

BLUE CRANE ROUTE MUNICIPALITY



CUSTOMER CARE POLICY AND STANDARD SERVICE CHARTER

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1. PREAMBLE

The Blue Crane Route Municipality's Vision is: ***"A municipality that strives to provide a better life for all its citizens"***. In order to achieve this Vision, a Customer Care Policy has been developed in order to develop structures to ensure that in our dealing with customers we demonstrate these values. This policy is based upon the National Batho Pele programme which has been translated as "People First" and emphasizes the values of "Customer First".

2. OUR AIM

It is the Municipality's aim that whenever customers have contact with the Blue Crane Route Municipality, they will consistently experience standards of service excellence. Our Municipality is committed to ensuring that the human rights principles set out in our National Constitution, the eight Batho Pele (People First) principles that aim to transform public service delivery as well as "getting it right the first time" are experienced whenever customers access our municipal services.

In this way we want to display our commitment to the principle of Customer First and ensure that service excellence is an integral part of the planning and delivery of all Municipal services to its people.

At the end, the municipality wants to achieve the ultimate goal of Citizen Relationship Management (CRM) which is to foster closer, more effective and efficient working relationships with the citizens; to anticipate and meet citizens needs and develop detail working understanding of what citizens want, expect, and need from those who serve them. This is about citizen's daily experiences as they interact with the municipality.

3. WHAT ARE BCRM VALUES?

In order to achieve Customer Service Excellence, it is necessary that the front line staff have a common set of values that will guide their interaction with customers. As an organization, Blue Crane Route Municipality will remind our staff that there must be commitment to the following Values that will guide our interactions with customers:

1. Good Governance;
2. Accountability;
3. Public Participation;
4. People Development;
5. Team work;
6. Integrity;
7. Tolerance;
8. Honesty;
9. Responsibility; and
10. Trust

These Values will be the cornerstone of our customer focused approach.

Further to the values, we will ensure that the following principles are the core of the municipality:

- a) Respect
- b) Good Customer Care
- c) Service Excellence

- d) Professionalism
- e) Understanding

4. BATHO PELE PRINCIPLES

The name Batho Pele means “People First” and the eight principles set out in it are the foundation of our Government’s approach to guide all interaction between Government institutions and the public.

Consultation

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.

Service Standards

Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.

Access

All citizens should have equitable access to the services to which they are entitled.

Courtesy

Citizens should be treated with courtesy and consideration.

Information

Citizens should be given full, accurate information about the public services they are entitled to receive.

Openness and Transparency

Citizens should be told how the Clusters and Service Units of the Municipality are run, how much they cost, and who is in charge.

Redress

If the promised standard of service is not delivered citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.

Value for Money

Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

5. WHO ARE OUR CUSTOMERS?

In the past Blue Crane Route Municipality referred to the people we deal with as Ratepayers or Consumers. This created an unequal balance as they were seen either as taxpayers or as people who consumed the essential services that we, as a municipality, provided. Our aim is to change this mindset and remind ourselves at all times that we are dealing with Customers.

In other words our Customers are all the people we deal with during our work. They are people who live in, work in or visit our Municipality and who do business with us. In this sense we have both external and internal customers. The same standards must apply to our internal customers (colleagues) as to our external customers.

6. WHAT IS CUSTOMER CARE AND WHY IS IT IMPORTANT?

It is Blue Crane Route Municipality's aim that every time you contact us as a customer, you will be able to do so conveniently and that you will be treated courteously, promptly and fairly. We will aim to ensure that you will receive a clear response to any service request or enquiry within a stated period of time as defined in the Customer Service Charter and that what we do *will be right first time*.

Whilst Customer Service has been defined as a set of behaviours that a business undertakes in its interaction with its customers, Customer Care is the phrase that is used to describe the taking care of our customers in a positive manner. We see Good Customer Care as:

- Treating people with courtesy, dignity and respect.
- Treating people how they would like to be treated.
- Providing a good quality service in a friendly, efficient and helpful manner.
- Giving people the information they need and providing an explanation if the service is not available.
- Keeping the customer informed of progress in addressing their complaints/requests or enquiries.

