



UMnyango we Zamanzi nokuThuthwa Kwendle woMkhandlu weTheku Umgomo wolwazi esizibophezela ngawo ekusizeni amakhasimende ethu.

1. SENZANI?

Kuyinjongangangi yethu ukuhluzeka zonke izakhamuzi ezisandaweni engaphansi kukaMasipala waseThekwini ngohlelo lokufakwa kwamanzi nokuthuthwa kwendle okufanele, okwamukelele, okuphephile futhi okungabizi kakhulu. Sifisa ukuba zonke izakhamuzi zifundiseke ngokusebenzisa amanzi nezidingo zokuthuthwa kwendle ngendlela ebhekela ingomuso futhi enehlangezwe. Sizibophezele ukukuhluzeka ngamanzi nosizo lokuthuthwa kwendle **ngokungenzeleli** nangendlela **enobulungiswa; ngendlela enentengano engambi eqolo** (akekho ongeke angalutholi usizo ngenxa nje yokwentula imali); ngendlela **efanele neqikelelayo ukuthi umsebenzi wenziwa kahle**; ngendlela **ebhekela ikusasa** eqinisekisa ukuthi imali yenele ukuqhuba umsebenzi womphakathi neqikelelayo ukuthi ingqalazinda ingesimemeyo; **nangendlela enobuchwepheshe obusezingeni eliphezulu.**

2. UKUZINIKELA KWETHU EKUKUSIZENI

Sizimesele ukusebenza ngendlela ezisukumelayo izidingo zakho ekwaziyo ukubhekana nenselelo yokwenza ngcono ukulethwa kwezidingo kubantu abasandaweni engaphansi kukaMasipala waseThekwini. Sifisa ukuba izidingo zabantu kube yizo esizebeka phambili futhi zifezwe:

- Ngokuqinisekisa ukuthi siyaxoxisana namakhasimende ethu ngomsebenzi esiwenzayo;
- Ngokwazisa amakhasimende ethu ngezanga lomsebenzi esiwenzayo nokuthi yini angavilindela kithi njengabahlinzeka izidingo zawo;
- Ngokuzama ukwenza ukuba ukuhluzekwa kwezidingo emphakathini kufinyelele ngokulinganayo kuzo zonke izakhamuzi kubakwa naleyo miphakathi ebincishwe amathuba phambilini;
- Ngokuphatha wonke umuntu ngozwelo nangenhlonipho ngokukhombisa ubungani nokunakelela lapho kusizwa ikhasimende;
- Ngokunikeza amakhasimende ethu ulwazi olugcwele futhi oluyilo ngempela ngesikhathi siwasiza;
- Ngokwethembeka nokuphumela obala ngakho konke esikwenzayo;
- Ngokunikeza incaruzo egcwele nesisombululo esifanele uma isethembiso ebesenzile singafezeki;
- Ngokwenza ngcono umsebenzi esiwenzayo ngaso sonke isikhathi ngokukhuthaza ukusungulwa kwamasu amasha nangokufunda okusha.

3. UMA UMSEBENZI WETHU UNGAGCULISI

Ungabika isehlakalo sokwenziwa komsebenzi ngendlela engagculisisi ngalezi zindlela ezilandelayo:

- Khuluma ngqo nomuntu ophethe esikhungweni;
- Uma udaba lungaxazululeki, cela ukubonana neMenenja efanele. Uma ingekho, ucele ukubekisa usuku nesikhathi ongabonana nayo ngaso;
- Izikhalo mayelana nesikhungo okushayelwa kusona izingcingo (Contact Centre) kumele zibhekiswe ngqo kophethe khona, kucashurwe izimbobo zenkomba obuzinikeziwe (Reference number) noma amagama alabo abakusizile;
- Okokanye, izikhalo zakho ungazithumela ngalemininingwane yokuxhumana ye e-Services ebhalwe ngezansi, noma kubhalwe incwadi ithunyelwe eMnyangweni **weZaManzi nokuThuthwa kwendle ngaphansi koMkhandlu weTheku, 3 Prior Road, Durban 4001, noma P.O. Box 1038; DURBAN; 4000** ngaphandle ibhalwe ukuthi ibhekiswe kumphathi wezindaba zomphakathi (Deputy Head: Customer Services).

