



MALKERNS TOWN BOARD

CUSTOMER SERVICE CHARTER

A document aimed at informing our customers and clients of how the Board commits to provide urban services to all its clients and stakeholders

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Our service charter

The Malkerns Town Board Service Charter informs you about:

WHO WE ARE

OUR VALUES

OUR SERVICE

OUR COMMITMENT TO YOU

OUR SERVICE GUARANTEE

OUR SERVICE STANDARD

HOW WE WILL BE ACCOUNTABLE

HOW YOU CAN HELP US

INFORMATION ABOUT US

HOW TO CONTACT US

WHO ARE WE

Malkerns Town Board is a body corporate established under Section 111 of the Urban Government Act 8 of 1969. The Board in terms of the declaration has a right to sue and be sued.

The major function of the Board is to provide Governance and municipal services over the declared spatial area in terms of the Constitution of the Kingdom of Swaziland and the Urban Government Act. In accordance with Section 221 of the Constitution our responsibilities includes

1. Ensuring in accordance with the law, the efficient management and development of Malkerns Town
2. Maintaining and protecting life and property,
3. Improving working and living conditions of the town residents and stakeholders,
4. Promoting the social and cultural life of the people in the town,
5. Raising the level of civic consciousness,
6. Preserving law and order
7. Determining plans for the development of the town
8. Initiating and executing policies, taking into account national policy or development plan.

Our values

Vision

The vision of the people of Malkerns for their town is one which:

“By 2022 Malkerns to be the most safe and well planned agricultural town in Swaziland ”

Mission Statement

“Malkerns will provide quality urban and agro services through the use of cutting edge processes and technology, ensuring decent living conditions, development and sustained growth of the town in partnership with stakeholders”

Values

The MTB identified the under-listed as the key values to guide their character, general disposition and thinking during the implementation of the plan.

- **Impartiality**– treating all residents fairly and with equality

- **Integrity** – upright and straight in our dealings and execution of duties
- **Accountability and Transparency** – open and giving feedback to our community at all times
- **Professionalism** – using best standards and embracing appropriate business attitude and disposition in our relations and dealings with clients, business partners and our community
- **Innovation** – always looking for better and more efficient ways to do our business and serving our community

Our service

1. To promote and sustain the agricultural development of Malkerns
2. To improve the quality of life, public convenience and human settlement conditions of the Malkerns residents and stakeholders.
3. To promote sustainable Integrated Local Economic Development of the town.
4. To ensure that Malkerns is environmentally friendly and a safe place to live in.
5. To improve and sustain the Financial Viability of the town.
6. To prepare Disaster Management Plan and respond to natural disasters in town

Our clients

1. All property owners in town
2. All business owners in town
3. All residents of the town
4. All stakeholders using the town or passing through town
5. All government institutions and facilities

Our commitment to you

1. We are committed to respecting the rights of our Clients, including:
2. The right to review and appeal;
3. The right to lodge a complaint;
4. The right to privacy and confidentiality;
5. The right to see information
6. The right to access services, facilities and information in a manner which meets
7. client needs.

Our service guarantee

To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with quality service by:

1. Identifying ourselves when we speak to you.
2. Seeking to understand your requirements and to identifying what is important to you.
3. We will listen actively and act responsively to your needs.
4. Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs.
5. Treating you with respect and courtesy, maintaining confidentiality where required.
6. Giving you clear, accurate, timely and relevant information or help you find it.
7. Being clear and helpful in our dealings with you, giving reasons for our decisions.
8. Respecting the confidentiality of personal information and using it only in accordance with the law.
9. Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct.
10. Referring inquiries we cannot answer to an appropriate source.
11. Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 28 days of getting your letter. If this is not possible, we will tell you why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
12. Ensuring that our recorded telephone, facsimile and Web services are kept current with the latest information, programs, services and products.
13. Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
14. Ensuring that our Web site is easy to use and well set out; and
15. Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honor the Board's "Top Seven" Service

Promises:

1. To Smile
2. To Greet Everyone We Meet
3. To Know Our Jobs
4. To Treat Your Concern as Our Concern
5. To Follow Up On Everything
6. To Treat our Co-Workers as We Would a Customer
7. To always remember that Communication Courtesy Matters