7. THE IMPORTANCE OF CUSTOMER CARE STANDARDS

The Customer Care Standards are important as they ensure:

- That all customers, whether they are residents or visitors to our Municipality will receive the same consistent high standards of customer care.
- That customer care and customer service is essential to the planning and delivery of all Council services.
- That our staff will always be reminded of their responsibility to put the Customer First and what this means in practical terms.
- That the Council will eliminate wastage by providing services "Right the First time".

In order to achieve this, it is important to clearly set goals as to how we can put Customers First. It is important to define what Service Excellence in Customer Care is so that our staff will know what standards they must maintain.

In addition, we inform customers what standards of customer care they can expect whenever they engage with any staff of the Blue Crane Route Municipality. This Customer First principle will be adhered to whenever any policies and procedures are being considered.

8. HOW WILL WE MEASURE OUR SUCCESS?

The Blue Crane Route Municipality will back up our Customer Care Policy by specific Customer Service Charters and Customer Care Standards for each service delivery Unit which will be our promise of delivery to Customers.

We will ask our Customer Care Staff to sign a Pledge in which they commit themselves to upholding these standards.

We will monitor our performance through continuous monitoring, through benchmarking ourselves against other similar organizations and being subject to regular Performance Audits.

We will develop methods of receiving customer feedback to find out whether customers are satisfied with the standard of service they have received. These will be through:

- a) Requesting customers to complete a Customer Satisfaction Questionnaire and post transaction telephone follow-up of a sample of returns to continuously evaluate customer perceptions of our service.
- b) Organizing annual Focus Group Sessions to measure and understand the perception gap between what customer's perceptions of our service delivery are and what we think we are achieving.

These monitoring methods will assist us to develop programmes to address any shortcomings in the standard of our service.

Comments, compliments and complaints from our customers are an important part of the process that will help us to build a Customer First organization.

9. CUSTOMER INTERACTION

To ensure that a host of municipal services are available closer to where the community stays, offices are open for those who wants to interact in person from Monday to Friday from 7h45 to 16h30 (excluding lunch time from 13h00 to 13h45) at the following areas:

Pearston	51, Voortrekker Street, Pearston
Somerset East	88 Nojoli Street, Somerset East
Cookhouse	No. 6 Main Road, Cookhouse

Those who want to get into contact through others means could do so by the following means:

Customer Care: 042 – 243 6424 (Customer Care line)

Tel: 042 – 243 6400 (Switchboard)

Fax: 042 – 243 3392

Account Enquiries: enquires@bcm.gov.za

Service delivery complaints: customercare@bcm.gov.za

Website: www.bcrm.gov.za

Postal Address P O Box 21
SOMERSET EAST
5850

10. OUR GENERAL CUSTOMER CARE STANDARDS

Blue Crane Route Municipality is committed to the continuous improvement of the standards of service it gives to its customers. We will endeavour to provide services and manage complaints in a timeous, efficient and effective manner.

In developing our Customer Care Standards we have tried to set general customer care standards which put the Customer First, are friendly and applicable to all municipal employees and Councillors and they are as follows:

We are committed to equal opportunities:

Provide clear signage to direct our Customers to where they want to go
Buildings which are accessible and welcoming
Disabled access wherever practicable
Private areas for customers to discuss personal or sensitive matters
Training for our staff to build awareness and understanding

Our customers can expect our Staff to:

Treat you with courtesy, respect and consideration at all times
Identify themselves by name and when we communicate with you, will listen and respond appropriately
Conduct our communications with you with efficiency, integrity, fairness and professionalism
Provide you with relevant , accurate and up-to-date information
Actively seek comments on a regular basis in order that we continue to develop and improve our service

If a problem arises we will commit to:

Deal with the problem promptly
Advise you if there will be a delay in providing a solution to the problem
Advise you of progress with long-term problems
Advise where and who to contact in the event of dissatisfaction

