

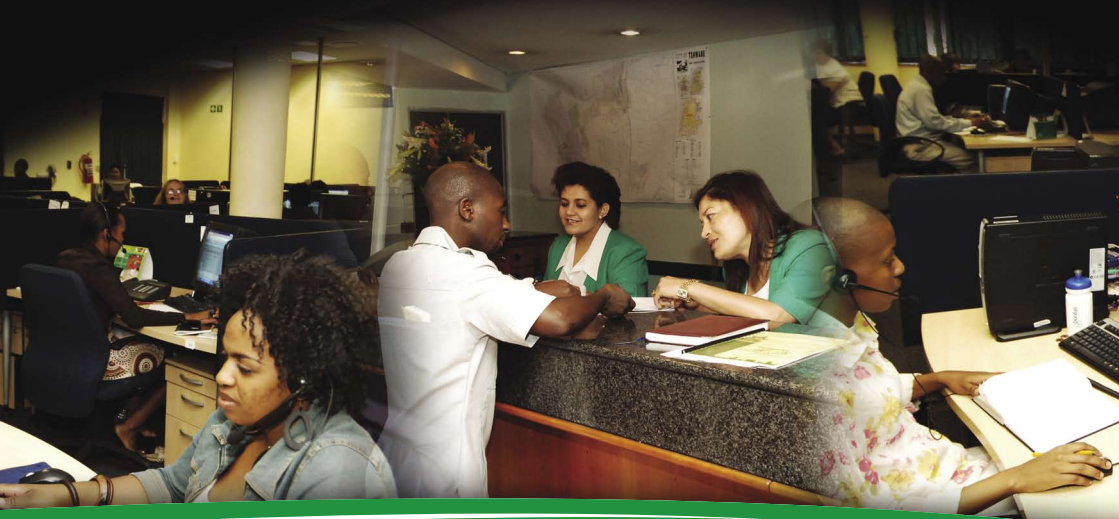


CITY OF TSHWANE

"we are the same"

CUSTOMER
RELATIONS
MANAGEMENT'S

Quick Reference guide FOR CUSTOMERS





CUSTOMER
RELATIONS
MANAGEMENT'S

Quick *Reference guide* FOR CUSTOMERS

First Edition 2009/10

The Customer Relations Management Division designed this booklet so customers can easily find useful information on municipal services, including contact details.

City of Tshwane



VISION

To establish Tshwane as the leading African capital city of excellence that empowers the community to prosper in a safe and healthy environment.

MISSION

To enhance the quality of life of all the people of Tshwane through a developmental system of local government and by rendering efficient, effective and affordable services.

Customer Relations Management



VISION

To serve our customers by ensuring excellent service delivery at all times.

MISSION

To provide a reliable, responsive, competent, accessible, courteous, multi-optional and affordable quality customer service by treating our customers with empathy.

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IMPORTANT TELEPHONE NUMBERS

Important Telephone Numbers

City of Tshwane Call Centre:	012 358 9999
24-hour emergencies (fire, ambulance):	012 358 6300/6400
24-hour emergencies (Metropolitan Police, traffic accidents):	012 358 7095/6
Power failures:	012 339 9111
Tshwane Metropolitan Police Customer Service Centre: 24 hours, all emergencies:	012 664 4445/2058

Tshwane Contact (Call) Centre

012 358 9999 (07:30 to 16:00)

Follow the voice prompt on the system for the option you need.

24 hours

Fire and Ambulance Services:	Option 1, Option 1 – 24 hours
Metro Police:	Option 1, Option 2 – 24 hours
Power failures:	Option 3, Option 1 and Option 1
Faulty street lights:	Option 3, Option 1, Option 2 and Option 3 or select “electricity power failures”
Roads and Stormwater:	Option 3, Option 1
All services except electricity:	012 358 2111 • 012 427 2111
Office hours (07:30 to 16:00)	
Customer Relations Management:	Option 4 and Option 2 Option 2, Option 1
Vehicle and drivers licences:	Option 4, Option 1
Electricity disconnections:	Option 2, Option 3 (office hours extended to 22:00), also 012 339 9111
24 hours Electricity, street lights:	Option 3, Option 1, Option 2 and Option 3
Main switchboard (07:30 to 16:00):	012 358 7911

CRM SERVICE DELIVERY CHARTER

Service Delivery Charter

The Service Delivery Charter of the Customer Relations Management Division is displayed at all customer care centres. Customers can hold us accountable for the promises made in the charter.

The service we provide

The Customer Relations Management Division handles all enquiries and complaints regarding the City of Tshwane by –

- managing the call centres;
- operating regional customer care walk-in centres;
- running the Call Centre Communication and Internal Liaison Operations Subsection;
- implementing Batho Pele (people first) programmes in the City of Tshwane; and
- conducting surveys to determine customers' perceptions and needs.

Our service standards

- Customer Relations Management Division is the first point of contact for all City of Tshwane customers.
- Customers are treated with courtesy, respect and dignity.
- 85% of all queries and complaints are resolved on first contact.
- 90% of all complaints are closed within one hour.
- All staff are required to adhere to the Batho Pele principles.
- Customer Relations Management Division undertakes to revise its service standards regularly and to publish performance outcomes in the local media and brochures at all walk-in centres.

How we will deal with complaints and enquiries

When customers visit, write to, fax or email us, we will –

- adhere to the Division's complaints procedure;
- acknowledge customer correspondence within seven days of receiving it;
- provide the customer with a reference number;

- inform the customer when he or she can expect to receive a full response;
- provide the customer with telephone and email contact details; and
- take control and ownership of the customer's enquiry or complaint.

When you have a complaint:

- Inform us of the problem.
- We will try to put things right immediately.
- If you are dissatisfied with the response, you can contact any City of Tshwane customer care walk-in centre or the Call Centre on 012 358 9999, or email customercare@tshwane.gov.za.

Have the following information handy when you contact us:

- Your ID number
- Your account number

Your rights as a customer

Customers have the right to expect treatment that is in line with the Batho Pele principles, especially the following:

- Accessibility
- Courtesy
- Full information/openness and transparency
- Prompt and efficient service
- Redress and an apology for lapses in our service
- Consultation (being given additional services or information)

Your obligations as our customer

- Please respect the dignity of our officials. They are dedicated to providing service of excellence.
- Inform us if your personal details change.
- Make arrangements at our centres if you are unable to fulfil your financial obligations towards the City of Tshwane.
- Study your municipal accounts to make sure that all the details are correct.
- Pay for municipal services on time.
- Do not tamper with electricity boxes and water meters.

