANDARD	CONTACT DETAILS
Land Use	6-12 months	044 801 9477
Property Transfer Certificates	14 -28 days	044 801 9171
Zoning Certificates	2 -3 days	044 801 9477
Building Plan Approvals	30 days for application up to 500sqm ² ; 60 days for application larger than 500sqm ²	044 801 9509 044 801 9502
Building Control Inspections	By appointment	044 801 9194/9166/9098
George Tourism		044 801 9295 visitgeorge.co.za
George Investment office		044 801 9146

HUMAN SETTLEMENTS

QUERIES	OUR STANDARD	CONTACT DETAILS
Housing		044 801 9113 / 9078

COMMUNITY SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Thusong Services	Access to government services. Thusong outreaches are held once a year in the outer towns of the municipal area.	Waboomskraal 044 886 0040 Thembaletu 044 801 9421/9448
Sports Development	Availability of Sport Facilities (5 days) Maintenance requests of sport facilities (7 days)	044 801 9488
Parks and Recreation	Overgrown Municipal erven (14 days) Trees on the Sidewalk (21 days) Maintenance Municipal Parks (21 days) Removal of Alien vegetation (45 days)	044 802 2900
Waste Management	Guided by Waste Legislation	044 802 2900
Pollution Control	Guided by Legislation	044 802 2900
Cleansing, Refuse Removal and Street Cleaning	Residential - 1 collection per week Commercial - three (3) times per week Street Cleaning Daily	044 802 2900
Removal of refuse dumped illegally	As per request	044 802 2900

COMMUNITY SERVICES

QUERIES	OUR STANDARD	CONTACT DETAILS
Pollution Control	Overgrown private erven, Application for Business / Entertainment Licences, Noise and Air Pollution	044 801 2900
Central Campsite/ Caravan Park Bookings	Five (5) days for Herold's Bay and Gwaing Campsite	044 801 2900
Muslim Burials, Response rate to Muslim Communities for Burials	Leader (Imam) of Muslim community to contact the municipality during office hours or 044 801 6300 (A/h 24/7) for burial arrangements.	044 802 2900
Libraries		044 801 9292



CUSTOMER RELATIONSHIP MANAGEMENT: AREA OFFICES

Blanco	044 803 9275
Conville	044 801 9379
Pacaltsdorp	044 803 9286
Protea Park	044 801 9111 Ext 2796
New Dawn Park	044 801 9111 Ext 2797
Rosedale	044 803 9295
Rosemoore	044 801 9397
Touwsrante/Wilderness/Kleinkrantz	044 803 9280
Thembaletu	044 801 9448/9421





KLIËNTEDIENSHANDVES: GEORGE MUNISIPALITEIT

BOODSKAP VAN DIE MUNISIPALE BESTUURDER

Die George Munisipaliteit Kliëntedienshandves is die munisipaliteit se verbintenis aan sy kliënte dat hy dienste volgens 'n spesifieke standaard en binne 'n meetbare tydraamwerk sal lewer. Dit verteenwoordig ook 'n wedersydse begrip dat u, die ontvanger van hierdie dienste, enige probleem, fout, ontwrigting of skade van dienste of infrastruktuur korrek kan rapporteer via die korrekte kanale soos in hierdie handves voorsien. Hou asseblief hierdie handves waar u maklik daarna kan verwys, gebruik die nommers en adresse wat in hierdie dokument verskaf word, en wees bedag op die verskafde tydraamwerke vir elke tipe diens. Die munisipaliteit sal altyd daarna streef om die tydraamwerke wat vir elke diens gestipuleer word na te kom of selfs beter te maak, en bedank u by voorbaat vir u begrip en ondersteuning binne hierdie raamwerk.

WIE IS ONS

Die George-Munisipaliteit streef daarna om munisipale dienste teen 'n redelike koste aan elkeen van ons kliënte te verskaf. Daarom is dit van kardinale belang om vas te stel watter vlakke van dienste deur ons kliënte verwag word. Hierdie diensvlakke sal konsekwent regdeur die Munisipale gebied toegepas word.

VISIE

'n Stad met 'n volhoubare toekoms.

