UMQULU KAMASIPALA WASETHEKWINI WOKUHLINZEKWA KWEZIDINGO

UMBONO:

“Umbono: Ngo2030, iTheku liyobe selaziwa njengeDolobha elinakekelayo nelinentokomalo kunawo wonke e-Afrika, lapho zonke izakhamuzi zihlala ngokuzwana khona.”

INJONGO YOMBONO: Ukuhlela nokuqinisekisa ukuhlinzekwa kwenggalasizinda, amasevisi nokwesekwa kubantu baseThekwini, ngendlela ezodala isimo esivumayo kuzo zonke izakhamuzi ukuze zikwazi ukufeza amaphupho azo futhi zifinyelele emathubeni akhona, ngaleyo ndlela zikwazi ukubamba iqhaza emnothweni ophilayo nonokugcineka, lapho bonke abantu bezobe beqashwe ngokugcwele, nokuzophucula kukhuphule nezinga lempilo yawo wonke umuntu.

IMIGOMO EYISISEKELO

- Ikusasa
- Idolobha elinempumelelo ngokomnotho
- Idolobha elinakekelayo
- Ukukhuthaza ukuncishiswa kobubha, intandoyeningi nokulingana

UKUZIBOPHEZELA EMIGOMWENI YEBATHO PELE

Njengoba sishisekela siqhuba umbono kaMasipala wethu sizibophezele ukungami ekwenzeni ngcono impilo yezakhamuzi zethu; sizoyiphila iBatho Pele silandele le migomo elandelayo:

UKUBONISANA NABANTU

- Amazinga alindelekile
- Ukufinyelela kosizo kubantu
- Inhlonipho
- Ulwazi
- Ukungafihli nokubeka obala
- Ukulungisa amaphutha
- Okuyifanele imali
- Ukukhuthaza ukuqamba amasu amasha nokuhlomulisa ngomsebenzi omuhle
- Umthelela wamasevisi emphakathini
- Ubuholi nokuhlahla indlela

INHLOSO YOMQULU WOKUHLINZEKWA KWEZIDINGO

Inhloso yomqulu wezinjongo nemigomo:

- Ukuphucula ukufezwa kwezidingo
- Ukuqinisa ukuzibophezela nesibambisene nabo ekuphuculeni ukufezwa kwezidingo ukuze kusizakale zonke izakhamuzi
- Ukucacisisa amalungelo nezibopho zalowo nalowo othintekayo
- Ukubona nokuklomelisa ukusebenza okuhle
- Ukuphucula indlela yokusebenza kuhulumeni
- Ukukhuthaza ukusebenza
- Ukuhlela inqubo yokuchaza amazinga okusebenza emikhakheni eyehlukene
- Ukuqinisa izindlela nemikhankaso yokugwema nokuqeda inkohlakalo
- Ukwenza lula ukuxoxisana kulabo ababambisene
- Ukusiza iminyango ikwazi ukubhekana nenselelo yokuphatha izakhamuzi ngesizotha ihlangabezane nokulindelekile ngendlela enobulungiswa nokulingana
- Ukuqinisekisa ukuthi uhulumeni usebenza ngendlela efanele, eyongayo futhi uyaphendula

UKUSEBENZA KOMQULU WOKUHLINZEKA NGEZIDINGO

- Lo Mqulu uyosebenza kubo bonke abasebenzi bakaMasipala kufaka nabo bonke abahlinzeka ngemisebenzi egameni likaMasipala kanjalo nomqashi nabasebenzi.

ISIBOPHO SIKAMASIPALA NGOKOMTHETHOSISEKELO

Isibopho sikaMasipala sisukela kulo mthetho olandelayo:

1. Act no 1 of 1996, Section 155 6 (a) and 7 Schedule 5 - Part 4(b) and 5 (b) of the Constitution of the Republic of South Africa
2. Local Government White Paper of 1995
3. Municipal Structures Act and Regulations No. 117 of 1998
4. Municipal Systems Act Number 32 of 2000 and Regulations