CUSTOMER RELATIONS MANAGEMENT DIVISION

Customer Relations Management is a division in the Corporate and Shared Services Department. It has grown in strength and stature and aims to improve the quality of customer services across Tshwane, and to ensure that municipal service delivery adheres to the Batho Pele principles.

Our walk-in and call centres are multi-optional access points where the Tshwane community can interact with the Municipality by means of a letter, fax, email or telephone, or a personal visit.

The Customer Relations Management Division strives to set standards and policies for the whole organisation so as to improve on customer centricity throughout the organisation.

Customer care centres

For any enquiries, complaints or information, please contact the Call Centre on 012 358 9999. Alternatively you can send a fax to 012 359 6111 or email customer-care@tshwane.gov.za, or visit any of the walk-in centres listed below.

Back-office support

It is important to note that Customer Relations Management relies on other departments' back offices to assist with queries. When queries cannot be resolved immediately, Customer Relations Management has to request the relevant departments to address these queries.

Management Division

Walk-in centres that form part of the Customer Relations Management Division

The City of Tshwane is divided into five regions. In each of these regions, several customer care walk-in centres are available for customers. These centres are listed per region below. More information on the regions is available on page 11.

North West Region

1. Akasia Customer Care Centre, 16 Dale Avenue, Karenpark
2. Beirut Customer Care Centre, Stand 1864, Beirut
3. Bodibeng Customer Care Centre, 1424 Block BB, Soshanguve
4. Mabopane Customer Care Centre, Stand 2033, Block A, Mabopane
5. Ga-Rankuwa Customer Care Centre, Stand 9111, Setlogelo Street, Zone 5
6. Mabopane Customer Care Centre, Stand 1653, Block X, Mabopane
7. Rosslyn Customer Care Centre, cnr C van Niekerk and Doreen Streets, Rosslyn
8. Soshanguve Customer Care Centre, Stand 2275, Block F West, cnr Commissioner and Tlhantlhagane Streets, Soshanguve
9. Soshanguve Customer Care Centre, Stand 920, Block X

Central West Region

1. Fortsig Customer Care Centre, Entrance 20, Van der Hoff Road Extension, Boekenhoutkloof
2. HB Phillips Customer Care Centre, Ground Floor, HB Phillips Building, cnr Bosman and Schoeman Streets
3. Atteridgeville Customer Care Centre, Office Block E, 1-12, Atteridgeville Municipal Office (Mini-Munitoria/Thusong Centre), Komane Street (between Mngadi and Radebe Streets)
4. BKS Customer Care Centre, Counters 1 and 7, BKS Building, 373 Pretorius Street, Pretoria
5. Munitoria Customer Care Centre, Ground Floor, G14, Munitoria, cnr Vermeulen and Prinsloo Streets, Pretoria

South Region

1. Centurion Customer Care Centre, cnr Clifton Avenue and Rabie Street, Lyttelton
2. Laudium Customer Care Centre, Laudium Community Centre, cnr Tangerine Street and 6th Avenue, Laudium
3. Olievenhoutbosch Customer Care Centre, Olievenhoutbosch Thusong Service Centre, Stand 1900, cnr Retlhabile and Legong Streets, Olievenhoutbosch, Extension 13

North East Region

1. Temba Customer Care Centre, Stand 4424, Unit 2, Temba/Kudube
2. Hammanskraal Customer Care Centre, Hammanskraal Thusong Service Centre, 532 Lovelane Street, Mandela Village

East Region

1. Mamelodi Customer Care Centre, Mamelodi Mini-Munitoria/Thusong Centre, 189 Makhubela Street, Stand 4079, Mamelodi West
2. Nellmapius Customer Care Centre, 200 Love Drive, Nellmapius
3. Eersterust Customer Care Centre, cnr PS Fourie Drive and Hans Coverdale Road West, Eersterust Recreation Centre
4. Stanza Bopape, Mini Munitoria, 189 Makhubela Street, Mamelodi West, Stand 40789

Background to the five regions of the City of Tshwane

(refer to the map on the middle pages of this booklet)

Tshwane covers 2 198 km² and its more than two million residents live in 76 wards. To coordinate service delivery effectively, five administrative regions were created and Regional Executive Directors have been appointed to oversee and monitor service delivery in each. The regions can be contacted at the numbers below.

Central West Region:	012 358 8150
East Region:	012 358 4791
North East Region:	012 358 1157
North West Region:	012 358 0595
South Region:	012 358 2294

The contact details of the most important offices in the City of Tshwane are included in the information that follows.

OFFICE OF THE EXECUTIVE MAYOR

The Office of the Executive Mayor represents the highest political office of municipal governance.

General enquiries: 012 358 4900
Postal address: PO Box 440, Pretoria, 0001

Speaker of the Council

General enquiries: 012 358 1017
Postal address: PO Box 440, Pretoria, 0001

Ward committees

The Ward Councillor acts as the chairperson of a ward committee. The officials of the Office of the Speaker direct issues raised at ward committee meetings to the relevant departments.

General enquiries: 012 358 1313

Chief Whip of Council

The Chief Whip liaises with all the political parties, other whips, councillors, residents and communities.

General enquiries: 012 358 8758
Postal address: PO Box 440, Pretoria, 0001

Special programmes

Special programmes focus on issues related to gender, children, the youth, the disabled, the elderly and HIV and Aids.

General enquiries: 012 358 4768/4797
Postal address: PO Box 440, Pretoria, 0001

Mayor

Office of the City Manager

Postal address: PO Box 6338, Pretoria, 0001
General enquiries: 012 358 0976

Integrated Communication, Marketing and Information Services

General enquiries: 012 358 4755

Council

The Council consists of 152 Councillors, of whom some are Ward Councillors and others Proportional Representative (PR) Councillors. The Members of the Mayoral Committee (MMCs) also form part of the Council.

In terms of the Municipal Structures Act, an executive mayor must appoint a mayoral committee from the elected councillors to assist him or her. An executive mayor may delegate specific responsibilities and powers to MMCs.

The Executive Mayor of Tshwane is supported by a team of ten MMCs, each with a different portfolio focusing on particular departments in the Municipality. Each MMC chairs a portfolio committee made up of a number of councillors. The Mayoral Committee considers reports of the portfolio committees and submits them to the Council for approval.