ONS MISSIE

Lewer bekostigbare kwaliteit diens; ontwikkel en groei George; hou George skoon; veilig en groen; verseker goeie bestuur en menslike kapitaal binne George en deelname binne George.

LEUSE

Leef waardes uit, fokus op burgers, werk slim, tree op soos eienaars en verteenwoordig die handelsmerk.

ONS DIENSSTANDAARDE

Die munisipaliteit het die volgende diensstandaarde wat hieronder gelys word aanvaar. Vir ons om hierdie verpligtinge na te kom en sodat ons toepaslik en betyds kan reageer, versoek ons dat u ons van akkurate en gedetailleerde inligting voorsien. Voel asseblief vry om ons te kontak indien hierdie standaarde nie nagekom word nie, sodat regstellende stappe geneem kan word.

ALGEMENE NAVRAE & KLAGTES

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Geskrewe	Erkenning van ontvangs binne twee (2) werksdae.	gmun@george.gov.za
E-pos	Rapporteer terug binne vyf (5) werksdae.	gmun@george.gov.za
Telefoon	Beantwoord binne tien(10) werksdae, of terugvoer word verskaf indien dit nie afgehandel is nie, of binne 5 werksdae na vaslegging deur Samewerkingstelsel.	Switchboard: 044 801 9111
In Persoon	Beantwoord binne tien (10) werksdae, of terugvoer word verskaf indien nie afgehandel nie.	
Munisipale Toep	Verwysingsnommer uitgereik binne 1 uur.	george.comunity.me/d/george
Bedrog Blitslyn		0860 044 044 fraud@george.gov.za
GO GEORGE		0800 044 044

FINANSIËLE DIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Navrae	Terugvoer word binne vyf (5) werksdae verskaf.	044 801 9111 accounts@george.gov.za
	Aanpassings word gemaak voor die volgende rekening gehef word.	
Uitreiking van Rekeninge	Maandeliks voor die laaste dag van die maand.	044 801 9111
Rekeninge	Uitreiking van akkurate rekeninge en om betalings binne een (1) werksdag na ontvangs na die betrokke rekening toe te wys. Kassiere oop vir die publiek tussen 08h00-15h30	044 801 9111
Voorsieningsketting Bestuur	Die VKM -stelsel sal regverdig, billik, deursigtig, mededingend en koste-effektief wees	044 801 9135/9009
Kontak Sentrum		044 801 9135/9009
Krediet Kontrole		044 801 9135/9009

ELEKTRIESE DIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Geskeduleerde kragonderbrekings as gevolg van opgradering of instandhouding	Beperk tot 12 ure	044 801 9222/9202/9258
Fout Aann melding		Whatsapp Nommer: 067 350 3295 (Maandag - Vrydag 07h45 – 16h30)

ELEKTRIESE DIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Herstel van onvoorsiene kragonderbrekings, bv. weens elektriese foute of wanfunksionele toerusting, ens.	Daar is 'n behoefte om elke onderbreking of kliënt te klassifiseer in 'n noodprioriteitlys (NPL) wat die volgorde bepaal waarin toevoer na elke onbeplande onderbreking herstel word. Na onbeplande onderbrekings moet die toevoer soos volg herstel word: 30% binne 1.5 uur, 60% binne 3.5 uur, 90% binne 7.5 uur, 98% binne 24 uur, 100% binne 'n week.	044 801 9202 044 801 6300 (na-ure)
Aansoeke vir elektriese verbindings, opgradering, veranderinge en nuwe ontwikkelings.	1. Binne tien (10) werksdae indien bestaande infrastruktuur. 2. Binne 1 maand, en waar geen netwerkuitbreidings benodig word nie. 3. Nuwe netwerke, of industriële en kommersiële kliënte. Die tydperk vir die verskaffing van 'n kwotasie sal tussen die kliënt en die lisensiehouer onderhandel word.	044 801 9222/9202/9258
Straat en ander beligting.	95% binne tien (10) werksdae van klagte indien: • Bestaande straatbeligting in Eskom verskafde gebiede rapporteer verkieslik direk aan Eskom. • Aansoek om nuwe straatligte word by die munisipaliteit ingehandig. • Nuwe straatligte kan volgens 'n skedule geïnstalleer word, onderhewig aan die beskikbare fondse en Eskom se goedkeuring.	044 801 9222/9202/9258 044 801 6300 (na-ure)

