



# MATJHABENG LOCAL MUNICIPALITY

## BRANDING PROPOSAL

We serve, We care, We belong

## VISION

To be a benchmark developmental Municipality in service delivery excellence.

## MISSION

- ❑ To be a united, Non racial, Non Sexist, Transparent, Responsive Municipality: to provide Municipal services in an Economic, Efficient way.
- ❑ To promote a self-reliant community through the promotion of a culture of Entrepreneurship.
- ❑ To create a conducive Environmental for growth and development.

# Executive Mayor and Municipal Manager

► Cllr. N. Speelman





# Matjhabeng Local Municipality Map



## 7. INTENDED PROGRAM FOR 2017/18 BRANDING OF ALL MUNICIPAL BUILDINGS

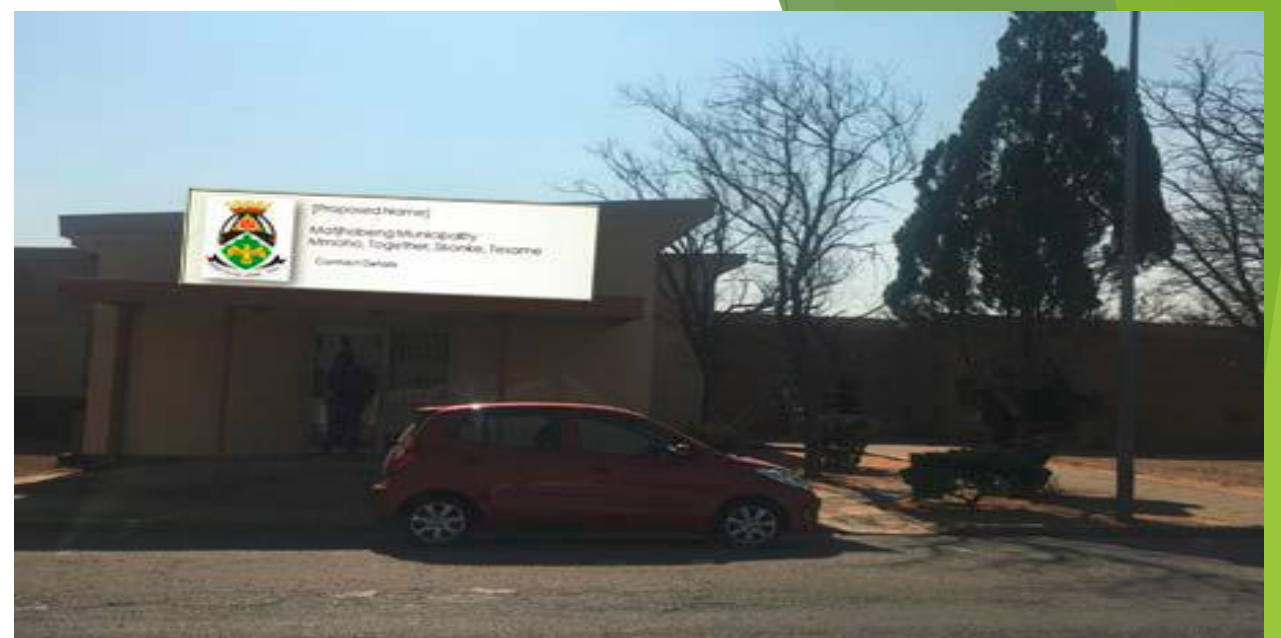
BEFORE



AFTER







## 7.2. ELECTRICAL BILLBOARD WITH MUNICIPAL VISION AND MISSION





# MATJHABENG MAIN ENTRANCE POINT



4/8/10 Flags per building  
South African Flag  
Matjhabeng

Fiat South Africa head office Midrand, South Africa, with FlagCraft manufactured 360cm x 120cm flags and 9m hinge based flag poles.