AGRICULTURE AND ENVIRONMENTAL MANAGEMENT

Environmental Management

General enquiries: 012 358 8883

Nature Conservation and Resorts

General enquiries: 012 341 1415

Nature reserves:

- Rietvlei Nature Reserve: 012 345 2274/
358 1810/11/12
- Groenkloof Nature Reserve,
Wonderboom Nature Reserve,
Klapperkop Heritage Site,
Magalies Mountain: 012 440 8316/341 0591
- Faerie Glen Nature Reserve,
Struben Dam, Moreleta Spruit: 012 358 1510
- Fountains Valley, Groenkloof: 012 440 7131/2121
- Rooihuiskraal: 012 661 4284
- Zwartkops: 012 667 7130

Resorts:

- Derdepoort: 012 800 1279/80
- Moretele Park: 012 805 1431
- Ga-Mothakga: 012 373 5922,
- Kwaggaspruit: 012 373 5922
- Rietvlei Angling: 012 345 3917

Environmental Management

- Wonderboom Nature Reserve: 012 543 0918
- Joos Becker Caravan Park: 012 335 2887

Parks and Horticultural Services

General enquiries: 012 358 8815/8936

- Landscaping: 012 358 8920/8846
- Nature reserves: 012 341 1415
- Resorts: 012 341 1415
- Swimming pools: 012 341 1415
- Trees: 012 343 0697
- Sidewalks: 012 358 8815
- Foreign plants: 012 667 5790/440 8316/341 1415
- Maintenance of sport fields: 012 358 8850
- Maintenance of parks: 012 358 8815/8892
- Cemetery roads: 012 358 8815/8892
- Funerals for the destitute: 012 358 8815
- Bees: 012 379 3123
- Nurseries: 012 379 3123
- Poison control: 012 379 3123
- Overgrown stands/illegal dumping/
littering/vacant stands: 012 358 0556
- Noise control: 012 358 7095/6, or SAPS: 10111

Problems with rodents (rats and mice), termites, bees and mosquitoes

General enquiries: 012 379 3123

Plant disputes

The Municipality is not responsible for solving plant disputes between neighbours. However, if a neighbour is growing Category 1 invaders and declared weeds, contact [012 379 3123](tel:0123793123).

Hiring out of plants

The Municipality hires out plants of the Booyens Nursery for functions and weddings and to schools etc at a cost per plant.

General enquiries: [012 379 3123](tel:0123793123)

Cemetery services

General enquiries: [012 358 8936/8815](tel:01235889368815)

Burial space and crematorium services are provided by the Municipality. For a list of cemeteries, please check the Tshwane website.

Waste Management

This section collects, transports, treats and disposes of waste in an environment-friendly and economical way.

- After hours and weekends: [012 358 0530](tel:0123580530)
- Landfill sites/recycling: [012 358 0541](tel:0123580541)
- Fleet enquiries/complaints: [012 358 0577/9](tel:01235805779)
- Bins not lifted/emptied: [012 358 9461/0592](tel:01235894610592)
- Bulk not lifted: [012 358 0530](tel:0123580530)
- Domestic bin applications, enquiries and complaints:
 - East: [012 358 0526](tel:0123580526)
 - Moot: [012 358 6462](tel:0123586462)
 - North and West: [012 358 0554](tel:0123580554)
 - Soshanguve, Lotus Gardens, Atteridgeville, Mamelodi: [012 358 0515](tel:0123580515)

- South/Centurion: 012 358 1317
- Bulk container enquiries: 012 358 0528/0586/0539;
fax to email: 086 626 7522/7520/9344

Webpage: www.tshwane.gov.za/wastemanagement.cfm

Tshwane Market

- Physical address:** 450 President Burgers Street,
Pretoria West
- Postal address:** PO Box 266, Pretoria, 0001
- General enquiries:** 012 358 2398
- 24-hour number:** 082 820 1394
- Website:** www.tshwane.co.za/tshwanemarket/

Small packages of fresh produce can be bought at Evergreens
Housewives' Market on the market premises. Tel: 012 326 3097

CITY PLANNING, DEVELOPMENT AND REGIONAL SERVICES

Building Control

This division manages all building work and controls illegal building.

• Regional offices	Enquiries:	Fax
• Pretoria	012 358 7994/8048	012 358 4921/8071
• Centurion	012 358 3412/3	012 358 3599
• Akasia	012 358 9098	012 358 9131
• Soshanguve	012 358 9336	012 358 9250

Development Control

This division deals with illegal businesses and illegal advertising.

• Pretoria:	012 358 8032/8067
• Akasia:	012 358 9048
• Soshanguve:	012 358 9255
• Centurion building control:	012 671 7493
• Centurion building enquiries:	012 671 7505

Illegal buildings

• Centurion:	012 671 7858
• Pretoria:	012 358 8032/8067
• Akasia:	012 358 9048
• Soshanguve:	012 358 9255

ment and Regional Services

Plan examiners

Site inspections are done before building plans are examined.

- Centurion: 012 671 7264/7265
- Pretoria: 012 358 8062/7939
- North Region: 012 358 9007
- Akasia: 012 358 9007
- Soshanguve: 012 358 9255

Building inspectors

- Pretoria: 012 358 8032/8067
- Akasia: 012 358 9048
- Centurion: 012 671 7858
- Soshanguve: 012 358 9255

Land-use Legislation and Applications

This section evaluates land-use applications and maintains the town-planning schemes.

General enquiries: 012 358 7642

Streetscape Management

Applications for outdoor advertising, such as billboards, business signs, events and commercial posters, are received by this section.

General enquiries: 012 358 8008

Geomatics

The section provides geographic spatial information on properties in Tshwane contained in the LIS (Land Information System) and GIS (Geographic Information System) data.

General enquiries: 012 358 7988/7987 (call centre)

Email enquiries: GeoInfoService@tshwane.gov.za

Spatial analysis of LIS information: 012 358 7850

- Cartographic and street maps of special projects: 012 358 7815
- Land surveys: 012 358 7870
- Engineering surveys: 012 358 7687
- Geomatic services: 012 358 7891
- Land information services: 012 358 7850

Tshwane Metropolitan Police

This unit functions as a support entity to the South African Police Service.