WATER & SANITASIEDIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Herstel Netwerk	Reageer binne 1 uur of vroeër. Herstelwerk 4/6 uur, onderhewig aan ligging en grootte van die pyp.	044 801 9266/62 044 801 9354
Installering van nuwe huishoudelike wateraansluitings	10 werksdae met ontvangs van betaling volgens Standaard Bedryfsprosedure voorwaardes twintig (20) dae.	044 801 9266/62 044 801 9354
Waterlekkasies, kleplekkasies	Een (1) dag	044 801 9266/62 044 801 9354
Foutiewe Watermeters	Vyftien (15) dae	044 801 9266/62 044 801 9354
Gebarste Waterpyp	Een (1) dag	044 801 9266/62 044 801 9354
Waterkwaliteit	Een (1) dag	044 801 9266/62 044 801 9354
Rioolverstopings	Twee (2) dae	044 801 9266/62
Gebreekte rioolpype	Hooflyn sewe (7) dae	044 801 9266/62
Installering van nuwe huishoudelike rioolverbindinge	Tien (10) werksdae na ontvangs van betaling volgens Standaard Bedryfsprosedure voorwaardes.	044 801 9266/62
Dreineer van bewaartenke	Geskeduleerde program, met ontvangs van 'n versoek. Binne drie (3) dae.	044 801 9266/62
Na-ure blokkasies	Hooflyn een (1) dag	044 801 9266/62



PAAIE & STORMWATERDIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Herstel van slaggate	Vyf (5) werksdae	044 801 9266/62 044 801 9354
Reaksie op grondpad-oppervlak klagtes	Tien (10) werksdae	044 801 9266/62 044 801 9354
Reageer op klagtes van oorstromings	1 uur	044 801 9266/62 044 801 9354
Oopmaak van stormwater na klagte ingedien	5 ure	044 801 9266/62 044 801 9354
Reageer op klagtes oor sypaadjies	Twee (2) werksdae	044 801 9266/62 044 801 9354
Konstruksie van voertuigtoegang na betaling	Veertien (14) dae	044 801 9266/62 044 801 9354

RAMPDIENSTE

NAVRAE	ONS STANDAARDE	KONTAK BESONDERHEDE
Wetstoepassingsklagtes	Reageer binne 24 uur	044 801 6350/89
Natuurrampreaksie	Daarstelling van 'n Gesamentlike Operasionele Rampbestuur Sentrum binne een uur	044 801 6316
Noodoproepe	Versending tye na ontvangs van die aangetekende oproep: • 3 minute nadat oproep aangeteken is • Reaksietyd op geaffekteerde area; 7-10 minute, afhangend van die ligging van die voorval	044 801 6300
Brand- en Reddingsdienste	Aktiveer binne 8 minute nadat oproep in stedelike gebiede ontvang is; 18 minute in die landelike gebiede	044 801 6311
Onwettige Grondbesetting	Reageer binne 24 uur op alle onwettige grondbesettings op Munisipale grond	044 801 6310



VERKEERSDIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Afspraak vir leerling-/bestuurslisensies	Binne vier (4) weke na bespreking	044 878 2400
Toegang tot inligting met navrae/afsprake/hernuwings en PBP's	Onmiddellike optrede	044 878 2400
Hernuwing van bestuurslisensie	Binne twee (2) ure	044 878 2400
Registrasie van motorvoertuie	Binne twee (2) ure	044 801 9310/11
Padwaardigheid van voertuie	Binne een(1) uur	044 870 9312

BEPLANNING & ONTWIKKELING

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Grondgebruik	6-12 maande	044 801 9477
Eiendoms-oordrag Sertifikate	14 -28 dae	044 801 9171
Sonering Sertifikate	2 -3 dae	044 801 9477
Bouplangoedkeuring	30 dae vir 500m ² aansoek , 60 dae vir aansoek groter as 500m ²	044 801 9509 044 801 9502
Boubeheer-inspeksie	Per afspraak	044 801 9194/9166/9098
George Toerisme		044 801 9295 visitgeorge.co.za
George Beleggingskantoor		044 801 9146

