



STEVE TSHWETE LOCAL MUNICIPALITY

Your ref. MR03.07.12

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10/07/12

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Media Release:

Customer Satisfaction forms translated

Residents can now record their complaints, comments and compliments in one of the four predominantly used languages within the municipality, as from 1 August 2012: Questionnaires/ forms will henceforth be written in English, Zulu, Northern-Sotho and Afrikaans.

The forms will be distributed to the 28 'Suggestion' boxes situated at public venues throughout our municipal area. The forms provide a contact address for those who would like to receive feedback. By making use of the forms, members of the community can assist the municipality to provide them with better services.

The boxes which are locked, are cleared on a monthly basis, and the feedback on the forms is processed and recorded. Follow up includes investigation and/or written feedback to respondents who have filled in their contact details.

Suggestions boxes are at the following venues:

- ✓ Mhluzi Pay point, Clinic (2) and Library,
- ✓ Chromeville Paypoint,
- ✓ Ext 5 Paypoint,
- ✓ Ext 4 Clinic,
- ✓ Ext 8 Clinic,
- ✓ Nasaret Paypoint , Clinic and Library,
- ✓ Rietkuil Paypoint,
- ✓ Pullenshope Clinic,
- ✓ Komati Paypoint,
- ✓ Hendrina Paypoint and Clinic,
- ✓ Newtown Clinic,
- ✓ Kwazamokuhle Paypoint,
- ✓ Clinic and Library,
- ✓ Van Calder Paypoint,
- ✓ Gerard Sekoto Library,
- ✓ Access Control,
- ✓ Rates Hall and Clinic, New Municipal Buildings,
- ✓ Eastdene Clinic and Library.

Municipal Manager
W Fouche