OKULINDELEKE KUMASIPALA

Lokhu okulandelayo yimisebenzi kaMasipala njengokusho komthethosisekelo waseRiphabhliki yaseNingizimu Afrika, ufundwa kanye nemithetho kazwelonke neyesifundazwe maqondana nemisebenzi equkethwe kuyo-:

- Ukunukubezeka komoya nomsindo
- Imithetho yokwakha
- Izindawo zokunakekela izingane
- Ukufakwa kukagesi nesisi
- Ukucima umlilo
- Ezokuvakasha kwendawo, izikhungo zemidlalo ne-amnesties
- Izikhumulo zikamasipala zezindiza, ukuhlela, ezempilo nezithuthi zomphakathi
- Izinhlelo zokulawula izikhukhula ezindaweni ezakhiwe
- Imithetho yokuhweba
- Amanzi nokuthuthwa kwendle okuhamba ngamanzi nohlelo lokuthutha indle nokungcola okuvela emakhaya
- Amabhishi nezikhungo zokuzijabulisa
- Amabhodi amakhulu okukhangisa ezindaweni zomphakathi
- Izindawo zokungcwaba, abangcwabi nezindawo zokulothisa
- Ukuthuthwa kwezibi, amazala emfucuza kanye nokulahlwayo
- Ukulawula uhlupho emphakathini
- Amaphoyisa kamasipala
- Izimakethe
- Amapaki kamasipala nokungcebeleka
- Imigwaqo kaMasipala
- Ukukhishwa kwamalayisense nokulawulwa kwamabhizinisi adayisa ukudla
- Iziphawundi kamasipala zezilwane eziluvanzi
- Ukufaka uthango nokubiya
- Ukukhishwa kwamalayisense ezinja
- Ukulawulwa kwamabhizinisi adayisela umphakathi utshwala
- Izikebhe ezintanta ngamashubhu, izikebhe, izakhiwo zokuhamba ngaphezu kwamanzi, izindawo zokungcebeleka nezikhumulo zemikhumbi, ingabalwa imithetho yemikhumbi yezwe neyamazwe

MUNICIPAL CONTACT INFORMATION

Switchboard no: 031 311 1111
Call Centre no: 080 3111111
Email: MayorsPA@durban.gov.za
Address: 263 Dr Pixley kaSeme Street,
1st Floor City Hall Building,
Durban, 4000

AMALUNGELO AKHO OKUHLINZEKWA NGEMISEBENZI NJENGEKHASIMENDE

Unelungelo:

- Lokuba sendaweni ehlanzekile enempilo
- Lokuba sendaweni ephephile nevikelekile
- Lokuthola usizo ngokwanele
- Lokusizwa ngokusezingeni eliphezulu
- Lokuthola ulwazi ngendawo
- Lokuthola imfundo nolwazi ngokwenziwa ngumasipala
- Lokuhlonishwa nokuphathwa ngesizotha
- Lolwazi oluyilo ngokushesha
- Lokuthola usizo oluphuthumayo

OKUYIZIBOPHO ZAKHO NJENGEKHASIMENDE

Unesibopho:

- Sokukukhokhela amasevisi owatholayo njalo, ngesikhathi nangokwethembeka
- Sokuthobela imithetho yedolobha neyemvelo
- Sokungangeni ezenzweni ezingekho emthethweni ngenhloso yokuthola usizo
- Sokubika izenzo ezingekho emthethweni
- Abanikazi bezindlu zeRDP bayakhuthazwa ukuba babe nonembeza, bavikele futhi bahloniphe lokho akubanikiwe
- Sokubamba iqhaza ezinhlelweni zikamasipala zokuxhumana kanye nokubamba iqhaza komphakathi ezifana ne IDP, izimbizo nemidlalo nama-roadshows

