

The Msunduzi Municipality

Private Bag X 321
Pietermaritzburg
3200
(033) 392 2002

City Hall, Chief Albert Luthuli Street
Pietermaritzburg
3201
www.msunduzi.gov.za



Enq: Amnesty Help Desk

Tel: 033 392 2126

E-mail: amnesty@msunduzi.gov.za

15 October 2018

TO: MSUNDUZI MUNICIPALITY VALUED CUSTOMER

Dear Sir/Madam

UKUBIKEZELWA KWESIBONELELO SIKASHWELE KANYE NOXHASO LWABAHLWEMPU

UMkhandlu uthatha leliithuba ukubonga uxhaso oluvela emphakathini waseMsunduzi obukhokhela kahle izikweletu zawo nyanga zonke kubalulwa onyakeni wezimali owedlule. Loku kuyancomeka kakhulu futhi kuhambe ibanga elide ekuthunyelweni kwezidingo ngqangi zomphakathi.

UMkhandlu waseMsunduzi ubambe umhlangano ngo 25 September 2018, kulowomhlangano wacubungula umbiko owabe uqukethe izinselelo ezikhungethe izakhamuzi zaseMsunduzi, waphinda wahlaziya izinqumo ezazithathwe uMkhandlu ngaphambilini, uMkhandlu wabe usunquma ukunikezela isibonelelo sikashwele kwizakhamuzi kanye nabahlali baseMsunduzi abazithole bephambana nemithetho yoMkhandlu (bylaws) kanye nezinqubomgomo (policies). UMkhandlu ubese uthatha isinqumo sokudlulisa isibonelelo sikashwele sokwehliselwa izikweletu kulezo zakhamuzi nabahlali abazithole behluleka futhi bengazikhokhile izikweti zabo ekupheleni konyaka wezimali odlule – 30 June 2018. Lomkhangaso uzophinda ngendlela ekhethekile nesheshayo uqoqe uhla lwabantu abahlwephu okufanele ukuthi bafakwe ohlelweni lwabantu abahlwempu (Indigent Register).

Ukuze uhlomule kuloluhlelo kuzodingeka ukuthi ufake isicelo sakho ngokugcwalisa lelifomu elihambisana nalencwadi, uma usuligcwalisile ebese ulidlulisela ezindaweni ezifanele eziwaqoqayo lamafomu. Lelifomu lizothatha imizuzu engeville kweyishumi ukulicgwalisa. Lizodinga ikakhulukazi imininingwane yakho kanye neye account yakho yakamasipala. Uma usulidlulisile lelifomu, kungakapheli amasonto amane, uzothola iSMS(umyalezo) ezobe ikwazisa ukuthi isicelo sakho sesigaba sokuqala sitholakele, iSMS izophinde ikunikeze ireference(inombolo yokulandelela) namba yesicelo sakho. Uma kuphela amasonto amane ungatholanga iSMS enereference namba yakho, loko kobe kusho ukuthi ifomu lakho alifikanga eMkhandlwini, uyacelwa ukuthi ugcwalise futhi uthumele elinye ifomu uphinde ulithumele. ISMS inereference namba ingubufakazi bakho bokuthi isicelo sakho usithumelile futhi sifinyelele eMkhandlwini, futhi lereference namba kumele uyigcine njebezikhali zamaNtungwa ngoba izodingeka njalonjalo uma kuqhubeka loluhlelo. Uma uyitholile iSMS, uzobe usudlulela esigabeni sesisibili sohlelo lokudlulisa isicelo sakho. Uzonikezwa ifomu lesibili [lelifomu lizotholakala ezikhungweni zonke sikaMasipala] okuyilonake elizosisiza ekucubunguleni isicelo sakho. Lelifomu kuzodingeka uthathe isikhathi sakho ukuligcwalisa ngobunono. Uma usuligcwalisile ifomu lesibili, wafaka nereference namba oyithole kumakhalekhukhwini wakho uzolithumela lelifomu kuMasipala. Uma lelifomu selitholakele uMkhandlu uzoba nendlela okwazisa ngayo ukuthi litholakele.