MENSLIKE NEDERSETTINGS

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Behuising		044 801 9113 / 9078

GEMEENSKAPSDIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Thusong Dienste	Toegang tot staatsdienste. Thusong uitreikaksies word een keer per jaar in die buitedorpe van die munisipale gebied gehou	Waboomskraal 044 886 0040 Thembaletu 044 801 9421/9448
Sportontwikkeling	Beskikbaarheid van sportfasiliteite (5 dae) Onderhoudsversoeke van sportfasiliteite (7 dae)	044 801 9488
Parke en-ontspanning	Oorgroeide Munisipale erwe (14 dae). Bome op die Sypaadjie (21 dae). Onderhoud van Munisipale Parke (21 dae). Verwydering van uitheemse plantegroei (45 dae)	044 802 2900
Afvalbestuur	Gelei deur wetgewing	044 802 2900
Besoedelingsbeheer	Gelei deur wetgewing	044 802 2900
Skoonmaak, vullisverwydering en straatskoonmaak	Residensieel - 1 versameling per week Kommersieel - drie (3) keer per week Straatskoonmaak - Daagliks	044 802 2900
Verwydering van onwettig gestorte vullis.	Per versoek	044 802 2900

GEMEENSKAPSDIENSTE

NAVRAE	ONS STANDAARD	KONTAK BESONDERHEDE
Besoedelingsbeheer	Toegegroeiëde privaat erwe. Aansoek om Besigheids-/Vermaaklisensies. Geraas en Lugbesoedeling.	044 801 2900
Sentrale Kampplek / Woonwapark Besprekings	Vyf (5) dae vir Heroldsbaai en Gwaing-kampterrein.	044 801 2900
Moslem-begrafnisse, Reaksie op Moslem-gemeenskappe vir begrafnisse	Leier (Imam) van Moslem-gemeenskap die munisipaliteit gedurende kantoorure te kontak of na-ure 044 801 6300 (24/7) vir begrafnisreëlings.	044 802 2900
Biblioteke		044 801 9292

A white bus is stopped at a bus stop. A woman is sitting on the ground in the foreground, and a 'GO GEORGE' sign is visible on the right. A red banner with white text is overlaid on the image.

KLIËNTEVERHOUDINGBESTUUR: AREAKANTORE

Blanco	044 803 9275
Conville	044 801 9379
Pacaltsdorp	044 803 9286
Protea Park	044 801 9111 Ext 2796
New Dawn Park	044 801 9111 Ext 2797
Rosedale	044 803 9295
Rosemoore	044 801 9397
Touwsrante/Wilderness/Kleinkrantz	044 803 9280
Thembaletu	044 801 9448/9421



MUNISIPALITEIT GEORGE MUNICIPALITY
UMASIPALA WASE
05:00 - 20:00



UMQULU WEENKONZO WABAXUMI:
UMASIPALA WASE-GEORGE

UMYALEZO OVELA KUMPHATHI-MASIPALA

UMqulu weeNkonzo wabaXumi woMasipala waseGeorge uqulathe ukuzibophelela kukamasipala kubaxumi bawo, ukuba uya kunikezela ngeenkonzo ngokwemigangatho ethile kwaye kwixesha eliqingqiweyo. Ukwabonakalisa ukuqondana, macala omababini okokuba wena, ngengomamkeli wezi nkonzo, uya kuxela ngokuchanekileyo nayiphi na ingxaki, impazamo, uphazamiseko okanye umonakalo weenkonzo okanye iziseko ezingundoqo ngokusebenzisa imijelo echanekileyo njengoko kuchaziweyo kulomqulu, ngoko nangoko wakuba uqaphele, oku ukwenzela ukuqinisekisa ukuqhubekeka konikezelo lweenkonzo kuwo wonke ummandla kamasipala. Nceda ugcine lomqulu apho ungakwazi lula ukuwufumana, sebenzisa iinombolo kunye needilesi ezinikezwe kulomqulu, kwaye uhlale usazi ngamaxesha amiselweyo akhoyo ohlobo ngalunye lwenkonzo. Umasipala uyakusoloko ejolise ekufikeleleni okanye enze ngcono ngamaxesha amisiweyo ngenkonzo nganye, kwaye siyakubulela kwangethuba ngokuqonda kwakho kunye nenkxaso yakho phakathi kwesi sikhokelo.