AMAZINGA AFANAYO AMASEVIZI

- Sizoxhumana namakhasimende ethu ngendlela enobungani nesizotha.
- Amakhasimende ethu sizowaphatha ngenhlonipho nesizotha ngaso sonke isikhathi
- Sizoxhumana ngezilimi ezikhulunywa yiningi lamakhasimende ethu okuyisiZulu; isiNgisi nezinye izilimi ukuhlangabezana nezidingo zezivakashi nabatshalizimali, senzele ukwahlukahlukana ngokwamasiko edolobheni
- Ngaso sonke isikhathi amakhasimende ethu sizowenzela ngendlela eshaya emhloleni futhi ehlelekile
- Sizosho ukuthi siyitholile incwadi yakho zingakapheli izinsuku ezimbili ingabaliwe iMigqibelo amaSonto namaholide
- Sizowabheka ama-email siphendule ngokushesha sisho engakapheli amahora angama-24 ukuthi afikile bese siphendula zingakapheli izinsuku ezinhlanu
- Zonke izingcingo ziyophendulwa zingakakhali kwaze kweqa kokuthathu
- Sizosebenzisa izincwadi ezihleleke ngendlela ekhombisa ukuthi ngezikaMasipala futhi siqinisekise nokuthi zimi ngendlela efanayo
- Bonke abasebenzi bethu bazocupha ama-email abo ukuba aziphendulele noma adlulisele phambili leyo miyalezo engena uma bengekho emsebenzini, bafake namagama kanye nezinombolo zabantu okungaxhunywana nabo uma kuphuthuma
- Siyokuqaphelisisa kakhulu ukuyigcina ubumfihlo uma siphendula. Siqinisekise ukuthi siyabazi bonke abantu impendulo eya kubo futhi siyithumele kubantu abaludingayo lolo lwazi
- Ukubingelela, ukuvalelisa namasignature ethu ama-email siyokwenza kufane futhi sigcine isithombe esihle ngathi ngaso sonke isikhathi
- Sizobhekana nokungalingani kwamasevisi ehlinzekwayo ikakhulukazi emiphakathini eyayincishwe amathuba ngaphambilini
- Sizokhipha imibhalo ebhalwe ngokucacile efundekayo

WATER AND SANITATION

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukusebenza izicelo zokufakelwa amamitha egcekeni nokuhlolwa kwamamitha	izinsuku eziyi-14 ingabaliwe iMigqibelo, amaSonto namaholidi
Ukusebenza izicelo zokufakelwa amanzi okusha	izinsuku eziyi-14 ingabaliwe iMigqibelo, amaSonto namaholidi
Ukusebenza nokuhlola umfutho nokugeleza	izinsuku eziyi-7
Ukuhlolwa kwemihlaba ukuthola ipayipi lamanzi elikhulu; ukubheka inombolo yesiza nezikhonkwane zomngcele ukwenza lula ukufakelwa okusha	amahora angama-48
Ukufakela umuzi, ibhizinisi umuntu ngayedwana amanzi > 25mm okufaka nepayipi lokuchelela nelomlilo	izinsuku eziyi-14
Ukuhlola amanzi amayo ebaleni endaweni yomuntu nezikhalo zomfutho wamanzi	amahora angama-48
Ukubhalisa ama-akhawunti amasha	njengamanje
Ukuthunyelwa kwamanzi okuphuza kumakhasimende ngamathange noma ngezikhwanyana ezindaweni lapho amanzi enqamuke khona	Amahora ayisithupha ngemuva kokunqamuka
Imikhankaso yokukhumbuza umphakathi nokufundiswa ngamalungelo nezibopho zezakhamuzi	Nsuku zonke

DEVELOPMENT AND PLANNING

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukucutshungulwa/ukuvunywa kwamaplani okwakha	izinsuku ezingama-30>500 m
Ukucutshungulwa kwezicelo zezimpawu	izinsuku ezingama-60>500 m
Ukushushiswa/ukuphoqelela kokuthotshelwa kwemithetho yokwakha	Izinsuku eziyi-14 (izicelo ezifakwe egcekeni) izinsuku ezingama-21 (izicelo zokukhangisa kude) Izinsuku ezinhlanu (amaphepha esikhashana ezaziso ananyekiwe/imibhalo emikhulu esendwangwini) Izinsuku ezingama-21