- Enquiries: 012 358 7139/7140
- 24-hour traffic fines information: 012 358 7154/7157/7088/7089
- Accident reports (enquiries): 012 358 7244/7114

Road Policing front offices

Payments of warrants of arrest (city centre)

Open to the public: Rondalia Building, 2nd Floor, 174 Visagie Street

General enquiries: 012 358 7151/7152/7156

Payments of warrants of arrest (Akasia)

Station Square, Daan de Wet Nel Drive

General enquiries: 012 358 9780/9782

Payments of warrants of arrest (Centurion)

100 Napier Road, Lyttelton

General enquiries: 012 664 7353

Accident Information Centre

Open to the public: Rondalia Building, 1st Floor, 174 Visagie Street

General enquiries: 012 358 7244

By-law Enforcement Centre (BEC)

To lodge a complaint about by-law offences (eg illegal street trading and illegal night club activities), use the following contact details:

General enquiries: 012 358 0070 (external)
62480/62481/62482/62483 (internal)

Toll-free number: 080 111 1556
(select Option 1 for fire, ambulance and Metro Police, and wait for a further voice prompt which will direct the caller to select Option 3 for the By-law Enforcement Centre)

Email: bec@tshwane.gov.za, or
bylawenforcementcenter@tshwane.gov.za

Postal address: PO Box 4133, Pretoria, 0001

Fire Brigade Services

General enquiries: 012 358 6200/2255,
or the City of Tshwane Call Centre on 012 358 9999 (office hours only)

Control Centre (emergency incidents only)

The Control Centre handles reports of fire emergencies.

Tel: 012 310 6300/6400,
or the City of Tshwane Call Centre on 012 358 9999,
following the voice prompt
to select Option 1.

Disaster Management

General enquiries: 012 358 9625/6463/2253;
fax: 012 358 2003
Report incidents or disasters
in your area: 012 358 2225/80/55 (office hours);
084 570 9695 (after hours)

Community Disaster Risk Management

Public and private sector emergency planning, coordination and
integration: 012 358 3390

Licensing

Licensing Call Centre: 012 358 7557
General enquiries: 012 358 7560/0125

Satellite offices

- Licensing, Saambou Building,
Andries Street, Pretoria, 012 358 7580
- Licensing, Centurion Office,
Nellmapius Drive, 012 665 2784
- Licensing, Waltloo Office,
312 Petroleum Street, 012 803 1073
- Licensing, Station Square,
cnr Daan de Wet Nel and
Willem Cruywagen Streets, Akasia, 012 358 6445

CORPORATE AND SHARED SERVICES

Vacancies in the Municipality

Physical address:	1st Floor, Bothongo Plaza West, Schoeman Street
For current employees only:	Employee Interaction Centre: 012 358 4444
External applicants:	Visit www.tshwane.gov.za and follow the Jobs Online link.

Tshwane Leadership and Management Academy

Physical address:	Tshwane Leadership and Management Academy/Premos, Administration Block, Rooms A209 and KA206, 11 Staatsartillerie Road
General enquiries:	Tel: 012 358 0064/5; fax: 086 1250 390; email: receptionpremos@tshwane.gov.za

Services

Legal Services

The Legal Services Division provides the City of Tshwane with professional corporate legal services.

- Physical address:** Saambou Building, Andries Street, Pretoria
- 3rd Floor: Court Rooms
 - 5th Floor: Labour Prosecutions and Labour Law:
012 358 7553
 - 11th Floor: Corporate Legal Compliance:
012 358 1098
 - 12th Floor: Support Services and Library:
012 358 7382
 - 13th Floor: Litigations:
012 358 7411
Claims Management:
012 358 7513
 - 14th Floor: Development Law, Alienation
and Acquisitions:
012 358 7383/4887
 - 15th Floor: Development Law, Alienation and Acquisitions:
012 358 7383/4887

Municipal Courts

Municipal Courts Prosecution ensures adherence to municipal laws and by-laws.

General enquiries: 012 358 3325

Wonderboom Court: Station Square,
Daan de Wet Nel Drive, Akasia

General enquiries: 012 358 9521

Court Administration: 012 358 9786

Rondalia Court: 174 Visagie Street, Pretoria

General enquiries: 012 358 7138/41

Court Administration: 012 358 7178

Centurion Court: 100 Napier Road, Lyttelton

Prosecutor: 012 358 3325

Court Administration: 012 358 7105

Atteridgeville Court: 1 Tlhathla Street

General enquiries: 012 358 3092

Mamelodi Court: Mini-Munitoria/Thusong Centre,
19762 Makhubela Street,
Mamelodi West

General enquiries: 012 358 9822

Ga-Rankuwa Court: Administration Building,
9111 Setlaletoa Street, Zone 5

General enquiries: 012 358 9694

Soshanguve Court: 292 Block H,
Commissioner Street,
Soshanguve

General enquiries: 012 730 1008

ECONOMIC DEVELOPMENT

Economic Development

The department's vision is to establish a globally competitive metropolitan area with a strong, growing and sophisticated economy.

General enquiries: 012 358 1355

Policy Research and Programme Management

Identifies the need for economic research and information.

General enquiries: 012 358 4410

Investment missions

Investment missions are arranged with the Department of Trade and Industry (DTI) and the Gauteng Department of Economic Development.