SINGOBANI NA THINA

UMasipala wase George, uzama ukunikezela inkonzo zomasipala ezikwixabiso elifanelekileyo kumxumi ngamnye. Ngoko ke, kubalulekile ukuqwalasela ukuba loluphi uhlobo lwenkonzo ekufuneka lulindelekile kubaxumi bethu. Lamabakala enkozi azakumiselwa ngokungagungqiyo kummandla wonke woMasipala.

UMBONO WETHU

Isixeko sekamva elizinzileyo.

INQOBO YETHU

Kukunikezela ngenkonzo esemgangathweni efikelelekayo; ukuphuhlisa nokukhulisa i-George; ukugcina i-George icocokile, ikhuselekile kwaye iluhlaza; ukuqinisekisa ulawulo olululo kunye nophuhliso loluntu e-George kunye nokuthatha inxaxheba e-George.

UMNGQELE

Ukuphila okulixabiso kuthi, ukugxininisa kubemi, sisebenza ngobulumko, ukuziphatha njengabanini, kwaye yiba luphawu.

IMIGANGATHO YENKONZO YETHU

Umasipala wamkele le migangatho yenkonzo ilandelayo edweliswe ngezantsi. Nangona kunjalo, ukuze sifezekise ezi zibophelelo kunye nokuze siphendule ngokufanelekileyo kwangexesha, siyakucela ukuba usinike iinkcukacha ezichanekileyo nolwazi olufanelekileyo. Nceda uzive ukhululekile ukuqhagamshelana nathi ukuba le migangatho ayifikelelwanga ukuze kuthathwe amanyathelo afanelekileyo okulungisa.

IMIBUZO JIKELELE & IZIKHALAZO

IMIBUZO	UMGANGATHO WETHU	UQHAGAMSHELWANO
Ebhaliweyo	Ukuvuma imbalelwano ukufumana kwisithuba sentsuku ezimbini zomsebenzi	gmun@george.gov.za
E-Mail	Impendulo iyakuthunyelwa kwisithuba sentsuku ezintlanu zomsebenzi	gmun@george.gov.za
Umnxeba	Impendulo iyakuthunyelwa kwisithuba sentsuku ezilishumi (10) okanye ufumane impendulo nokuba akubangakho sisombululo sanelisayo kwintsuku ezi 5 okanye ifakwe kwiNkqubo ka Collaborator.	Iziko lowamkelo lweminxeba: 044 801 9111
Xa uze ngokwakho	Uyakuphendulwa kwisithuba sentsuku ezilishumi (10) okanye ufumane impendulo ukuba akubanga sisombululo sanelisayo	
I-App kaMasipal	Inombo yesalathisi iyakukhutshwa kwisithuba esingange Yure.	george.comunity.me/d/george
Umxeba Wokuchaza urhwaphilizo		0860 044 044 fraud@george.gov.za
GO GEORGE		0800 044 044

IINKONZO ZEZEMALI

IMIBUZO	UMGANGATHO WETHU	UQHAGAMSHELWANO
Imibuzo	Impendulo iyakunikezelwa kangangentsuku ezintlanu (5) zomsebenzi	044 801 9111 accounts@george.gov.za
	Uhlenga-hlengiso luyakwenziwa phambi kokuba i-akhawunti elandayo itsalwe.	
Unikezelo Lwe akhawunti	Rhoqo ngenyanga phambi komhla wokugqibela wenyanga.	044 801 9111
Intlawulo	Unikezelo lwee-akhawunti ezichanekileyo kunye nok-wabiwa kweentlawulo ngosuku olunye lomsebenzi emva kokufunyanwa kwe-akhawunti efanelekileyo. Abahlawulisi bavulelekile eluntwini ngentsimbi ye 8h00-15h30	044 801 9111
Ulawulo lonikezeko lwenkonzo	Inkqubo yeSCM ayizokuba namkhethe, iyakulingana, ibe selubala, ibe nokhuphiswano kwaye ifikeleleke	044 801 9135/9009
Iziko lomnxeba		044 801 9135/9009
Ulawulo Lwamatyala		044 801 9135/9009

