

### **Procedure for after-hours emergency calls**

1. Community calls the Amajuba District Municipality reception.
2. The reception receives a call and understands the need regarding the call so as to route it to the relevant department.
3. The reception therefore forward the call to the relevant department
  - Engineering Services: Lindo Majola, Vuyisile Mangaliso, Thembi Nkabinde 034 3297 215
  - Finance Department: 034 329 7270/7321/7471
  - Disaster Management Centre: 034329 7218 after hours Aaron Zulu 083 281 2355,Mzwandile 071 682 8724
4. From the department the complaint is therefore captured (e.g. address, contact details of a complainant and the type of a complaint) and the customer is provided with a reference number.
5. The complaint is therefore routed to the relevant technical person cc the head of water and sanitation for monitoring purposes.
6. The relevant technical person therefore investigates and attends to the complaint and give feedback to the department who will subsequently give feedback to the complainant.
7. The complaint is therefore marked as complete in the complaints book.

The municipality is currently developing its own call centre where all the above operations can be performed. It is anticipated that it should be up and running before the end of 2014/15 financial year.