General enquiries: 012 358 1603/1585

Trade Promotion

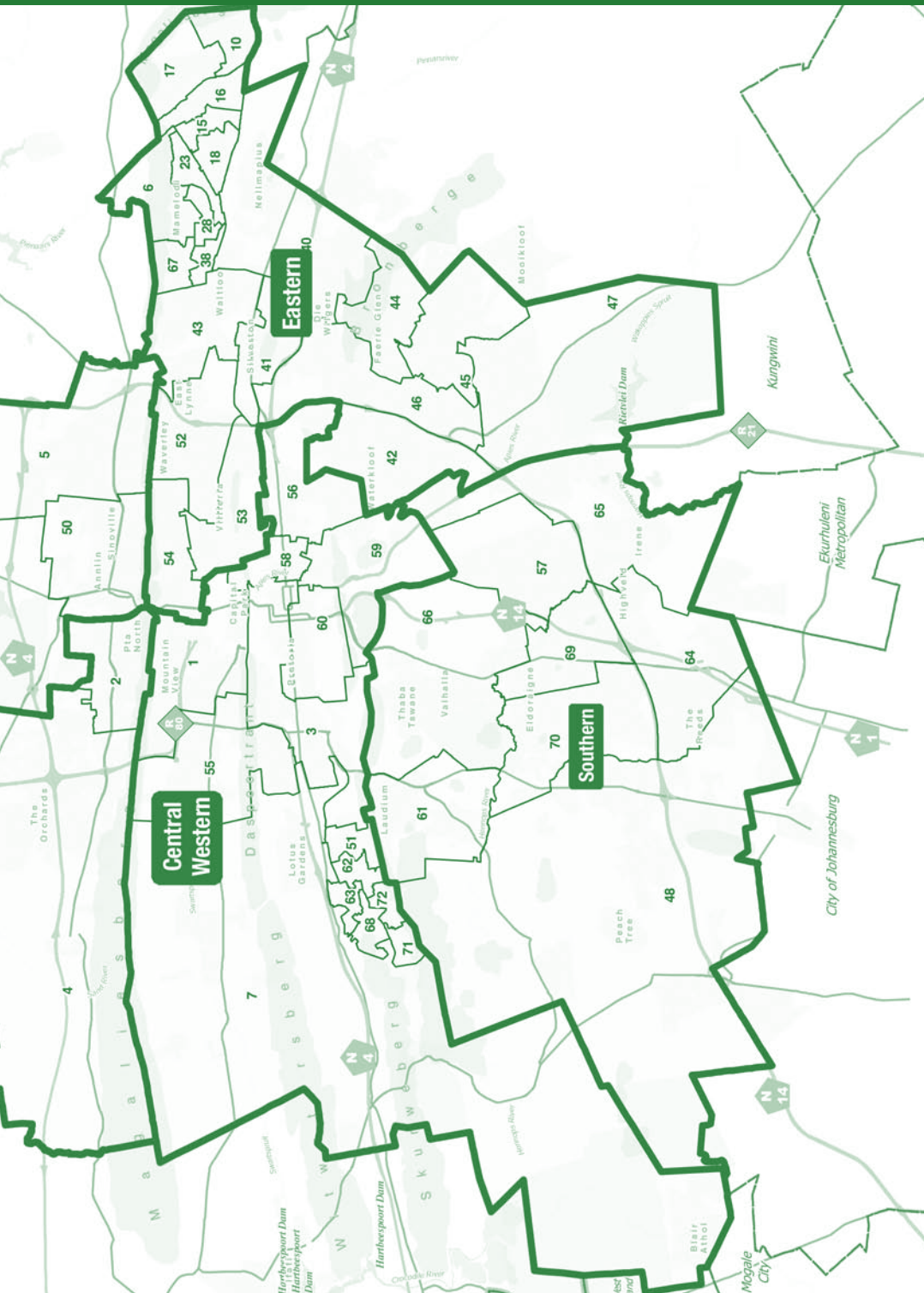
Promotes trade between Tshwane, other regions and other countries.

General enquiries: 012 358 4563

Enterprise Development

Provides support for aspiring and existing businesses to start and grow enterprises in Tshwane. The focus is on informal enterprises and SMMEs.

General enquiries: 012 358 1444/1047



Formal and Informal Business Regulation Compliance

Informal trade permits (lease contracts for trading sites and stalls)

Informal trade licences (to trade in perishables)

Event licences (to trade at events)

Formal trade licences (to trade in perishables, or run health or entertainment facilities at properly zoned buildings)

General enquiries: 012 358 1416/4490

Tourism Promotions and Linkages

General enquiries: 012 358 1430/1487/
1045/1496/1486

Website: www.tshwanetourism.co.za

FINANCIAL SERVICES

Financial Services

The Financial Services Department manages the corporate financial affairs of the Municipality. The core business of the department is reflected in the divisions below:

Treasury Management

General enquiries: 012 358 8467

Debtor Management

General enquiries: 012 358 8151

Budget Office

General enquiries: 012 358 8470

Supply Chain Management

General enquiries: 012 358 8121

Support Services

General enquiries: 012 358 8423

Physical address: BKS Building,
373 Pretorius Street, Pretoria

Paying your municipal account

Paying by debit order

It is possible to pay your municipal account with a debit order. Your bank account number, identity number and municipal account particulars are needed to activate this method of payment. You will need to specify the following:

- The maximum amount that you will allow to be deducted from your bank account to pay your municipal account
- The date of transfer of the amount from your bank account to the Municipality's bank account. It could be –
 - the 1st or the 15th of each month;
 - the end of each month; or
 - the due date on your municipal account statement.

The advantages of paying by debit order:

- Your payment to the Municipality is made electronically.
- Your municipal account is credited in advance – even before the funds are actually transferred from your bank account.
- Your account statement is still mailed to you and reflects whether or not the deductions were adequate.

Bank deposits

When paying an account by means of a bank deposit (over the counter or electronically), make sure that the municipal services account number is entered accurately. Follow the easy steps below to ensure that the payment made is allocated appropriately:

1. Standard Bank

Over-the-counter payments

Please request a City of Tshwane M65 deposit slip from any branch and fill in an amount, your customer account number (water and electricity = ten digits) and contact number and do the deposit at the bank teller. The teller will process and finalise the transaction.

Electronic payments (internet banking)

- **Create a beneficiary**

Choose beneficiary type "Company".
Type in "City of Tshwane"
and click on "Search".
Next screen:
Select "CITY OF TSHWANE
METROPOLITAN MUNICIPALITY".

Add your municipal account number (ten digits) as reference.

2. ABSA

Over-the-counter payments

Please fill in a deposit slip at any branch with the following information: Deposit to: City of Tshwane; amount; municipal account number (water and electricity = ten digits); and contact number. Then deposit the amount at the bank teller. The teller will process and finalise the transaction.

Electronic payments (internet banking)

- **Create a beneficiary:**

Choose beneficiary type "Municipalities",
and click "Search".
Click or select "Tshwane Municipal Account".
Enter municipal water and electricity account number (ten digits).
Enter the account holder's name: "Surname and Name".
Enter description for customer statement.

- **Payment:**

Select a beneficiary from the list.
Insert payment date.
Payment made by: Client name and surname.
Made to: City of Tshwane.
Fill in the amount.

3. FNB

Over-the-counter payments

Please fill in a deposit slip at any branch and add the following information: Deposit to: City of Tshwane; the amount; customer account number (water and electricity = ten digits); and the contact number. Then deposit the amount at the bank teller. The teller will process and finalise the transaction.

Electronic payments (internet banking)

1. Login to FNB Online Banking with your personal access details.
2. Click on the “Payments” tab.
3. Click on “Add Recipient” on the left of your page.
4. Click on “Public Recipient”.
5. Type in “City of Tshwane” and then click “go”.
6. Select “City of Tshwane Sap Collection” from the drop-down list and then “add”.
7. Scroll to the bottom of the page and click “Add Recipient”.
8. Confirm recipient by entering your one-time pin.
9. Return to your “Payments” page; the new recipient will show up with all other recipients.