10.1 WALK IN CUSTOMERS

- 1) Customers will be greeted in a polite and courteous manner.
- 2) Staff will always give their full attention to the customer.
- 3) Wherever possible, staff will endeavour to resolve the customer's enquiry at first contact.
- 4) Staff meeting with customers at the first point of contact will ensure adequate information regarding the customer's enquiry is obtained,
- 5) Staff shall maintain confidentiality especially when dealing with sensitive enquiries in a busy reception area
- 6) Staff shall aim ensure that customers are not left unattended for more than five (5) minutes in reception without providing an update on issues or progress, either directly or via a colleague;
- 7) If a staff member is not available, customers should be made aware of the expected waiting period;
- 8) If we visit you at home or in your business premises you can expect staff to be wearing their official name tags; and

10.2 TELEPHONE ENQUIRIES

- a. Staff will aim to answer telephone calls within five (5) rings;
- b. Calls to Departments and Sections should be answered with:

Good morning, good day or good afternoon; and

- c. Department or Section's name and preferably the first name of person answering the call.
- d. Staff at the Customer Services Desk or satellite offices should answer calls with:

Good morning, good day or good afternoon, the office name and their first name.

- e. Staff should aim, wherever possible, to resolve the customer's enquiry at first contact;
- f. Should a staff member not be available in his or her desk, phones should be diverted to another number so that calls could be attended to;
- g. Staff members who need to call customers have to ascertain whether it is convenient for the customer to talk or arrange another time to call and keep to that time;
- h. If a call is put on 'hold' the customer must be told why this is happening and kept updated if the waiting time is longer than expected;
- i. Voicemail may be used to ensure that telephone calls are returned. This will provide the following options:
- j. Recorded messages from answer phones will provide customers with an alternative contact details;
- k. Answer phone or voicemail will give the caller an option to leave a message;
- l. All messages must be responded to as soon as it practically possible, preferably within 24 hours or the next working day if the message was left after hours, over a weekend, or a public holiday;
- m. Staff or Sections should ensure that voicemail is updated regularly to provide latest details on the alternative contact details; and
- n. Voicemail facility should not be used to avoid answering calls from customers.

10.3 WRITTEN CORRESPONDENCE

- a) Incoming written correspondence, fax or letter, will be acknowledged within a maximum of three (3) days and responded to at the maximum of ten (10) working days depending on information sought;
- b) Receipt of an email will be acknowledged within one (1) working day; and
- c) All written responses to customers must be precise, concise and include a contact name and number.

10.4 CUSTOMER COMPLAINTS

- a) Verbal customer complaints shall be responded within **two (2)** working days;
- b) Written customer complaint shall be acknowledged within three (3) days and a detailed written response within **ten (10)** working days inclusive of escalation to appropriate level of management for a decision;
- c) The complaint should contain sufficient detail regarding: The full names ,contact details, specific details about the nature of the complaint, with sufficient facts, dates and supporting documentation and supporting documentation where applicable to allow the Municipality to deal with the complaint as speedily as possible; and
- d) Service delivery complaints needing immediate attention such as a burst pipe etc. to be channelled through to Customer Care.

10.5 COMMUNICATION

- a) Communication with the community will be in the languages they understand;
- b) Communication shall be on planned community meetings or municipal events or awareness campaign purposes;
- c) Communication for public information shall be clear and straight to the point;
- d) All communication shall clearly state that it is from Blue Crane Route Municipality, dated with reference numbers;
- e) Communities shall be kept informed on:
 - The Standards of service they should expect;
 - Progress on projects undertaken by the municipality; and
 - Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.
- f). Information in the custody of the Municipality shall be made available to whomever is a requestor in accordance with Promotion of Access to Information Act no. 2 of 2000

10.6 CUSTOMER SAFETY AND HEALTH

- a) All customers visiting Municipal buildings shall be presented with a safe environment;
- b) All buildings which receive members of the public shall have a designated member of staff for (1) Health and Safety (2) First Aid and the details displayed; and
- c) Council shall at all times comply with Health and Safety guidelines as provided in the OHS Act No 85 of 1993.