Isicelo sakho uma sesicubunguliwe, kwalungiswa okumele kulungiswe wasayina izinto okumele uzisayine, uyobe usuthola incwadi eyobe ikutshela ukuthi isicelo sakho siphumelele noma qha. Ngaleyondlela uyacelwa ukuthi wenze isiqiniseko sokuthi uyayithumela yonke imininingwane edingekayo ngohlelo lwesicelo sakho. Kungenzeka ukuthi ngesikhathi isicelo sakho sicubungulwa kube khona imininingwane ephinde icelwe, noma abasebenzi bakaMasipala kudingeke ukuthi bayokwenza ucwaningo ekhaya lakho, ulindelekile ukuthi ubambisane nabo kuloluhlelo ukuze isicelo sakho siphumelele. Uma kwenzeka udikibala endleleni, uhluleka ukuthumela imininingwane yonke ekufanele uyigcwalise, nezinto ezidingekayo uhluleke ukuzithumela, uhluleke nokubambisana nabasebenzi boMkhaldu abenza ucwaningo, loko kuyokwenza ukuthi isicelo sakho singaphumeleli. Umkhandlu uzokwenza konke okusemandleni ukukusiza ukuthi isicelo sakho siphumelele, wena ulindeleke nje ukuthi ubambisane nabasebenzi boMkhandlu zikhathi zonke.

Uma ifomu yokuqala, le ehambisana nalencwadi isifikile emkhandlwini, yacutshungulwa, uyobe usucelwa

OFFICE OF THE CITY MANAGER

Telephone/uCingo: 033 3922002
Facsimile/iFekisi: 0868047309

Private Bag / Isikhwama: X321
Pietermaritzburg/ePietermaritzburg 3200

ukuthi udlulele esigabeni sesibili esibalula ukugcwaliswa kwe fomu lesibili, kusukela lapho kuyaphambili abasebenzi boMkhandlu abaphathelene nezicelo zikashwele bayobe sebexhumana nawe size siphumelele isicelo sakho.

Imikhakha ethintekayo kuloluhlelo lwezibonelelo zikashwele:

A – Ugesi - Electricity

1. Uma uthola ukuthunyelelwa ugesi uMasipala kodwa ungawukhokheli nangenxa yanoma iziphi izizathu,
2. Uma ukuthunyelwa kukagesi kwakho kwanqanyulwa ngenxa yezizathu ezithile wabe usuzixhumela wena ngokwakho noma wasebenzisa abathile ukuthi bakusize,
3. Uma imitha lakho likagesi lithikameziwe noma ingayiphi indlela njegokuthi nje: imitha lakho alisenawo ama “Seals”, imitha lenziwe ukuthi lihambe kancane ukuze wonge imali, izintambo zidluliswe ngendlela yokuthi imitha lingabali ugesi odlulayo, noma intoni eyenza ukuthi ungawukhokheli ugesi ofanele,
4. Uma ukuthunyelwa kukagesi kwanqanyulwa ngenxa yokuthi wathikameza ukusebenza kwemitha (tampering), awukaze ube nemali yokukhokhela itampering fee, kuze kube imanje awunawo ugesi,
5. Uma ukuthunyelwa kukagesi kwanqanyulwa ngenxa yesikweletu, awukaze ube nemali yokukhokhela ukuphinda uxhunyelwe ugesi (reconnection) kanye neyokukhokhela isikweletu, kuze kube imanje awunawo ugesi,
6. Unendlela owazifakela ngayo igesi (direct connection), awunamitha futhi izixhumele nje ugesi futhi awukhokheli ugesi,
7. Awunayo ibreaker (MCB) ugesi wakho uyazigelezela nje unganqandwe lutho
8. I MCB yakho inkulu kunaleyo oyikhokhelayo, ngaleyondlela uMkhandlu uyalahlekelwa imali ngokukuthumelela ugesi,
9. I MCB yakho ithikameziwe ngandlela thize,
10. I MCB yakho icishiwe indawo iveza isilinganiso sama (Amps) ewadonsayo futhi,
11. Kunamamitha amaningi kagesi asebhokisini lakho lemitha udinga ukuthi uMkhandlu wakhiphe,

