

SERVICE LEVEL STANDARDS

Core Service	Service Level Standard
Opening of Accounts Rates Water Electricity Refuse	Within 30 Days
Clearance certificates	100% clearance certificates issued within 30 days of application being received
Refunds	100% of refunds issued within 30 working days
Billing queries logged	85% resolved within 30 working days
	95% resolved within 60 working days
	100% resolved within 90 working days
Turnaround time for resolving customer complaints raised	85% of customers complaints responded to within 30 days
	95% of customers complaints responded to within 60 days
	100% of customers complaints responded to within 90 days
Acknowledgement of queries	Immediately if in person and on e-mail
	Reference number will be provided to acknowledge and track queries logged
Customer Service Centre/ Walk-In Centre maximum queuing time	30 minutes 90% of the cases



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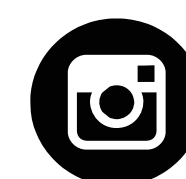
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