10.7 STAFF TRAINING AND DEVELOPMENT

- a) Staff shall receive continuous training to enable them to satisfy customer expectations and keep their skills up-to-date.

10.8 DRESS CODE AND STAFF IDENTIFICATION

- a) Staff members shall at all times be appropriately dressed;
- b) All staff members shall wear name tags that have municipal logo, staff name and surname and those working in the field shall have the municipal logo and their respective departments embroidered on their overalls; and

10.9 BUILDINGS AND SIGNAGE

- a) Municipal buildings will be clearly signed internally and externally;
- b) Customer Care will be attended during opening hours;
- c) Customer Care Services Desks will be welcoming, clean and tidy;
- d) Customer Care Services Desks will display clear and accurate opening and closing times;
- e) Details of services and personnel available will be displayed clearly in all Customer Care Services Desks.

10.10 STAFF CONDUCT

- a) All Frontline Staff must report for work on time and should never leave their service desks unattended;
- b) Timeous permission should be sought from the immediate supervisor if a staff member wishes to leave the service desk for whatever reason;
- c) Staff shall be courteous and polite and expect to be treated in the same way by customers;
- d) Frontline Staff must seek assistance from their immediate supervisor who will liaise with the immediate Manager should there be a dispute with a customer;
- e) Staff members shall, while at the services desks, not answer cell phones to avoid creating an impression that customers are not attended to; and
- f) No visitors (internal or external) shall be allowed at the switchboard or Customer Care.

10.11 CUSTOMER CONDUCT

- a) All customers to adhere to instructions from staff members;
- b) Customers are urged not to use abusive language or physically attack staff members; and
- c) Abusive or aggressive customers shall be removed from the premises.

10.12 BUSINESS HOURS

- a) The Municipality shall make easily accessible information on:
 - Opening and closing times;
 - Offices and addresses;
 - Names of Management;
 - Services offered;
 - Access details;
 - Contact methods;
 - After hours contact details; and
 - Emergency numbers.

11. SECTORAL SERVICE STANDARDS

11.1 Electricity

No	Service	Standard
1	Restoration of power outages (excluding cable theft, loadshedding and major outages ¹)	Within 4 hours of logged call
2	Attending to illegal connections	Within 24 hours of report
3	Restoration of electricity supply (technical fault)	Within 4 hours of logged call
4	Repair work on damaged electricity meters	Within 72 hours of logged call
5	Converting conventional meters to prepaid	Within 14 working days upon written request
6	Repair of faulty meters	Within 3 working days of logged call
7	Repair of public street lights	Within 3 days of logged call
8	Notice of planned interruptions	48 hours
9	Notice of unplanned interruptions	Within 1 hour

11.2 Water and Sanitation

#	SERVICE	STANDARD
1	Repair of burst water pipes excluding major pipe burst	Within 3 hours of logged call
2	Restoration of sewer system post overflow	Within 1 hours of logged call
3	Quality of drinking water	Comply with SANS 241
4	Water Meter readings	Monthly
5	New Water connections	Within 7 working days
6	Clearance of sewer blockages	Within 8 hours of logged call
7	Low pressure	Within 24 hours of logged call
8	Replacement of manhole cover	Within 7 working days
9	Collapsed sewer pipeline	Customers to be informed with 3 hours – restoration is dependent upon the construction work required
10	Meter and Water Leak	Within 2 working days
11	Relocate/replace meter ²	Within 21 working days
12	Processing of applications for industrial effluent discharge ³	Within 30 working days
13	No Water	Investigation to be done within 3 hours

1. Medium or high voltage with no alternate feeder available: customers to be informed within 3 hours - restoration is dependent upon the construction work required

2. Upon receipt of instruction and proof of payment from Finance Department

3. Provided the customer has completed the application form and supplied relevant information to the department

11.3 Parks and Cemeteries

#	Service	Standard
1	Pruning of trees ¹	Within 24 hours of logged call subject to cost and procurement process
2	Removal of fallen trees	Within 14 hours in general areas and 2 hours in and around road network system subject to cost and procurement process
3	Grass cutting in cemeteries	Once every 14 days
4	Cemetery maintained	Once every 7 days
5	Grass cutting including open spaces	Once every 30 days
6	Repair of Park equipment	Within 30 days subject to costs & procurement process
7	Urban landscaping:	
	7.1 Chemical Weeding	2 times per season
	7.2 Hand Weeding	3 times per season
8	Burial requests	Within 8 hours