4. Nedbank

Electronic payments (internet banking)

- **On the “Add New Beneficiary” menu:**

Select “Add a bank-approved beneficiary”.

Type in “C” for the first letter of the beneficiary name.

On the drop-down list choose: “City of Tshwane (Pretoria)”.

Another option, namely

“City of Tshwane (Centurion)”
is also visible.
Please do not select it.

Paying at an approved external pay point

You can pay at any post office or any store that has an Easy Pay counter, such as Pick ‘n Pay or Shoprite/Checkers. Hand your municipal account to the cashier so that he or she can enter your municipal account number correctly. If this number is not entered correctly, your municipal account will not be credited with the payment; the credit will be allocated to a suspense account and recorded as an unknown payment. If this happens, you will have to submit an original receipt as proof of payment to enable the suspense account administration to allocate the payment to your account.

Pay at a municipal office

You can pay your account at cashier points at municipal offices. If you have received a letter of demand or summons regarding your account, you will have to pay at a municipal office. If you are in arrears you are not allowed to pay at venues other than municipal offices. Notify the Municipality’s debt collectors of your payment on the same day, and they will not take further steps to collect the outstanding debt.

Account enquiries

Call Centre:

012 358 9999

Counter 7, 1st Floor, BKS Building, 373 Pretorius Street, Pretoria
Financial Services or Customer Relations Management offices

Enquiries about the disconnection of water and electricity supply

Tel: 012 358 8514

Counter 5, 1st Floor, BKS Building, 373 Pretorius Street, Pretoria
Financial Services or Customer Relations Management offices

To supply meter readings

Tel: 012 358 8515
Fax: 012 359 6888
Email: meterrecords@tshwane.gov.za
362 Pretorius Street, Pretoria

Temba and Hammanskraal: 012 717 0046
Ga-Rankuwa: 012 358 9330
Winterveld: 012 358 1524
Mabopane: 012 358 9681

Meter readings should be supplied at least five days before the final date for the payment of the account.

You can also send your meter readings to any of the 23 customer care centres across Tshwane listed on pages 9–10 in this booklet.

Account payments

You can pay your account at a cashier at the following municipal offices:

Pay point	Location
BKS Building	373 Pretorius Street
Mamelodi	19481 Makobela Street
Saambou	227 Andries Street
Atteridgeville	cnr Komane and Mngadi Streets
Eersterust	282 Hans Coverdale Road West
HB Phillips	cnr Bosman and Schoeman Streets
Akasia	16 Dale Avenue
Soshanguve F	cnr Tlhantlhagane and Commissioner Streets
Soshanguve X	Community Centre, Block X, Soshanguve
Rosslyn	cnr Doreen and Van Niekerk Streets
Centurion	cnr Basden and Clifton Streets, Centurion
Laudium	cnr Tangerine and Jewel Avenue, Laudium
Olievenhoutbosch	cnr Rethabile and Lebogang Streets

Crocodile River	20 Van der Hoff Road, Boekenhoutkloof
Hammanskraal	Community Centre, Hammanskraal
Winterveld	Plot 1657
Beirut	Plot 1862
Mabopane A	Plot 2033
Mabopane B	272 Block B, Mabopane
Mabopane X	1653 Block X, Mabopane
Ga-Rankuwa	9111 Setlogelo Street
Temba	4424 Unit 2, Temba
Bodibeng	Community Centre, Block BB, Soshanguve
Waste Management	1 Von Wielligh Street
C de Wet Nel	175 DF Malan Drive
Munitoria	cnr Vermeulen and Prinsloo Streets
Sinoville	cnr Marija and Pafuri Streets
Stanza Bopape	27401 Mamelodi Extension 5

In arrears

If you have received a letter of demand or summons regarding your account, you will have to pay at a municipal office, and not at one of the other venues available. After paying your account, notify the Municipality's debt collectors of your payment on the same day, and they will not take further steps to collect the outstanding debt.

Drive-through cashiers

Residents can pay their municipal accounts and renew their vehicle licences at the drive-through cashiers in Schoeman Street (Schoeman and Skinner Street fork, diagonally across from the Shell garage).

After-hour service

An after-hour service is available from 16:00 to 19:00 at the following pay points:

- BKS Building, 373 Pretorius Street
- Centurion, cnr Basden and Clifton Streets
- Akasia, 16 Dale Avenue

Open on particular Saturdays

The cashier services are also available on the Saturday after month end and the Saturday after the 15th of every month. Consult the media or the website for possible changes to the Saturday schedule.

Contact details for account enquiries

Customers can visit any of the 23 walk-in centres listed at the front of this booklet, or phone 012 358 9999, following the voice prompt and selecting Option 2.

Enquiries about the disconnection of water and electricity supply

Contact the Credit Control Centre of the Financial Services Department.

General enquiries: 012 358 8514

Counter 5, 1st Floor, BKS Building, 373 Pretorius Street, Pretoria
Municipal offices in Centurion, Akasia, Atteridgeville, Fortsig, Mamelodi, Laudium and Soshanguve.

Tender or quote for any services or goods for the City of Tshwane

Visit www.tshwane.gov.za/business.vendor for registration forms or collect it at 1875 DF Malan Drive, C de Wet Centre, C de Wet Building at the Vendor Registration Counter.

General enquiries: 012 358 0358/0452/0361

HEALTH AND SOCIAL DEVELOPMENT

Health and Social Development

Ambulance Services (Emergency Medical Services)

General enquiries: 012 358 2237

Health Services

The Health Services Division's function is to improve the health status of Tshwane's residents; ensure that primary health care and municipal health services are accessible to the residents; and respond successfully to the HIV and Aids pandemic.

The division currently provides primary health care services in the Pretoria, Akasia and Centurion areas. The Gauteng Provincial Government provides primary health care services in Soshanguve and Hammanskraal, and the North West Provincial Government in Ga-Rankuwa, Mabopane, Winterveld (Odi District), Temba and Stinkwater (Moretele District).

General enquiries: 012 358 4656

Municipal Health Services

Environmental health services address all the physical, chemical and biological factors external to a person. They are targeted at preventing disease and creating health-supportive environments through –

- monitoring water quality and food safety, waste management, environmental pollution control and health surveillance of premises;
- preventing communicable diseases and doing vector control; and
- ensuring chemical safety and proper disposal of the dead.

