NDLAMBE MUNICIPALITY

N O T I C E – NDLAMBE COVID 19 SERVICE DELIVERY

NOTICE is hereby given that pursuant to the National State of Disaster as announced by the State President Cyril Ramaphosa and the subsequent positive cases within Ndlambe Municipality; the Municipality wish to inform the residents of Ndlambe Municipality that we will be closing the majority of our offices and staff will work from home, return on a rotational basis but essential services (limited) will continue, alternatively private contract services will be utilized.

Subsequent to the recent COVID-19 outbreak within Ndlambe Municipality, the Municipality wish to inform the public that we have acted and dealt with this matter in accordance to the "Occupational Health and Safety Act" and implemented all COVID-19 protocol procedures in order to ensure a safe working environment for our employees and the community at large. Hence the all the staff members that have been in direct contact with the positive cases has been identified, screened, tested and self-isolated where applicable. All the offices affected with positive cases have been closed and deep-sanitised.

Engagements between the Municipality and its labour component has been taking place during the past week to implement protocols relating to the outbreak and to ensure that service delivery continues, but at the same time preventing the spread of the virus amongst staff and the community at large.

Ndlambe municipality has resolved to minimize the number of workers at their respective workplace through the rotation system, staggered working hours, shift systems, remote working arrangements or similar measures in order to achieve social distancing and creating a safe working environment.

Subsequently we encourage the public and community to consult with the relevant staff via email or telephone as per below table, alternatively appointments can be made with the relevant staff in order to minimize walk in consultations.

The following Directorates operating hours and contact details are reflected in the table below:

The residents need to take note of the following important announcements:

1. **Cashiers at Port Alfred, Kenton and Alexandria will be open for two days a week – Tuesday and Wednesdays from 8:00 am to 1:00pm.**

Outside these days' ratepayers are requested to make payments through the follow methods:

- **Pick and Pay**
- **Post office**
- **ATM deposit.**
- **EFT deposit.**

(All bank deposits can be made to the following Ndlambe Municipality Bank Account No: 53403316037 (FNB) and please indicate your rates account numbers as your reference number). Ratepayers are requested to keep their proof of payment for record purposes.

2. **Bulk water purchases and grave site payments outside the above times can be paid for directly in *Ndlambe Municipality Bank Account No: 53403316037 (FNB)*, use reference no. "01 000 000 000".**
3. **All account queries, payment arrangements can be addressed with credit control staff who will be in office for 2 days per week- Tuesday & Wednesday 8:00 am to 1:00pm.**
4. **Service interruption like electricity disconnection for conventional meters and prepaid meters you can contact Mrs D May on cell: 083 700 9133 or Mr Klaas on cell: 065 926 8909.**

Refuse removal services have resumed and as from 25 June 2020 service providers have been appointed to assist the refuse section that will work on a rotation basis. Essential services such as water, sanitation, electricity, fire, traffic, refuse removal will continue through a rotation approach.

Offices that are currently closed for deep cleansing include the Traffic department, Corporate Services section, PMU etc.