9	Park maintenance	Once a month subject to costs and procurement process
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11.4 Waste Management

#	Service	Standard
1	Collection of domestic waste	Within 7 days
2	Collecting of general business waste	Daily
3	Collecting of wet business waste	Daily
4	Cleaning of illegal dumping spots	Within 7 days of logged call
5	Removal of animal carcass	Within 24 hours of logged call
6	Delivery of skip bin	Within 2 days
7	Collection of refuse bags on the curb side	Within 8 hours
8	Litter picking	Daily as per schedule

11.5 Roads and Storm water

#	Service	Standard
1.	Repair and maintenance of road and open trenches	Within 5 working days
2.	Repair of pothole in minor road	Within 4 working days
3.	Repair of potholes in major road	Within 2 working days
4.	Repair a kerb inlet	Within 20 working days from time of logged call
5.	Reinstatement of roads, pavements and sidewalks	Within 30 working days subject to funding
6.	Replacement of manhole covers	Within 2 working days from time of logged call
7.	Maintenance of gravel roads	Once per quarter or after heavy rains subject to availability of equipment and budget
8.	Storm water drainage maintenance	In line with norms and standards
9.	Clearing of blocked storm water drains	24 hours from time of logged call
10.	Repair/replace of reported road signs:	
	10.1 Minor road signs	Within 14 working days
	10.2 Information/directional sign	Within 60 working days
11.	Repaint road markings	Within 14 working days
12.	Correction of street name query	7 days from time of logged call
13.	Repair walkways	Within 30 working days subject to procurement process

11.6 Finance

#	Service	Standard
1	Rates Hall maximum queuing time	30 minutes
2	New Accounts Invoicing	Within 30 days
3	Refunds	Within 30 days

4	Clearance Certificates	Within 5 working days if the account is in order and up to date
	4.1 Valuation Certificates	1 day
5	Dispatch of accurate bills	Monthly
6	Open a new municipal service account	30 minutes subject to correct documentation being submitted
7	Pre- payment meter vending point access	Every cashier in a designated pay-points
8	Disconnections for non- payment	14 days after due date
9	Reconnections following payment	
	9.1 High Voltage	1 day
	9.2 Low Voltage	4 hours
10	Meter reading	Monthly
11	Account queries (written)	5 working days
12	Register a new supplier ²	5 working days
13	Produce official order	3 working days
14	Pay suppliers	30 working days

#	Service	Standard
1.	Libraries	Open 6 days a week as designated providing adequate resources to enable learning, research and reading.
2.	Sport Fields	Available 7 days a week and well maintained in terms of annual maintenance plan and schedules.
3.	Community Halls	Available 7 days a week and well maintained in terms of annual maintenance plan and schedules.

11.7 Sports and Recreation

11.8 Fire & Rescue Services

No	Service	Standard
1.	Fire Fighting (structural, plantations, industrials, vehicles and Bush firefighting) within jurisdiction of Blue Crane Route.	Available 24 hrs and 7 days a week. Fire Investigation to be done within 24 hours. Minimum turnout time is 3 minutes
2.	Rescues: High angle Trench, Animals Mountain rescue Motor vehicle rescue	Available 24 hrs and 7 days a week. Minimum response immediately after the call received Turnout time within 3 minutes
3.	Hazmat Incidents [Hazardous Material Incidents e.g. toxic chemicals spillages]	Available 24 hrs 7 days a week. HAZMAT team respond immediately after the call received
4.	Swift Water Rescue	Available 24 hrs and 7 days a week. Divers to respond immediately after the call received.
5.	Fire Prevention Inspections [for Compliance as per SANS	Daily
6.	0400 National Building Regulations] Issuing of compliance certificates	Within 5 working days
7.	Fire Brigade Control Room [Dispatch of Emergency Vehicle]	We will answer our telephone within 1 minute and will dispatch emergency resources immediately after the call received