IINKONZO ZOMBANE

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Ucimo mbane olucwangcisiweyo lophuculo okanye ulondolozo	Umlinganiselo weeyure ezili-12 nangaphantsi	044 801 9222/9202/9258
Ukuxelwa kwengxaki		INombolo ka-Whatsapp: 067 350 3295 (NgoMvulo - NgoLwesihlanu 07h45 – 16h30)

IINKONZO ZOMBANE

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Ulungiso lophazamiseko lombane olungalindelekanga umz. ngenxa yengxaki zombane, izixhobo ezingasebenziyo, njl,njl.	Kukho imfuneko yokucalula uphazamiseko ngalunye okanye umthengi kuluhlu oluphambili olungxamisekileyo oluchaza indlela unikezelo olubuyiselwa ngayo emva kokuphazamiseka okungacwangciswa ngakunye. Emva kophazamiseko olungacwangciswa, ukubuyiselwa konikezelo lombane kufuneka kwenzeke ngolu hlobo lulandelayo: Kubuyiselwe umyinge wama 30% kwisithuba esingangeyure nesiqingatha-1.5h, Kubuyiselwe umyinge wama 60% kwisithuba esingangeyure ezintathu nesiqingatha -3.5h, Kubuyiselwe umyinge wama 90% kwisithuba esingangeyure ezisixhenxe nesiqingatha-7.5h, Kubuyiselwe umyinge wama 98% kwisithuba engangeyure ezingama-24hrs, Kubuyiselwe umyinge we 100% kwisithuba seveki.	044 801 9202 044 801 6300 (emveni kweyure zomsebenzi)
Izicelo zoqhagamshelo lombane, uphukulo, utshintsho kunye nophuhliso olutsha	1. Kwisithuba seentsuku ezilishumi (10) zokusebenza ukuba iziseko ezingundoqo sele zikho 2. Kwinyanga enye (1) apho kungekho mfuneko yolwandiso lwezothungelwano kwaye; 3. Uthungelwano olutsha okanye abathengi bemizi-mveliso nabezorhwebo. Ixesha lokubonelela ngesiniki-maxabiso, kuya kuthethathethwana phakathi komthengi kunye nomntu onikwe iphepha-mvume.	044 801 9222/9202/9258
Izibane zasezitalatweni kunye nezinye izikhanyisi	95% phakathi kweentsuku ezilishumi (10) zezikhalazo: • Izibane zasezitalatweni ezikhoyo kwiindawo ezibonelelwa ngu-Eskom, kukhethwa ukuba izikhalazo zixelwe ngqo kwaEskom • Isicelo sezibane ezitsha esiziswe kumasipala • Izibane ezitsha zasezitalatweni zinokufakelwa ngokoludwe lwenkqubo, ngokuxhomekeke kwimali ekhoyo kunye nokuphunyezwa nguEskom	044 801 9222/9202/9258 044 801 6300 (emveni kweyure zomsebenzi)