ENGINEERING

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukuvala imigodi emgwaqweni	amahora angama-48
Ukwehla kwenhlabathi ngenxa yemvula	amahora angama-24
Izivalo ezingekho zezitamkoko	amahora angama-24
Amapayipi /imisele yezikhukhula evalekile	amahora angama-48
Ukulungisa umgwaqo namaphevumenti/ ukususa isihlabathi ngemuva kwemvula enamandla	izinsuku eziyi-10
Unqenqema lomgwaqo olwephukile	izinsuku eziyi-10
Ukulungisa amapayipi ezikhukhula/izivalo zawo	izinsuku eziyi-10
Ukulungisa izinsimbi zomgwaqo ezinqanda ukuphaphalaza/zokubambelela zabahamba ngezinyawo/uthango lomgwaqo	izinsuku eziyi-10
Ukufakwa kwezinye izimpawu zomgwaqo	izinsuku eziyi-10
Ukupendwa kabusha kwemigqa nezimpawu zaphansi emgwaqweni	izinsuku eziyi-10
Ukuphalwa komgwaqo nokuthelwa komgubane emigwaqweni yobhuqu	izinsuku eziyi-10
Ukulungiswa kwezindlela zezinyawo nezitebhisi	izinsuku eziyi-10
Ukuhlanzwa kwemifula nemisele yamanzi	izinsuku eziyi-10
Ukwakhiwa komgwaqo wokungena (ngezindleko zomnikazi)	Izinsuku ezinhlanu
Ukuzisukumela ngesikhathi izikhalo zezikhukhula	amahora angama-24
Ukwaziswa kwamakhasimende ngokunqanyulwa okuhleliwe	Izinsuku ezinhlanu
Ukuvunywa ngesikhathi esifanele kwamaplani okwakha ebangeli elisuka ogwini lolwandle	Izinsuku eziyi-14
Ukusebenza izicelo zokufakelwa amapayipi amasha ezikhukhula	Njengamanje

ETHEKWINI TRANSPORT AUTHORITY

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukudidiyela ezokuthutha umphakathi Incwadi yokuncoma yelayisense yokusebenza eya KwaZulu Natal Department of Transport (KZN Dot) Provincial Entity (PRE)	Amahora angama-72
Ingqalasizinda yezokuthutha umphakathi Izicelo zemipheme ezitobhini zamabhasi nenye ingqalasizinda	Izinsuku ezimbili kuya kwezintathu: Ukusho ukuthi sifikile
Umsebenzi wokuthuthwa komphakathi Amakhadi eMuvo	Izinyanga ezintathu: Ukucubungula kokuqala
Ukuhlelwa kwezokuthutha umphakathi Izicelo zamarenki amasha	Izinyanga eziyi-12 kuya kwezingama-24: Ukwenziwa
Ukucutshungulwa komthelela wezokuthutha	Izinsuku eziyisi-7: Abahola impesheni
Amaplani okwakha, izimvume ezisiyisipesheli, izincwadi	Izinsuku eziyi-14: Ukukhubazeka
Ama OLS nokuhlola ukwabiwa kwemizila	Khona manje: Abafundi
Ukuphepha emgwaqweni Ukuphepha emgwaqweni/imibuzo ngezibalo zezingozi – ngaphakathi nangaphandle	Izinsuku eziyisi-7
Ukudayiswa kwamafomu ezingozi	Uphenyo bese uphendula Khona manjalo ekhawunteni
Ezinye izicelo	Izinsuku ezimbili ngemuva kokuqinisekiswa kwenkokhelo
Ukulawulwa kwezokuthutha edolobheni Impendulo yezincwadi ezivela enkantolo	Izinsuku eziyisi-7
Ukuqala izinguquko zezikhathi zezimpawu	Zingakapheli izinsuku eziyisi-7
Okwejwayelekile Kudingeka ukubala okusha	Zingakapheli izinyanga ezintathu
Ukufakwa nokusebenza Ukungasebenzi kwamarobhothi	Usuku olulodwa
Amasevisi	Ngokuqhubekayo
Ukungasebenzi kwamarobhothi ngoba kuphele ugesi	Kulawula ugesi
Ukungasebenzi kwamarobhothi ngoba kushayiswe izigxobo	Izinsuku ezintathu
Ukungasebenzi kwamarobhothi – ukuqondanisa kahle isikhathi	Izinsuku ezili-14 kuye ngenkinga ekhona
Traffic Engineering Ukucutshungulwa kwezicelo zentuthuko	Izinsuku ezilishumi
Ukucutshungulwa kwemibuzo eqondene nobunjiniyela	Izinsuku ezilishumi
Traffic Operations Ukubhalelana phakathi komphakathi – izimpawu zomgwaqo, ukudwetshwa komgwaqo, izinsimbi ezinqanda ukuphaphalaza, njll.	Uphenyo lwezinsuku eziyisi-14 nempendulo
Ukugcina esimweni esifanele izimpawu zemigwaqo emikhulu	Iminyaka emibili kuya kweyisikhombisa kuye ngohlobo lomgwaqo
Ukunakekelwa kwezimpawu ezikhomba indlela	Ishumi leminyaka kuye ngobude besikhathi sophawu
Ukufakwa kwamagama emigwaqo	Amasonto amabili kuya kwamane kuye ngesibalo semigwaqo edingekayo
Iphemithi yokuvalwa komgwaqo neyocrane	Zingakapheli izinsuku ezintathu
Ukuhlelelwa kwezokuthutha nokusetshenziswa kwenggalasizinda yezimpawu zemicimbi eyisipesheli	Uma kuba nesidingo kuye ngobungako bomcimbi