Our Service Standards

Communication

1. When you communicate with Malkerns Town Board, we will:
 - a. Be courteous
 - b. Willingly assist you and be responsive to your needs
 - c. Treat you fairly and professionally
 - d. Be sensitive to diversity issues
 - e. Be accountable and adhere to sound business practices

Service Delivery

2. When we perform services for you, we will:
 - a. Explain our services and deliverables to you
 - b. Aim to exceed your expectations
 - c. Demonstrate technical and professional competence in providing the services
 - d. Respect and maintain customer confidentiality
 - e. Service Evaluation

After we have performed our service, we will:

1. Utilize customer review tools such as our Client Value Survey to seek feedback from our customer base on our performance
2. Review the feedback you provide to us and consider measures to further
3. Improve our service delivery
4. Continue to respect customer confidentiality beyond the term of our engagement

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Measures of Effectiveness
We will respond to your calls within four (4) rings.	Our telephones will be answered promptly.
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our name and work area.
	When we call you, we will provide you with our name and work area and tell you the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental business areas will have telephone service options during business hours.
Our recorded messages will be current and give appropriate contact details during absences.	We will respond to your telephone messages within one (1) working day

In person

Service Principles	Service Standards
We will assist you promptly.	We will serve you within ten (10) minutes of your arrival, if you have an appointment.
	We will serve you within 20 minutes if you do not have an appointment.
	We will advise you, in advance, about any unexpected delays in attending to you.

We will be courteous, professional and helpful.	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible.	All departmental business areas will have in-person service options.
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display.

Interview

Service Principles	Service Standards
We will give reasonable notice of interviews.	We will advise you about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.
	We will inform you of any changes in arrangements before your scheduled interview.
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays.
We will conduct interviews in a fair and reasonable manner.	We will consider the appropriateness of any interview and whether the required information could be obtained in another way.
We will actively address your diverse needs.	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.

Written communication

Service Principles	Service Standards
We will respond to your correspondence promptly.	We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.
	We will acknowledge E-mail requests within one (2) working day of receipt, and provide you with a likely timeframe for our full response.
We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondence.
	We will record all of your correspondence on departmental databases and filing systems.
We will be accessible in writing.	All departmental business areas will have mail contact options.
	We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.

Applications and decisions

Service Principles	Service Standards
We will acknowledge applications promptly and	We will acknowledge all applications within

inform you about the assessment process.	seven (7) working days – unless we make a decision within that time.
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
We will be courteous, professional and helpful.	We will identify ourselves and provide you with options for contacting us
	We will let you know how and when you need to provide information to us.
	Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets your needs and expectations.

Your feedback

Service Principles	Service Standards
We value your compliments, complaints and suggestions.	
	We will invite feedback and provide appropriate contact details in our client information.
	We will acknowledge client feedback within one (1) working day of receipt.
	We will resolve client feedback received via the web, E-mail and telephone within ten (10) working days.
	We will resolve written client feedback received via the Postal Service, facsimile or courier within 20 working days.
	We will use your feedback to improve our services.
	We will monitor and report on all feedback, and consider this in reviewing and improving our services.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

Monitor our performance against the standards set out in this Charter and publishes the results in an Annual Report and other publications, which will be available upon request from our Office. Performance information will also be provided on our web site.

Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on information received.

Publish information showing levels of satisfaction with our programs and services, including complaints received and the resolution of those complaints.

Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.

Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of your comments and in response to ongoing changes.

Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of the monitoring and review process.

HOW YOU CAN HELP US

We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community.

We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.

We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.

MKTB is committed to doing the very best job we can. We welcome your feedback on our performance.

Research and Public Service

To help us help you, we ask you to:

Tell us if you have special needs so we can accommodate them.

Let us know if you need an interpreter to use our services.

Treat our staff with courtesy and respect.

Attend scheduled meetings punctually.

Respond to requests for information by the department accurately, thoroughly and in a timely manner.

Provide us with changes in your circumstances promptly.

Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

To help us Serve You Better

Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.

To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.

We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.

Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.

Malkerns Town Board is committed to doing the very best job we can. We welcome your feedback on our performance. If you have a suggestion, feel free to contact your respective us.

INFORMATION ABOUT US

Malkerns Town Board

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