



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

Reference number:

Date:

Section 95(f) of the Municipal Systems Act, 2000 provides 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 or 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 official website at www.tshwane.gov.za.

A dispute is lodged after the general complaints procedure was followed and you are not in agreement with the outcome as per Section 102 of the Municipal Systems Act, 2000, which provides as follows:

102 *Amounts*

- (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 requester as soon as practicable.

A. PARTICULARS OF REQUESTER OR COMPLAINANT

1. FULL NAMES

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2. PHYSICAL ADDRESS

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3. POSTAL ADDRESS

.....

Postal code

4. CONTACT DETAILS

Work phone: Home phone:

Cellular phone:

Email address:

Any other contact number:

Account number:

The City of Tshwane may elect any one or more of the addresses above to which it can forward its decision. If it is sent by normal mail, it will be deemed to have come to the knowledge of the requester within 14 days after it was dispatched, and if sent by email, within 48 hours after it was sent electronically.

D. INFORMATION REGARDING DISPUTES

All information regarding disputes can be forwarded to –

- disputes@tshwane.gov.za;
- 012 358 8300/6235/7285; or
- 12th Floor, Middestad Building, 252 Thabo Sehume Street, Pretoria CBD.

Acknowledgement:

Signature

Name and surname