IINKONZO ZAMANZI NOGUTYULO

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Ulungiso lothungelwano	Impendulo kwisithuba seyure okanye kwakamsinya. Ulungiso lweyure ezi 4/6, ngokuxhomekeke kwindawo kunye nobukhulu bombobho	044 801 9266/62 044 801 9354
Ufakelo loqhagamshelo olutsha lwamanzi ethaya	Intsukuzu ezili 10 zomsebenzi emveni kwentlawulo ngokwe mimiselo ye-SOP (standard operating procedures / standaard bedryfsprosedures) intsuku	044 801 9266/62 044 801 9354
Ukuvuza kwamazi, ukuvuza kwe-valve	Usuku okunye (1)	044 801 9266/62 044 801 9354
Iimitha zamantsi ezinengxaki	Iintsuku eziei 15	044 801 9266/62 044 801 9354
Ukugqabhuka kwemibhobho yamanzi	Usuku olunye (1)	044 801 9266/62 044 801 9354
Umgangatho wamanzi	Usuku olunye (1)	044 801 9266/62 044 801 9354
Imijelo yogutyulo evalekileyo	Iintsuku ezimbini (2)	044 801 9266/62
Iimibhobho yogutyulo egqabhukileyo	Umbhobho ongundoqo iintsuku ezisixhenxe (7)	044 801 9266/62
Ufakelo kwemibhobho yogutyulo	Iintsuku zokusebenza ezili-10 zokufunyanwa kwentlawulo ngokwemiqathango ye-SOP (standard operating procedures / standaard bedryfsprosedures)	044 801 9266/62
emitsha yasekhaya Ukomiswa kwamatanki olondolozo	Inqubo emiselweyo, emveni kokufunyanwa kwesicelo. Kwiintsuku ezintathu (3)	044 801 9266/62
Uvaleleko lwasemveni kweyure	Umbhobho ongundoqo kusuku olunye (1)	044 801 9266/62



INKONZO YEZENDELELA NEMISELE YAMANZI

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Ulungiso lwemingxuma ezindleleni	lintsuku ezintlanu (5)	044 801 9266/62 044 801 9354
Ukusabela kwizikhalazo ngompezulu wendlela zegrabile	lintsuku ezilishumi (10)	044 801 9266/62 044 801 9354
Ukusabela kwizikhalazo zezikhukhula	Iyure enye (1)	044 801 9266/62 044 801 9354
Ukuvulwa kwemisele evalekileyo emveni kokufakwa kwesikhalazo	Iiyure ezintlanu (5)	044 801 9266/62 044 801 9354
Ukuhoywa kwezikhalazo malunga nee pevumente	lintsuku ezimbini (2)	044 801 9266/62 044 801 9354
Ukwakhiwa kwendawo yokungena imoto emveni kwentlawulo	lintsuku ezilishumi elinesine (14)	044 801 9266/62 044 801 9354

IINKONZO ZENTLEKELE

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Izikhhalazo zonyanzeliso mthetho	Impendulo kwisithuba seyure ezingama 24.	044 801 6350/89
Ukujongana nentlekele yendlalo	Iziko Lenkqubo Ezidityanisiweyo limiselwa kwisithuba seyure	044 801 6316
Iminxeba kaxakeka	Amaxesha okuthumela emveni kokufumana isikhhalazo somnxeba: • Kwimizuzu emithathu emveni kokufakwa komnxeba. • Ixesha lokuphendula kwindawo yexhwayelo; 7 – 10 leminizuzu, kuxhomekeke kwindawo yesehlo	044 801 6300
Inkonzo yezomlilo nohlangulo	Sakusabela kwimizuzu eyi 8 emveni kokufumana umnxeba kwindawo ezisedolophini, imizuzu eyi 18 emaphandleni	044 801 6311
Uhlaselo lomhlaba	Ukusabela kuhlaselo ngokungekho mthethweni kumhlaba kaMasipala kwiyure ezingama 24	044 801 6310



INKOZO YEZENDELELA

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANO
Amaxesha abekiweyo elayisenisi zokuqhuba/nezabafundayo	Kwiveki ezine (4) ubhalisile	044 878 2400
Ukufikelela kulwazi malunga nemibuzo/ amaxesha abekiweyo/ukuvuselela kunye ne PDP	Amanyathelo kwangoko	044 878 2400
Ukuvuselelwa kwelayisenisi	Kwiinyure ezimbini (2)	044 878 2400
Ukubhaliswa kwesithuthi	Kwiinyure ezimbini (2)	044 801 9310/11
Ukubasendleleni kwesithuthi	Kwiinyure enye (1)	044 870 9312