INFRASTRUCTURE					
SECTION	**OPERATING DAYS**	**OPERATING TIMES**	**CONTACT PERSON**	**Email Address**	**CONTACT NUMBER**
TOWN PLANNING	Monday	8:00am - 1:00pm	**TOWN PLANNING MANAGER** Ms Ntombi Ngxwashula	nngxwashula@ndlambe.gov.za	**076 655 8916**
	Wednesday	8:00am - 1:00pm			
	Friday	8:00am - 1:00pm	**ASSISTANT TOWN PLANNER-** Mr Kholofelo Radingoana	kradingoana@ndlambe.gov.za	**072 035 6384**
			Town Planning Admin Help Desk	unxesi@ndlambe.gov.za	**046 604 5520**
BUILDING CONTROL	Monday	8:00am - 1:00pm	**BUILDING CONTROL OFFICER-** Ms Vuyiseka Seysman	seysmanv@ndlambe.gov.za	**083 528 9106**
	Wednesday	8:00am - 1:00pm			
	Friday	8:00am - 1:00pm	**BUILDING CONTROL CLERK-** Ms Ntombise Lenya	nlenya@ndlambe.gov.za	**046 604 5588**
HOUSING	Monday	8:00am - 1:00pm	**HOUSING MANAGER-** Mr. O Jobela	ojobela@ndlambe.gov.za	**071 589 6936**
	Wednesday	8:00am - 1:00pm	**BUILDING CONTROL CLERK-** Port Alfred	nmaceba@ndlambe.gov.za smgudwa@ndlambe.gov.za	**046 604 5518**
			BUILDING CONTROL CLERK- Marselle	dcoto@ndlambe.gov.za dtiti@ndlambe.gov.za	**079 677 9756**
	Friday	8:00am - 1:00pm	**BUILDING CONTROL CLERK-** Kenton		**073 578 7183**
			BUILDING CONTROL CLERK- Alexandria	omtshisi@ndlambe.gov.za	**073 057 3288**
ELECTRICITY	Mon-Fri	7:30am- 4:30pm	**ELECTRICAL SERVICE PROVIDER (CDR)**	masha@cdrsisonke.co.za	046 624 2506
ELECTRICITY	Mon-Fri	7:30am- 4:30pm	**ELECTRICITY FOREMAN -** Mr S. Runeli	sruneli@ndlambe.gov.za	073 439 8482
PORT ALFRED WATER & SANITATION	Mon-Fri	7:30am- 4:30pm	**WATER WORKS SUPERINTENDENT -**Mr E. Jobela	ejobela@ndlambe.gov.za	**078 080 3869**
PORT ALFRED WATER & SANITATION	Mon-Fri	7:30am- 4:30pm	**WATER WORKS FOREMAN -** Mr D. Mgadi		**083 271 5940**
PORT ALFRED WATER & SANITATION	Mon-Fri	7:30am- 4:30pm	**WATER WORKS FOREMAN -** Mr A. Nikelo		**081 495 4815**
PORT ALFRED ROADS & STORMWATER	Mon-Fri	7:30am- 4:30pm	**ROADS & STORMWATER SUPERINTENDENT -**Mrs L Dlavana	ldlavana@ndlambe.gov.za	**078 862 1299**
BATHURST INFRASTRUCTURE	Mon-Fri	7:30am- 4:30pm	**GENERAL WORKS FOREMAN -** Mr. S Budaza		**066 487 8245**
SEAFIELD INFRASTRUCTURE	Mon-Fri	7:30am- 4:30pm	**GENERAL WORKS FOREMAN -** Mr. W. Gongqa		**073 862 6015**
CANNON ROCKS & BOKNES INFRASTRUCTURE	Mon-Fri	7:30am- 4:30pm	**Foreman General works-** Mr M Trompeta		**079 452 6862**
ALEXANDRIA INFRASTRUCTURE	Mon-Fri	7:30am- 4:30pm	**Foreman General works-** Ms. N Mbozi		**073 331 0804**
WATER CONSERVATION & DEMAND MANAGEMENT	Mon-Fri	7:30am- 4:30pm	**WCDM OFFICER-**Mr. M Joubert		**084 343 6856**
KENTON & MARSELLE WATER,SANITATION & ROADS	Mon-Fri	7:30am- 4:30pm	**GENERAL WORKS SUPERINTENDENT -**Mr X. Tyatya	xtyatya@ndlambe.gov.za	**063 165 1143**
KENTON & MARSELLE WATER & SANITATION	Mon-Fri	7:30am- 4:30pm	**WATER WORKS FOREMAN -** Mr Y Ntintili		**071 423 7612**
INFRASTRUCTURAL DEVELOPMENT & PLANNING-EAST	Mon-Fri	7:30am- 4:30pm	**Deputy-Director Infrastructural Development (Mr S Babama)**	sbabama@ndlambe.gov.za	**072 302 2930**
INFRASTRUCTURAL DEVELOPMENT & PLANNING-WEST	Mon-Fri	7:30am- 4:30pm	**Deputy-Director Infrastructural Development (Mr T Maluleke)**	tmaluleke@ndlambe.gov.za	**072 8496 547**