11.9 Disaster Management

No	Service	Standard
1.	Respond to damage assessment	Within 24 hours
2.	Distribution of emergency relief	Within 24 hours
3.	Reporting of the assessment	Within 24 hours
4.	Engaging other line function departments	Within 24 hours
5.	Provision of temporal Shelters	As per SCMU
6.	Respond to requests for assistance with emergency evacuation exercises	Within 2 weeks

11.10 Air Management Unit

No	Service	Standard
1.	Receipt of all complaints and acknowledgement	Within 24 hours
2.	Attend to Air Quality Complaints	Within 48 hours
3.	Conduct investigations on complaints logged	Within 72 hours
4.	Administer Indigent and Pauper Burial assistance	Within 36 hours
5.	Pest Control attendance	Within 48 hours
6.	Overgrown inspections	Within 1 week
7.	Issuing notices to overgrown owners	Within 1 day after inspection
8.	Attending and investigating stagnant swimming pool complaints	Within 48 Hours
9.	Ritual slaughter attendance	Within 1 week of receipt of application
10.	Conducting inspections to facilities (Industries)	Within 60 days
11.	Issuing of notices on non-compliances	Within 72 hours after inspection
12.	Issuing of Schedule trade Permits	Within 90 days
13.	Data Checking	Within 24 Hours
14.	Air Quality Reports generation	Within 15 days
15.	Issuing data to stakeholders	Within 2 weeks

11.11 Licensing

No	Service	Standard
1.	Licensing maximum queuing time	30 minutes
2.	Motor vehicle registration and licensing transaction	5-7 minutes, subject to correct documentation
3.	Application for Duplicate Logbook (Registration Certificate)	Within 5 days, subject to user as to when documents were scanned to RVS
4.	Application for Exporting Motor Vehicle	Maximum 5 minutes, subject to correct documentation submitted
5.	Application for Importing Motor Vehicle	Maximum 30 working days, subject to correct documents submitted and duration on responding to queries.
6.	Introduce Company on eNatis system	Within 5 minutes
7.	Introduce Person or Traffic Register Number on eNatis system	Within 5 minutes
8.	Application for Personalized License Number (PLN) and Specific Numbers (SLND)	Within 3 working days, subject to correct email address of fax numbers.
9.	Removal of Administration Mark	Within 5 working days
10.	Application for Administration CRW	Within 10 working days
11.	Application for MIBDF and MTN	Maximum 30 days, subject to inspection to be done by DoT
		inspectors.
12.	Removal of Stolen Mark on Motor Vehicle	Within 5 minutes, subject to Police Clearance from MV Theft Unit.

11.12 Traffic

#	Service	Standard
1	Answering telephones	<p>Calls will be answered in approximately 1 minute And Less than 5 minutes during heavy call traffic.</p> <p>We will take calls according to normal telephone etiquette, patience and good listening skills If we promise to return the call, we will return to the caller within 10-15 minutes</p>
2	Attendance of Citizen's Complaints/Public complaints	<p>We will: Acknowledge receipt of the report of a complaint within three (3) working days of receiving the report of a complaint.</p> <p>Initiate investigation of the complaint and provide feedback thereof within 7 days after initiation of the investigation</p>
3	Response to accident scenes and other emergencies	<p>We will: Respond to report of accident within 5-15 minutes secure the accident scene in a safe manner including using advance warning technique summon other response services to the scene e.g. SAPS, EMRS or Ambulances</p> <p>Advise the drivers involved in an accident to report the accident to the SAPS within 24 hours.</p> <p>Breathalyse all motorists involved in an accident if there are indications /suggestions of driving whilst under the influence of alcohol and record the results of such a screening test in the attending officer's pocket-book and an OB Entry at Control Room.</p> <p>Ensure the clearing of the roadway once all emergency services have gathered in the necessary information</p>
4	Payment of Traffic Fines	<p>We will: Open our pay points from 07h30-14h00 p.m.</p> <p>Issue a receipt for each payment made and update our system to reflect the payment.</p> <p>Fines can be paid at the Traffic Department counters set up in Somerset East or with the Cashiers in Cookhouse, Somerset East and Pearston.</p>
5	Roadblocks	We will:

		<p>Plan and stage roadblocks to be held on any road within the Municipality's road network</p> <p>Hold roadblocks in all areas of Blue Crane Route municipal jurisdiction.</p> <p>Choose a secured spot where we can channel traffic safely and be able to relieve congestions</p> <p>Limit disruptions as far as reasonably practicable.</p> <p>Stop vehicles in order to ensure compliance with the law and serve court processes of court such as warrants of arrests and summonses.</p>
6	Stopping and approaching a motorist	<p>Stop vehicles in accordance with stop signals in order to inspect for driver or vehicle fitness.</p> <p>Direct vehicles to at a safe place as identified by the stopper.</p> <p>Greet motorist and have the Officer introduce himself to the motorist and explain object of the stop.</p> <p>Respect the rights of the motorist.</p> <p>Help the motorist back into the roadway if necessary after the stop.</p> <p>Not assault, insult, defraud or solicit a bribe from a motorist or use profane language towards members of the public.</p>
7	Citizen Enquiries	<p>An officer who is approached by a member of the public or citizen for information will endeavour to courteously advise and help the inquirer with any information that may be available at the officer's disposal</p>
8	Assistance with events and gatherings	<p>We will: Control and direct the access of traffic at the entrance to the venue and all public roads leading to the venue.</p> <p>Help control the parking arrangement so that marshals can control the actual parkings</p>
9	Abnormal load Escorts	<p>We will: Escort abnormal loads which have the necessary permit issued.</p> <p>Respond to the call for an abnormal load escort within 30 minutes of such call.</p> <p>Provide a minimum of two vehicles for each escort.</p>

		<p>The escort will be sustained at a reasonable speed and in accordance with traffic volume and agreeable times and conditions of the road until it is completed.</p> <p>The escort and authority of the permit may be terminated or revoked subject to conditions of the permit and consultation with the EC department of transport office.</p>
10	Assistance with funerals various convoys	<p>We will: Conduct or assist with traffic convoys in adherence to the times and dates on which convoys may lawfully travel on the roads.</p> <p>We do not conduct VIP personnel escorts but do assist recognised security services such as the SAPS that may be engaged in VIP escorts within the Municipality's roadways</p>
11	Obstructions or vehicle breakdowns	<p>We will respond to a call for an obstruction on a roadway within 5 – 15 minutes On arrival at the scene of the obstruction/breakdown we will secure the scene safely through advance warning</p> <p>Approach the driver if available or contact the operator of the vehicle on to alert, engage and initiate action for a speedy removal of the vehicle from the roadway or its repair. After an hour of the obstruction we will initiate measures to remove the vehicle from the roadway</p>
12	Fitness of Officers	<p>We will: Entrust officers who are recognised by law as authorised officers and peace officers to enforce the law</p> <p>Officers will always carry their appointment card on their person and produce it upon demand by a citizen or person who has a material interest in a matter dealt with by the peace officer.</p> <p>The officers shall at all times display a name badge in a conspicuous position on their uniform</p>
13	Making an Arrest	<p>We will: On an arrest explain reason for the arrest and take the suspect to the police station detention and police custody at once.</p> <p>We will not trump up charges against a motorist without reasonable suspicion</p>
14	Issuing a fine	<p>We will: Issue a ticket (written notice to appear before court) to any motorist who is observed violating the rules of the road traffic laws.</p>

		<p>Issue a ticket (a notification of offence) based on vehicle owner's information.</p> <p>If a vehicle is used in contravention of the provisions of law. This ticket can be affixed to the windscreen wiper.</p> <p>Where the law has been violated, we will not be able to entertain a request such as "give me a break", " Please. You know me" or "I won't do it again".</p>
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