

## PUBLIC NOTICE



### BA-PHALABORWA MUNICIPALITY

In terms of **LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT NO 32 OF 2000 SECTION 95-CUSTOMER CARE AND MANAGEMENT**, in relation to levying of rates and other taxes by the municipality and charging of fees for municipal services:

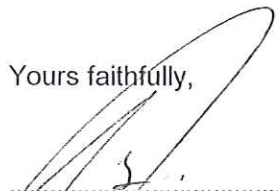
A municipality must, within its financial and administrative capacity:

- (a) Establish a sound customer care management system that aims to create a positive and reciprocal relationship between persons liable for these payments and the municipality.
- (c) Take reasonable steps to ensure that users of services are informed of the costs involved in service provision, the reasons for the payment of service fees, and the manner in which monies raised from the service are utilised.
- (e) Ensure that persons liable for payments, receive regular and accurate accounts that indicate the basis of calculations

**THE MUNICIPALITY HEREBY REQUEST THAT CUSTOMERS USE THE ONLINE-ACCOUNT SERVICE FOR PROMPT STATEMENT ACCESS.**

**VISIT THE MUNICIPALITY TO UPDATE YOUR CURRENT ADDRESS AND VALID CONTACTS (CELLPHONE AND EMAIL) FOR EASE OF COMMUNICATION.**

Yours faithfully,

  
.....  
**MUNICIPAL MANAGER**  
**DR SS SEBASHE**

**NO:14/16**

Why Wait? Get Tested!!