COMMUNITY PROTECTION SERVICES					
SECTION	**OPERATING DAYS**	**OPERATING TIMES**	**CONTACT PERSON**	**EMAIL ADDRESS**	**CONTACT NUMBER**
COMMUNITY PROTECTION SERVICES	Mon - Fri	07h30 – 16h30	**DIRECTOR: CPS Mrs N Booysen-Willy**	**nbooysen@ndlambe.gov.za**	**0659254402**
COMMUNITY PROTECTION SERVICES	Mon - Fri	07h30 – 16h30	**DEPUTY-DIRECTOR: CPS Mr F Fouche**	**ffouche@ndlambe.gov.za**	**0827531716**
GENERAL ENQUIRIES / COMPLAINTS	Mon - Fri	07h30 – 16h30	**Ms V Mfo**	**vmfo@ndlambe.gov.za**	**0466045527**
ENVIRONMENTAL HEALTH	Mon - Fri	07h30 – 16h30	**Mr M Madlebe**	**mmadlebe@ndlambe.gov.za**	**0832530432**
ENVIRONMENTAL CONSERVATION	Mon - Fri	07h30 – 16h30	**Mr M Dixon**	**mdixon@ndlambe.gov.za**	**0746344072**
ENVIRONMENTAL LAW	Mon - Fri	07h30 – 16h30	**Mr W Nel**	**wnel@ndlambe.gov.za**	**0823884600**
BY-LAW COMPLIANCE	Mon - Fri	07h30 – 16h30	**Mr T Rasmeni**	**trasmeni@ndlambe.gov.za**	**0734075864**
SECURITY COORDINATOR	Mon - Fri	07h30 – 16h30	**Mr S Klaas**	**sklaas@ndlambe.gov.za**	**0820925621**
FIRE / EMERGENCY SERVICES	Mon - Fri	07h30 – 16h30	**Mr M Sauls**	**msauls@ndlambe.gov.za**	**0794404112**
TRAFFIC SERVICES	Mon - Fri	07h30 – 16h30	**Mr G Kandile Mrs L Mamani**	**gkandile@ndlambe.gov.za lmamani@ndlambe.gov.za**	**0848090762 0665119855**
FOREMAN: REFUSE (PORT ALFRED)	Mon - Fri	07h30 – 16h30	**Mrs N Gongqa**		**0834574302**
FOREMAN: REFUSE, PARKS (Kenton/Bushmans)	Mon - Fri	07h30 – 16h30	**Mr L Mxokozeli**		**0833749337**
FOREMAN: REFUSE, PARKS (Alexandria)	Mon - Fri	07h30 – 16h30	**Mr M Mdambatya**		**0715880133**
PARKS / CEMETERIES	Mon - Fri	07h30 – 16h30	**Mr P Feni**		**0810590484**
FIRE / EMERGENCY SERVICES	Mon - Sun	24 hours	**CONTROL ROOM OPERATOR**		**0466241111 0466045525 0466045526**

We humbly request that the community of Ndlambe to embrace the municipality and support our staff that will be working in service delivery services sections and front-line staff.

Expect delays but be assured that as a caring municipality we want to ensure you that service delivery is very important to the community but at the same time we want to contain the spreading of the COVID-19 disease as far possible.

NOTICE NUMBER: /2020
30 June 2020

ADV R DUMEZWENI
MUNICIPAL MANAGER

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MUNICIPAL NOTICE BOARDS
MUNICIPAL WEB SITE
SOCIAL MEDIA