



Pfura Rural District Council



VISION

A socially and economically empowered community by 2030

MISSION STATEMENT

To provide affordable, inclusive, quality, sustainable socio-economic goods and services to our clients and stakeholders.

SERVICE COMMITMENTS & STANDARDS

WHAT TO EXPECT FROM THE ORGANISATION

- Staff will immediately and courteously attend to visitors on arrival



OBLIGATIONS & RIGHTS



ORGANISATION'S OBLIGATIONS

- Provide goods and services efficiently and effectively
- Mobilise resources for provision of goods and services
- Attend to stakeholders' concerns to their satisfaction
- Consult stakeholders on all issues pertaining to service delivery

CLIENT RIGHTS

- Right to information on goods and service provision
- Right to be consulted in every aspect relating to provision
- Right to be given feedback in all aspects

CLIENT OBLIGATIONS

- Pay rates and levies to council timeously
- Participate in all community activities
- Report bad practices within communities - direct or through suggestion box



VISION

A socially and economically empowered community by 2030



MISSION STATEMENT

To provide affordable, inclusive, quality, sustainable socio-economic goods and services to our clients and stakeholders.



FEEDBACK AND ESCALATION PROCESS

all visitors will be welcomed and asked within how they can be assisted/ attended to two minutes of arrival.

Response time: all request for information and queries pertaining to provision of goods and services will be responded to within 5 working days. Written suggestions should be placed in suggestion boxes. **CEO Contact: 0772700912**