



REQUEST TO RESOLVE A DISPUTE IN TERMS OF SECTION 95(f) READ TOGETHER WITH SECTION 102(2) OF THE LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, 2000 (ACT 32 of 2000)

Reference number:.....

Date:.....

Sections 95(f) and 102 of the Local Government: Municipal Systems Act. 2000 (Act 32 of 2000), provide as follows:

95 Customer care and management

In relation to the levying of rates and other taxes by a municipality and the charging of fees for municipal services, a municipality must, within its financial and administrative capacity –

- (f) provide accessible mechanisms for those persons to **query or verify accounts and metered consumption**, and appeal procedures which allow such persons to receive **prompt redress for inaccurate accounts**;*

To lodge a query/complaint –

send an email to customercare@tshwane.gov.za; or

contact the Call Centre on 012 358 9999. For more information, visit the nearest Customer Care Walk-in Centre in your region or the City of Tshwane's official website at www.Tshwane.gov.za.

102 Accounts

- (1) *A municipality may –*
 - (a) *consolidate any separate accounts of persons liable for payments to the municipality;*
 - (b) *credit a payment by such a person against any account of that person; and*
 - (c) *implement any of the debt collection and credit control measures provided for in this Chapter in relation to any arrears on any of the accounts of such a person.*
- (2) *Subsection (1) does not apply where there is a dispute between the municipality and a person referred to in that subsection concerning any **specific amount claimed by the municipality from that person.***

Therefore, the person referred to below requests that the following dispute be registered with the City of Tshwane Metropolitan Municipality and that the decision be made known to the requestor as soon as practicable.

A. PARTICULARS OF REQUESTOR OR COMPLAINANT

1. FULL NAMES

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2. PHYSICAL ADDRESS

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.....

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3. POSTAL ADDRESS

.....

.....

.....

Postal code

C. ACKNOWLEDGEMENT

The requestor or complainant hereby acknowledges that this dispute or request will be considered by the City of Tshwane's administration within 14 (fourteen) days from the date of registration above and that it remains the responsibility of the requestor or complainant to enquire as to what the outcome of the decision is. It is also recorded that, pending the same, that the submission of this request/complaint/ dispute does not absolve the requestor or complainant of any commitments towards the City of Tshwane and that the requestor or complainant shall remain liable towards the City of Tshwane unless otherwise resolved by the City's administration.

Note: The reference number mentioned above must be quoted in all correspondence with the City of Tshwane's administration.

D. INFORMATION REGARDING DISPUTES

All information regarding disputes can be forwarded to:

Email address: disputes@tshwane.gov.za

Telephone number: 012 358 8282

Physical address: 373 Pretorius Street, BKS Building, 1st Floor

Acknowledgement:

Signature

Name and surname