# OUTDOOR DIRECTIONAL SIGNS



# WHAT WE HAVE AS RECEPTION





# WHAT WE INTEND TO HAVE



# DIRECTIONAL SIGNS





# CUSTOMER CARE CUBIC

► Before



After



### 4.3.3.Waiting Period and Disability Warnings

- ▶ Our waiting time for assistance approximately 15 minutes
- ▶ People with disability and old people will be served first.





# DOOR TAGS

► BEFORE



AFTER



# Notice Board

► Before



after





# SUGGESTION BOX

► BEFORE



AFTER



# 12. MONITORING IMPROVEMENT PLAN

## Visible Customer Care Numbers





# MATJHABENG CUSTOMER CARE TEAM



**BACK:** Mr. T Mofokeng; Mrs. S Meje; Mrs. M Ntsane; Ms. M Ramosea; Mr. H Thekiso; Mrs. P Mofokeng; Mrs. R Lotter; Mr. H Dastile (Manager); Mr. T Mofokeng

**FRONT:** Mrs. M Morapeli; Ms. P Kosha; Ms. P Chabalala; Ms. P Foba; Mrs. G Nkoe; Mrs. T Mojaki; Mrs. R Venter; Mrs. F Hlabahlaba

## 3.2. Walk-In Areas in Municipality

NO	TOWN	RESPONSIBLE PERSON	CONTACT NUMBERS	POSITION
1.	Ventersburg	Mr. Thekiso; Ms. Rolanda	057 651 4031	Switchboard Operator
2.	Henneman	Ms. Phumzile; Mrs. Tsoaeli	057 573 2055	CUSTOMER CARE OFFICER
3.	Virginia	Ms. Rina; Ms. Maria	057 212 3111	CUSTOMER CARE OFFICER
4.	Phomolong	Ms. Peggy	057 573 2055	CUSTOMER CARE OFFICOR
5.	Meloding	Ms. Maria	057 212 3111	Switchboard Operator
6.	Odendaalsrus	Mrs. Ntsane; Ms. Foba Whatsapp	057 391 8500 060 8558 632	Switchboard Operator



# OFFICIAL LANGUAGES

- ▶ Matjhabeng do have Language Policy(**approved by Council on 13-12-2016**) which covers these languages:
- ▶ ENGLISH
- ▶ AFRIKAANS
- ▶ IsiXhosa
- ▶ SeSotho

### 3. OPERATIONAL HOURS AND EMERGENCY NUMBER

- ▶ WE ARE PREPARING FOR A 24HOURS SERVICES
- ▶ OPERATING TIMES:
- ▶ MONDAY to Friday : 07h30 to 16h00
- ▶ NB: Call-Centre Number: 057 916 4000/1
- ▶ EMERGENCY NUMBER; 24 HOUR'S HOTLINE: 057 352 2222



# 13. MONITORING AND COMPLAINTS COMMITTEE

- ▶ **Mr. L Rubulane** (Snr Manager: Speaker's Office)  
**Chairperson**
- ▶ **Ms. Dikagiso Olyn** (Manager: MM Office)
- ▶ **Mr. H Dastile** (CSS Manager: **Administrator**)
- ▶ **MS. F Macbeth** (Water Demand Acting Manager)
- ▶ **Mr. E Motheoane** (Waste Management Manager)
- ▶ **Mr. Mabaso** (Electrical Department Manager)
- ▶ **Mr. P. Ramalatso** (Sewerage department Manager)
- ▶ **Mr. Majoro** ( Traffic and Road)

# 15. ACTING MANAGER'S PERSONAL DETAILS

- ▶ Mr. M.H. Dastile
- ▶ Acting Manager: Customer Care
- ▶ Matjhabeng Municipality
- ▶ Tel. 057 391 3134
- ▶ Fax 086 579 2575
- ▶ Mobile 073 433 7709
- ▶ E-mail [headman.dastile@matjhabeng.co.za](mailto:headman.dastile@matjhabeng.co.za)
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