

To : SCM
From : Communications Manager
Date : 31 July 2019
Re- : SPECIFICATION

SPECIFICATION OF THE OFFICIAL PHOTO FRAMES

- A3 SIZE
 - 297 x 420 mm
 - 11".7 x 16". 5
 - On Brownish frames
-
1. 7 photos for The President of the country
 2. 7 photos for the Deputy President
 3. 6 photos for the EC Premier
- TOTAL = 20**

SERVICE STANDARD CHART


MBIZANA LOCAL MUNICIPALITY SERVICE STANDARDS

- **Municipal logo and Customer Care No**

As Mbizana Local Municipality we are committed on the following service standards:-

- ❖ To serve citizens promptly and courteously at all service delivery points
- ❖ To provide friendly and helpful service
- ❖ To help service users make the right choices in accessing services
- ❖ To provide appropriate signage and information desks

- ❖ All municipal officials must wear name tags for easy identification
- ❖ Answer all calls promptly,
- ❖ Ensure shorter queues at service delivery points
- ❖ Respond to queries and complaints promptly
- ❖ Respond to mail and email correspondence promptly
- ❖ Resolve customer complaints fairly, consistently and promptly
- ❖ Encourage service users to make suggestions on how to better the services offered.

A handwritten signature in black ink, appearing to read 'T.S. Cwibi', written over a horizontal dotted line.

Mr T.S. Cwibi

Communications Manager