UKUKALA AMAZINGA ETHU

Lokhu kuyokwenziwa:

- Ucwaningo lwaminyaka yonke lokuhlola amazinga ansukuzonke okusebenza nokufika ezikhungweni ungalindelekile/ungaziwa
- Ukuhlolwa kokusebenza, ukubika ngeScorecard ne SDBIP
- Ukuhambisana nezinhlelo ze-IDP, Provincial Growth Strategy neNational Development Plan
- Uhlelo lukaMasipala lokuklomelisa
- Isibalo sezikhalo ezitholwe ngezindlela ezahlukene okufaka nokuthatha imibiko kwi-Integrated Customer Relations Systems
- Ukuqhathanisa nezinye izikhungo kanye nabanye omasipala abakhulu.
- Ukuhlaziya nokubika ngezibalo
- Uhlelo lwe Back to Basics

SOLID WASTE

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukulandwa kwezibi, ukushanyelwa kwemigwaqo, ukuhlanzwa kwemisele yezikhukhula nokuthathwa kwazo zonke izibi ezisemgwaqweni (okufaka nosonkonteleka bomphakathi).	Kanye ngesonto ngokwesheduli yendawo
Ukubuthwa kwezibi ezindaweni okungezona ezokuhlala, izikole, imitholampilo nezitolo	Ngokwesivumelwano
Ukususwa kwezilwane ezifile	Amahora angu-24
Ukulethwa kwezikhwama zezibi	Ngekota
Imibuzo eqondene nezibi/imfucuza	Amahora angu-24
Ukususwa kwengqumbi yezibi, imfucuza yokwakha (izindawo zokulahla ngokungemthetho)	Ekuphumeni komyalelo (Uma kuba nesidingo)
Ukukhumbuzana nokufundiswa ngokusingathwa kwezibi	Nsuku zonke

UGESI

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukutholakala okusha noma ukuphuculwa kokhona	izinsuku eziyi-10
Ukuthola lapho kudingeka khona ukwelulwa kwe-network	izinsuku ezingama-30
Ukuphakelwa okusha lapho kunengqalasizinda engasebenziseka khona lapho kudingeka khona ukwelulwa ngobuxhakaxhaka beLV	izinsuku ezingama-30
Ukufundwa kwamamitha emakhaya emabhizinisini nasezimbonini	izinsuku ezingama-60
Ukuvalwa ngenxa yokungakhokhi kanye/ noma ngenxa yesikweletu	Kanye ezinsukwini ezingama-90
Imibuzo ngama-akhawunti	izinsuku ezingama-30
Imibuzo yokuphikisana ne-akhawunti	Izinsuku eziyi-14 ngemuva kosuku lokukhokha
Ukunqanyulwa okuhleliwe	Njengamanje
Ukunqanyulwa okungahleliwe	Izinsuku eziyi-15 ezingama-24 ezinhlanu