4. OKULINDELEKE KUWENA

- Khokhela izidingo olinzekwa ngazo ngokugcwele lungakadluli usuku olubhalwe encwadini yesikweletu;
- Uyanxuswa ukuba ubike ukunqanyulwa noma ukuxhunywa kwamapayipi kwamapayipi ngendlela engekho emthethweni ngoba iphazamisa ukuhluzekwa kwezidingo, nawe uyanxuswa ukuba ungawephuli lo mthetho;
- Wagcine esesimleni esifanele amapayipi okuxhunywe kuwo kusukela epayipini elikulethela amanzi kuya emitheni; bika ukunzulu okungasecaleni likaMasipala enombolweni yamahhala 080 311 1111
- Yenza kube lula kuMasipala ukufinyelela emitheni lamanzi endaweni yakho;
- Uyanxuswa ukuthi usebenzise amanzi ngendlela enokonga, Isibonelo: ungashiya umpompi uvuliwe, ungagcwalisii amanzi okugeza kubhavu abe ngamathantatala.

* **Kumahhala uma usebenzisa zonke izingcingo ku-0803 11 1111**

5. INDELELA YOKUXHUMANA NATHI

Siyatholalala ngocingo, ngezindlela ezisebenzisa ukuchwepheshe bamakhompyutha nangokuzifikela mathupha kithina

Isikhungo sokuxhumana:

- Ungaxhumana nathi ubusuku nemini kule nombolo yocingo yamahhala **080 311 1111**
- Ungaxhumana nathi futhi ngohlelo lwe e-Services eminingwaneni ebhalwe lapha ngezansi:
- **E-mail** : eservices@durban.gov.za
- **SMS** : 43554
- **WhatsApp** : 073 148 3477
- **Fax** : (031) 311 8699 noma (031) 311 8220
- **Facebook** : <https://www.facebook.com/eThekwinim>
- **Twitter** : <https://twitter.com/eThekwinim>

Lezi zindlela zokuxhumana zingasetshenziselwa ukubika ukuvuzwa kwamanzi, amapayipi aqhumile, umonakalo emanzini noma emapayipini athwala indle, izinkinga ngezanga lamanzi nokubuzwa ngama-akhawunti amanzi.

Izikhungo ongazifikela mathupha kuzona

Ungazifikela mathupha uzofaka isicelo sezidingo noma uzobuza kulezindawo:

- 1.** Prior Road Water Head Office
3 Prior Road
eThekwini
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 2.** Verulam Sizakala Customer Care Unit
151 Wicks Street, Verulam
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 3.** Pinetown Sizakala Customer Care Unit
60 Kings Road
Pinetown
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 4.** Hammarsdale Water Office
58 Anderson Road
Hammarsdale
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 5.** Kingsburgh Sizakala Customer Care Unit
729 Mayors Mews
Kingsburgh
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 6.** Mega City Sizakala Customer Care Unit
50 Griffiths Mxenge
(Mangosuthu) Highway, Umlazi
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 7.** KwaMnyandu Sizakala Customer Care Unit
KwaMnyandu Shopping Centre,
Shop 236 – 238 Mangosuthu
Highway, Umlazi
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 8.** Hillcrest Sizakala Customer Care Unit
22 Delamore,
HILLCREST
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00
- 9.** Illovo Sizakala Customer Care Unit
Unit, Street R10451, Lot
10994, ILLOVO
Phakathi nesonto: 07:30 – 15h30
NgeMigqibelo : 07:30 – 11:00

**INOMBOLO YAMAHHALA
0803 11 1111**

Imininingwane mayelana neNqubomgomo yethu, umsebenzi esiwenzayo namazinga awo, neqophelo lolwazi kuyatholalala uma ukucela kulamakheli angenhla.