General enquiries: 012 358 4656

Environmental Health Services can be contacted at the following numbers:

- Sammy Marks: 012 358 4656
- Pretoria North: 012 546 6151
- Klerksoord: 012 358 9462
- Centurion: 012 358 3218

Email: ehonestop@tshwane.gov.za

After hours: 012 358 2111

Environmental Health One-stop Service: 012 358 4656

Specialised Aids Management Unit

General enquiries: Tel: 012 358 8743/4782/8745;
fax: 012 358 8754

Central enquiry help desk:

Tel: 012 358 8742/4782
Fax: 012 358 8754

Integrated Community Development

This division focuses on early childhood development, the youth, women, people with disabilities, older people and indigent households.

General enquiries: 012 385 8685
Fax: 086 691 0327/012 358 8683

Indigent Policy Management (for the poorest of the poor)

General enquiries: 012 358 4828
Fax: 012 358 4740

HOUSING AND SUSTAINABLE HUMAN SETTLEMENT DEVELOPMENT

Institutional Housing Section

Facilitates the development of sustainable institutional housing units.

General enquiries: 012 358 4401/2;
fax: 012 358 4050

Housing Resource Management Section

Monitors land invasion and manages informal settlements through community liaison.

General enquiries: 012 358 4381/4237;
fax: 012 358 4495

- Atteridgeville: 012 358 5018/5005/1620; fax: 012 358 5082
- Centurion: 012 358 3893; fax: 012 358 3802
- Ga-Rankuwa: 012 358 9697; fax: 012 358 0760
- Mamelodi: 012 358 5552/5509/5547; fax: 012 358 5581
- Soshanguve: 012 358 9275
- Temba/Hammanskraal: 012 358 5545

Rental Administration

Provides rental accommodation.

Gauteng Rental Tribunal (replaced the old Rent Board)

General enquiries: 011 630 5035/6/7
Website: www.housing.gpg.za
Local rental tribunal information office: 012 358 4023/1359

Human Settlement Development

Rentals

Converts hostels into family units, allocates completed units to residents, and maintains current hostels.

General enquiries: 012 358 4099/1653

Hostels (community residential units)

- Mamelodi: 012 358 5529/5530/5612
- Kingsley: 012 358 5507/5502
- Saulsville: 012 375 9341
- Soshanguve: 012 358 6483/9685
- Belle Ombre: 012 328 3134

Housing Demand Database, Subsidy Administration, Housing Transfers and Title Deed Issuing

Ensures that title deeds are issued to homeowners.

- Pretoria Central
General enquiries: 012 358 4315
- Mamelodi
General enquiries: 012 358 9816
- Atteridgeville
General enquiries: 012 358 8497
- Centurion
General enquiries: 012 358 3888

- Soshanguve
General enquiries: 012 358 9270
- Ga-Rankuwa
General enquiries: 012 358 9862
- Hammanskraal
General enquiries: 012 358 5546
- Temba
General enquiries: 012 358 5546
- Mabopane (Unit X)
General enquiries: 012 358 9737
- Mabopane (Boekenhout)
General enquiries: 012 358 9737
- Winterveld
General enquiries: 012 358 9737
- Waiting List Registration
(for subsidised housing)
General enquiries: 012 358 1166/4284

Housing Provision

Identifies land for low-income housing and township establishment.

General enquiries: 012 358 4344/4307

PUBLIC WORKS AND INFRASTRUCTURE DEVELOPMENT

The department consists of two divisions, namely Energy and Electricity, and Water and Sanitation.

Energy and Electricity Division

The Electricity Help Desk is the first contact point for all electricity-related enquiries and complaints.

Tel: 012 358 9999
(select Option 3 as directed
by the voice prompt)

Toll free: 080 111 1556

Capital Park Call Centre

- Information on electricity contact points
- **Power failures** (alternatively sms “power” followed by your account number or 11-digit prepaid meter number to 082 612 0333)
- **Faulty street lights** (streetlights@tshwane.gov.za; or 012 358 2540/1)
- Cable/electrical equipment theft (012 358 4131/4072)
- Faulty electricity meters (012 358 6607/3474)
- Damaged/vandalised electrical equipment (012 358 4072)
- Theft of electrical equipment (012 358 4072)
- Illegal connections or tampering with meters (012 358 3474)
- Tips on how to be energy efficient
- Illegal connections (012 358 3239/4011)

Please supply the following information when calling: area (suburb); street name; street/house number; stand (erf) number; account number; telephone number.

Water and Sanitation Division

Water and Sanitation supplies potable water to the residents of Tshwane. It also ensures that waste water and sewage are collected and disposed through appropriate waste water treatment processes.

Call 012 358 2111 to report any of the following:

- No water supply, water pipe burst, leaking water meters
- Faulty water meters, flooded drains, blocked street sewers

Please supply the following information when calling: area (suburb); street name; street/house number; and stand (erf) number.

Telephone numbers

- Bulk Water Services: 012 358 8060
- Water Distribution: 012 358 7834
- Waste Water Collection: 012 358 8030
- Waste Water Treatment: 012 358 0664/0704/0713
- Water Consumer Management: 012 358 8023
- Water Services Development and Regulation: 012 358 8022/8023
- Infrastructure Provision: 012 358 8074
- Water Services Resources: 012 358 0650

Maintenance of reservoirs

and pump stations: 012 358 8033/7684

Water connections and reconnections

012 358 8500/1/2/3 012 358 8598/8514

Water leakages/burst pipes

Report Centre: 012 358 2111
012 358 5808/5805

Temporary water for buildings 012 358 8093/9037

Sewerage connections and fault reporting

After-hours sewerage complaints: 080 000 4135

- Ga-Rankuwa: 012 703 7780/012 701 9700

- Mabopane: 012 703 7271
- Winterveld: 012 704 0550/087 940 9149
- Hammanskraal/Temba/
Soshanguve: 012 521 8331

After hours: 012 358 2111

- Centurion: 012 664 0834/7479
- Pretoria: 012 358 5865
- Atteridgeville: 012 358 5837
- Akasia/Soshanguve: 012 358 9248
- Mamelodi: 012 358 5899

Water Audit and Credit Control

- Water audit inspections: 012 358 9062
- Unauthorised water connections: 012 358 9062
- Leaking restrictors: 012 358 4638
- Stolen water meters: 012 358 9062;
fax: 012 358 8005
- Moving/replacing/raising/installing water meters
General enquiries: 012 358 5836/7682
- Applications and enquiries on new water meter connections
General enquiries: 012 358 8093/9037/9200
- Water meter restrictions (cut-off call centre)
General enquiries: 012 358 8514
- Incorrect water meter readings
General enquiries: 012 358 8515/4958/4977
- Application for the testing of water meters
General enquiries: 012 358 4978
- Reporting of and claiming for internal water leakages for households:
fax: 012 359 6184
- Water pollution and spillages: 012 358 9078/9061
- Reporting theft of water meters: 012 358 2111/9062
- Stopping leaks: 012 358 2111
- Non-payments: 012 345 8514