UCWANGCISO NOPHUHLISO

IMIBUZO	UMGANGATHO WETHU	UQHAGAMSHELWANO
Ukusetyenziswa komhlaba	linyanga ezi 6-12	044 801 9477
Izatifikethi zonikezelo lomhlaba	lintsuku ezi 14-28	044 801 9171
Izatifikethi zocando	lintsuku ezi 2-3	044 801 9477
Ukuphunyezwa kwezicwangciso zokwakha	lintsuku eziyi 30 zezicelo ezifikelela ku 500sqm2; iintsuku eziyi 60 kwizicelo ezingaphezu ko 500sqm2	044 801 9509 044 801 9502
Uhlolo lolawulo lokwakha	Ngokumisela idinga	044 801 9194/9166/9098
Ezokhenketho eGeorge		044 801 9295 visitgeorge.co.za
I-Ofisi yezotyalo yase George		044 801 9146

HUMAN SETTLEMENTS

IMIBUZO	UMGANGATHO WETHU	UQHAGAMSHELWANO
Ezezindlu		044 801 9113 / 9078

IINKONZO ZOLUNTU

IMIBUZO	UMGANGATHO WETHU	UQHAGAMSHELWANO
Iziko lweenkonzo i-Thusong	Ukufikelela kwinkonzo zikarhulumente. Iinkqubo zokufiketela eluntwini ze Thusong zibanjwa kanye ngonyaka kwidolophu ezithe qelele kwingingqi kamasipala	Waboomskraal 044 886 0040 Thembaletu 044 801 9421/9448
Uphuhliso lwezemidlalo	Ukufumaneka kwamabala Ezemidlalo (iintsuku ezi 5) Izicelo zokulungiswa kwamabala (iintsuku ezi 7)	044 801 9488
Iipaki nendawo zolonwabo	Ukhula oluninzi kwiziza zoMasipala (iintsuku ezili 14) Imithi kwi pavumente (iintsuku ezingama 21) uLungiso lweePaki zoMasipala (iintsuku ezingama 21) Ukususwa kokhula olungaqhelekanga (iintsuku ezingama 45)	044 802 2900
Ulawulo lwenkunkuma	Ngokukhokelwa ngumthetho	044 802 2900
Ulawulo longcoliseko	Ngokukhokelwa ngumthetho	044 802 2900
Ukucoca, ukuthuthwa kwenkunkuma kunye Nokucocwa kwezitalato	Ekuhlaleni - Icholwa kanye ngeveki, kumashishini kathathu ngeveki, Izitalato zicocwa intsuku zonke	044 802 2900
Ukuthuthwa kwenkunkuma elahlwe ngokungekho semthethweni	Ngokwesicelo	044 802 2900

IINKONZO ZOLUNTU

IMIBUZO	IMIGANGATHO YETHU	UQHAGAMSHELWANIO
Ulawlo longcoliseko	Ukhula oluninzi kwindawo zabucala, Isicelo sezoShishino/Ilayisenisi Yolonwabo, Ukwenza ingxolo kunye Nongcoliseko Lomoya	044 801 2900
Ubhaliso kwindawo yokukhampisa esembindini/kharavan paki	Iintsuku ezintlanu (5) e Herolds Bay nase Gwaing	044 801 2900
Imingcwabo yama Silamsi, Ixabiso lemingcwabo yoluntu lwama Silamsi	Inkokheli (Ima) yoluntu lwamaSilamsi iqhagamshelana noMasipala ngexesha lomsebenzi okanye ku 044 801 6300 (emveni kwexesha lomsebenzi) ngamalungiselelo omngcwabo	044 802 2900
Amathala eencwadi		044 801 9292



ULAWULO LOBUDLELWANE BABATHENGI: II-OFISI ZENGINGQI

Blanco	044 803 9275
Conville	044 801 9379
Pacaltsdorp	044 803 9286
Protea Park	044 801 9111 Ext 2796
New Dawn Park	044 801 9111 Ext 2797
Rosedale	044 803 9295
Rosemoore	044 801 9397
Touwsranten/Wilderness/Kleinkrantz	044 803 9280
Thembaletu	044 801 9448/9421



SWITCHBOARD:

044 801 9111 (7.45am-4.30pm)

GENERAL PUBLIC QUERIES (not emergency related):

gmun@george.gov.za

WEBSITE:

www.george.gov.za