REVENUE

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukuvalwa noma ukwedluliselwa kwe-akhawunti	Izinsuku ezingu-14
Isicelo se-Clearance Certificate ne Validity yezinsuku eziyi -120	Izinsuku ezinhlanu
Ukubuyiselwa kwemali yamasevisi	Kusukela emasontweni amabili kuya kwayisi-8

PARKS RECREATION AND CEMETERIES

UMSEBENZI WAWO	IZINGA LOMSEBENZI
UKUSIKWA KOTSHANI Amapaki nezinkundla zemidlalo eziyisigaba 1	Izinsuku eziyisi-7
Indawo yokudlala izingane	Izinsuku ezingu-14
Izindawo zokusetshenziswa umphakathi	Izinsuku ezingama-30
Izindawo ezingathuthukisiwe futhi ezivulekile	Kasikhombisa ngonyaka
Izindawo zomphakathi	Izinsuku eziyi-14
Unqenqema lwemigwaqo	Kasikhombisa ngonyaka
UKUTSHALWA KWEZIHLAHLA Isicelo sokutshalwa kwezihlahla onqenqemeni lomgwaqo	Izinsuku eziyi-15
Isicelo sokuphundlwa kwezihlahla	Izinsuku eziyi-15
Isicelo sokusususwa kwemithi	Usuku kuya kwezingama-20
Ukutshalwa kwezihlahla zomgwaqo	Ebusika kuphela
UKWAKHIWA KWAMAPAKI Ukwakhiwa kwezindawo zokusetshenziswa umphakathi ezinezidingo ezanele zokuqeda isizungu	Nsuku zonke
Ukunakekelwa kwezindawo zokusetshenziswa umphakathi	Nsuku zonke
Ukubekisela imicimbi ezindaweni zokusetshenziswa umphakathi	Akumi
UKUHLOTSHISWA KWAMAPAKI Ukutshalwa kwezihlahla, nezimbali nokunye okwenziwa kanye ngonyaka Ukuphathwa kongwengwe Ukushintsha konke okwenziwa kanye ngonyaka Ukuvundisa, ukulawula izilwane, ukhula	Isheduli yonyaka

HUMAN SETTLEMENT

UMSEBENZI WAWO	IZINGA LOMSEBENZI
Ukubamba iqhaza lomphakathi ezinhlelweni	Uma kuba nesidingo
Ukwedluliselwa kwezindlu kubanikazi Ukunakekelwa	Izinyanga eziyisi-8 Izinyanga ezintathu
Kwezicelo zezidingo zezindlu eziqashisayo Ukuphoqelelwa komthetho kulabo abahleli ngokungemthetho ezindlini nabadla umhlaba	Njengamanje

INQUBO YEZIKHALO/IZINDLELA ZOKULUNGISA

Isinyathelo sokuqala
- Chaza inqubo uthathe imininingwane.
- Khombisa ukuthi usitholile isikhalo uchaze isikhathi okuyobe sekuphenduliwe ngaso

Isinyathelo sesibili
- Dlulisela isikhalo emnyangweni nakubasebenzi abafanele

Isinyathelo sesithathu
- Phenya isikhalo usebenzisa imigudu kaMasipala efanele

Isinyathelo sesine
- Sisebenze isikhalo wazise osifakile
- Uma ikhasimende lingenelisekile ngempendulo eliyitholile, isikhalo siyosedlulisela kubaphathi abangaphezulu eminyangweni efanele, siqhubekele emahhovisi eMenenja yeDolobha neleMeya

THUMELANI IZIKHALO/UKUNCOMA/UKUPHAWULA KITHI
- Ngokubhala nibhekise kulowo msebenzi kumbe umnyango.
- Zingafakwa emabhokisini okuncoma noma eziphakamiso nomaphi lapho kusetshenzwa khona ngamakhasimende edolobheni
- Ngezindaba zamaphephandaba ehlukene okufaka nezinkundla zokuxhumana
  Email Sizakala@durban.gov.za nasenombolweni yamahhala: 0800 1011 33

Sizakala@durban.gov.za 080 311 1111 073 148 3477 Ethekwini Municipality @eThekwiniM