

MAQUASSI HILLS LOCAL MUNICIPALITY

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)

ACCOUNT NUMBER:

ERF Number: **TOWN:**

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 liezels@maquassihills.org

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 Maquassi Hills Local Municipality and that the decision be made known to the requestor as soon as practicable.

A. OF REQUESTOR OR COMPLAINANT

1. FULL NAMES

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2. PHYSICAL ADDRESS

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3. POSTAL ADDRESS

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Postal code

4. TELEPHONE NUMBERS

Work:Home:

Cellular phone:

Email address:

The Municipality may elect any one or more of the addresses above to which it can forward its decision and if it is sent by normal mail, it will be deemed to have come to the knowledge of the requestor within 14 (fourteen) days after it has been dispatched, and, if sent by email, within 48 (forty-eight) hours after it was sent electronically.

B. NATURE OF THE DISPUTE

The requestor or complainant must give a full description of the amount or amounts involved and of the nature of the dispute as well as the detailed reason or reasons in support of the dispute.

Any documentation in support of the dispute/query/verification must be attached hereto. If the request is for the verification of an account or meter, the requester or complainant must merely state this.

DETAILED DESCRIPTION OF THE DISPUTE AND AMOUNT INVOLVED

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C. ACKNOWLEDGEMENT

The requestor or complainant hereby acknowledges that this dispute or request will be considered by the Maquassi Hills Local Municipality’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 Maquassi Hills Local Municipality and that the requestor or complainant shall remain liable towards the Maquassi Hills Local Municipality unless otherwise resolved by the municipal administration.

An acknowledgement of this dispute must be forwarded by the municipality within 10 days

Note: The ACCOUNT number mentioned above must be quoted in all correspondence with the Maquassi Hills Local Municipality’s administration.

D. INFORMATION REGARDING DISPUTES

All information regarding disputes can be forwarded to:

Email address: maggym@maquassihills.org

Telephone number: 018 596-3025 Fax 0866151281

Signature: _____

_____ Name and surname