B – Amanzi nokuqoqwa kwendle - Water and Sanitation

1. Uma unamanzi owadonsayo kodwa imitha yamanzi ingekho futhi ungathunyelelwa isitatimende esinezindleko zamanzi,
2. Uma uthunyelelwa amanzi futhi nemitha yamanzi ikhona kodwa awuthunyelelwa isitatimende esinezindleko zamanzi ngoba imitha lakho lingekho kwi billing system,
3. Uma uzifakele elakho ipayipi lamanzi eliwahambisa engadlulanga emitheni lamanzi,
4. Uma uzifakele amanzi ngokwakho ungazange wenze isicelo sokufakelwa amanzi uMasipala ukuze ufakelwe uyena ngokulandela imigomo yokufakelwa amanzi,

C – Ukuqoqwa nokuphathwa kwezimali - Budget and Treasury(Finance)

Loluhlelo lumbandakanya abantu abanezikweleti ezabe zingakhokhiwe ngo 30 June 2018 abacela ushwele.

1. Izikweletu zamanzi, no Gesi kanye nokuqoqwa kwendle,
2. Inzalo eyenzelelwa ngoba kungakhokhiwe isikweletu,
3. Abantu abathumele izikhalo ngama accounts abo kodwa bekungakaphothulwa ukuhlaziywa kwawo,
4. Ama accounts abehlaziywa ngenxa yezicelo zamakhasimende kodwa abengakaphothulwa ukuhlaziywa kwawo,

D – Noma okuphi okunye ukuphambana nomthetho - Any other Breach

Noma ikuphi okunye ukwephula komthetho (bylaws) noma inqubomgomo (policies) oyaziyo futhi nofuna ukuthi uMkhandlu ukwenzele ushwele kuyo. Kulendawo uzodinga ukuthi ucacise kabanzi khona lesosicelo sizokwazi ukucubunguleka.

Uyaxwayiswa ukuthi uqonde ukuthi uma ungalithathi lelithuba elivezwa uMkhandlu, emva kwaloluhlelo umkhandlu uzoqala uhlelo lokuhlola wonke amamitha kagezi kanye nawamanzi ukuthi kutholakale ukuthi angangohlelo olukwisystem yoMkhandlu noma qha. Uma kutholakala ukuthi awuzange ucele ushwele kanti ukuthunyelelwa kukagesi kanye namanzi kwakho kuphambene nendlela yohlelo lomkhandlu, umkhandlu yobe usulandela yonke imithetho [bylaws] nezinqubomgomo [policies] ukuqondisa izimo. Loko kungakulandela izindleko ezinkulu ebezingenasidingo. Ngakhoke thatha lellithuba ukulungisa izinto sakho.

OFFICE OF THE CITY MANAGER

Inqubomgomo ye credit control and debt collection policy, neminye imithetho kamasipala kanye nemithetho embandakanyekayo yase Republic of South Africa izeza ukuthi uMkhandlu ungakukhokhisa imali ebizwa nge penalty njengoba iqoshwe phansi kwi Register of Tariffs kuphinde kuqoqwe kuwe nemali elahlekile ngalolukukuthikamezeka kwemitha kuze kube isinyanga ezingu 36 ezedlule.

Okubalulekile ukuba sikuqonde, sizosebenzisa uhlelo lokuthi ifomu elilodwa lizosetshenziselwa i account eyodwa. Amakhasimende awazovunyelwa ukusebenzisa ifomu elilodwa ukuthumela izicelo eziningana.

Uma ufune enye incazelo ngaloluhlelo noma ufuna imininingwane eyevile kulena, uyanxuswa ukuthi uthintane nomsebenzi woMkhandlu kulenombolo 033 392 2126 noma kule email address: amnesty@msunduzi.gov.za

Yimina ozithobayo



M N NGCOBO
IBAMBA LOMPHATHI WEDOLOBHA

OFFICE OF THE CITY MANAGER

Telephone/uCingo: 033 3922002
Facsimile/iFekisi: 0868047309

Private Bag / Isikhwama: X321
Pietermaritzburg/ePietermaritzburg 3200