The following organisations also supply water to some Tshwane residents:

Sandspruit Works Association (Odi)

General customer service: 012 701 9700/1/2
0800 00 4135 (toll free)

Waste water treatment plants

- Babelegi: 012 542 4615
- Baviaanspoort: 012 808 5512/ 5111
- Daspoort: 012 358 0704/ 0678
- Klipgat: 012 707 9195
- Rietgat: 012 713 0073 /0025
- Rooiwal: 082 320 1701
- Sandspruit: 012 542 4615
- Sunderland Ridge: 012 666 9179
- Temba: 012 717 5118
- Zeekoegat: 082 320 1706

Magalies Water

- Temba: 012 717 2268/5404/2890/2896
- Hammanskraal: 012 711 3233
- Stinkwater: 012 715 5057
- Eersterust: 083 343 2468, 012 358 8221/4979

Reporting of water problems

- Pieter Delpont Reporting Centre: 012 358 2111
- Soshanguve Depot: 012 358 9213
- Proes Street Depot: 012 327 0147
- Fax after hours: 0800 00 4135

Reporting of theft/pollution

Report the incident either telephonically or by fax during normal office hours.

General enquiries: 012 358 9062/2111
Fax: 012 358 8005
After-hours reporting: 012 358 2111

Information required when reporting an incident

Physical address where incident took place (street name and number); customer's account number; SAPS case number; customer's contact details

New water and sanitation connections

- Pretoria Central
General enquiries: 012 358 7983/7984/9172
- Akasia
General enquiries: 012 358 9057/9067
- Centurion
General enquiries: 012 358 7976/0518

Pay points

Sandspruit Works Association (Odi)

- Customer Care/Head Office: 012 701 9700/1/2
Mangope Highway,
Opposite Morula Sun Casino
- Winterveld Service Centre: 087 940 9149
Winterveld Training Centre, Bushveld
Road (opposite municipal offices)
- Ga-Rankuwa Service Centre: 012 703 5844/700 0767
Ga-Rankuwa Shopping Complex,
Shop 56
- Morula Complex Service Centre: 012 702 9514/ 0768
Mangope Highway, Morula Complex
- Revenue Office, Block X,
Mabopane: 012 701 0649
- Central House
(next to Central City): 012 702 0664
- Mabopane Central House: 012 702 0664
- Klipgat: 012 707 9112

Magalies Water

- Temba: 012 717 2896/7885/2268
- Hammanskraal: 012 711 3233

- Boffin and Fundi Office: 012 711 3233
- Stinkwater Cash Office: 012 715 5057
- Eersterust Cash Office: 012 715 4002

Capital Park Help Desk (24-hour service)

080 111 1556 (queries by phone only)

Roads and Transport

Email: pothole@tshwane.gov.za

Roads and stormwater design and construction

General enquiries: 012 358 8010;
 fax: 012 358 4923

Roads and stormwater design and construction

General enquiries: 012 358 7865;
 fax: 012 358 4923

Infrastructure information, Pretoria CBD

General enquiries: 012 358 3441;
 fax: 012 358 3833

Infrastructure information, Centurion

General enquiries: 012 358 3472

Roads planning, integrated stormwater planning, regional land use
 (requirements for township establishment)

General enquiries: 012 358 7751;
 fax: 012 348 3361

Building plans, Pretoria CBD

General enquiries: 012 358 7741

Building plans, Centurion

General enquiries: 012 358 3740;
 fax: 012 358 3361

Infrastructure asset management (traffic and road signs, stormwater)

General enquiries: 012 358 9247/7756;
fax: 012 358 7745

Traffic Engineering and Operations

(traffic signals and information, transportation systems, land use and traffic impact studies)

General enquiries: 012 358 3067/7709;
fax: 012 358 7731

Tshwane Bus Services

This unit provides a sustainable integrated transport system that promotes public transport.

Postal address: PO Box 890, Pretoria, 0001
General enquiries: 012 358 0839/40/41;
email: busenquires@tshwane.gov.za
Complaints office: 012 358 0214/0443/0231;
email: buscomplaints@tshwane.gov.za
Special hire services: 012 358 0229

Infrastructure Maintenance Management

General complaints and maintenance management
Belle Ombre Roads Depot, Bosman Street Extension, Pretoria CBD

General enquiries: 012 358 0614/0604

Problems regarding stormwater drainage, pothole repairs

General enquiries: 012 358 0614

Soshanguve Roads and Stormwater Depot reception

General enquiries: 012 358 9211

Mabopane Roads and Stormwater Depot reception

General enquiries: 012 702 8291

Rosslyn Roads and Stormwater Depot reception

General enquiries: 012 358 9558

Temba Roads and Stormwater Depot reception

General enquiries: 012 358 1591

Bon Accord Quarry reception

General enquiries: 012 358 1593

Lavender Road Extension, Onderstepoort

General enquiries: 012 358 9190

Atteridgeville Roads and Stormwater Depot reception

General enquiries: 012 358 0604

Mamelodi Roads and Stormwater Depot reception

General enquiries: 012 358 7775

Centurion Roads and Stormwater Depot reception

General enquiries: 012 358 3739

Bus Rapid Transit (BRT) Specialised Unit

General enquiries: 012 358 7950;

fax: 012 358 7731

Wonderboom Airport

General enquiries: 012 567 601/13;

fax: 012 567 6013

SPORT, RECREATION, ARTS AND CULTURE

Sport, Recreation, Arts and Culture

The department provides sport, recreation, arts and culture facilities and services. It manages museums and heritage sites, libraries and culture and sport facilities.

For lists of these facilities, please visit www.tshwane.gov.za.

Postal address: PO Box 6338/9, Pretoria, 0001
General enquires: 012 358 8865

Events and programmes

General enquiries: 012 358 4686

The Executive Director: Customer Relations Management wishes to acknowledge with gratitude the contributions made by officials of all departments of the City of Tshwane. Every effort has been made to ensure that the information provided is correct, but the division cannot accept responsibility for any errors.

Should you need to update your information, please send an email to elmariam@tshwane.gov.za or tsholofelom@tshwane.gov.za

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012 358 9999
www.tshwane.gov.za