JOHANNES PHUMANI PHUNGULA
LOCAL MUNICIPALITY
UNITING COMMUNITIES, BUILDING A BETTER FUTURE

JOHANNES PHUMANI PHUNGULA

LOCAL MUNICIPALITY



SERVICE DELIVERY

CHARTER & STANDARDS 2026/27

Johannes Phumani Phungula Local Municipality
@JPP Municipality
@JPPMunicipality
@JPP Municipality

THE MUNICIPALITY'S VISION IS

"To provide quality services and sustainable economic growth within the available resources"

THE MUNICIPALITY'S MISSION STATEMENT IS

"Johannes Phumani Phungula Local Municipality will strive to deliver basic services to all its citizens by the year 2030, by promoting sustainable socio-economic development, through Good Governance"

SERVICE BENEFICIARIES

- Business Owners
- Government Department
- General Public

STAKEHOLDERS

- Amakhosi
- Government Departments (National, Provincial, District and Local)
- SALGA
- Other Municipalities

LIST OF ALL SERVICES PROVIDED BY THE MUNICIPALITY

COMMUNITY AND SOCIAL SERVICES DEPARTMENT.

- LED & Tourism
- Refuse Collection.
- Grass Cutting
- Fire Fighting
- Business Licensing
- Motor Vehicle Licensing
- Library Services
- Traffic Management
- Cemeteries
- Law Enforcement
- Public Participation
- General maintenance of local amenities
- Maintenance of Parks and Gardens
- Disaster Management
- Youth Development
- Sports Development
- Arts and Culture
- HIV and Aids
- Gender Development
- Senior Citizens
- Disability
- Children Development
- Operation Sukuma Sakhe

INFRASTRUCTURE PLANNING AND DEVELOPMENT

- Road marking and maintenance.
- Construction & maintenance of municipal facilities.
- Construction of electricity on Schedule B projects.
- Construction & maintenance of roads
- Spatial Planning & Human Settlements
- Geographic Information System
- Environmental Services
- Maintenance of streetlights
- Approval of building plans (rural and urban)
- Rural roads maintenance.

CORPORATE SERVICES

- Development of Bylaws
- Hall bookings
- Human Resource Management
- Human Resource Development
- Secretariat Services
- Fleet Management
- ICT
- Records Management
- Security Services

BUDGET & TREASURY OFFICE

- Revenue Collection
- Budget & Reporting
- Supply Chain Management
- Contracts Management
- Assets Management

OFFICE OF THE MUNICIPAL MANAGER

- Integrated Development Planning
- Performance Management Systems
- Performance Monitoring and Evaluation
- Communications
- Internal Auditing &Risk Management
- Legal Services
- Office of the Mayor
- Executive and Council

COST FOR SERVICES - HIRE OF HALLS

	PEACE INITIATIVE HALL	SOWETO HALL	JOLIVET HALL	HIGH FLATS HALL	OTHER HALLS
Weddings	R4000 (per day* max of 12 hours)	R3000.00 (per day* max of 12 hours)	R2500.00 (per day* max of 12 hours)	R3000.00 (per day* max of 12 hours)	R 2000.00 (per day* max of 12 hours)
Funerals/Church	R2 700.00 (per day* max of 12 hours)	R2200.00 (per day* max of 12 hours)	R1700.00 (per day* max of 12 hours)	R2200.00 (per day* max of 12 hours)	R 800.00 (per day* max of 12 hours)
Other celebrations	R3 830.00 (per day* max of 12 hours)	R2 550.00 (per day* max of 12 hours)	R2 200.00 (per day* max of 12 hours)	R2 800.00 (per day* max of 12 hours)	R 800.00 (per day* max of 12 hours)
Meetings	R2 000.00	R 1200.00	R 1200.00	R 1200.00	R 800.00
Refundable Deposit-Halls	R2 500.00	R1 500.00	R1 500.00	R1 500.00	R 1000.00
Main Boardrooms	R1300.00	R 750.00	-	-	-
Other Boardrooms	R 1000.00	R 900.00	-	R 700.00	-
Deposit for Boardrooms – refundable	R 530.00	R 300.00	-	-	-
Prior Preparations/Decoration	R120 per hour	R120 per hour			

For every hour in excess of the 12 hours, there shall be an additional charge (charged at standard booking divided by 12 to get to a rate per hour). This only applies to all daily functions/ activities.

FAIRVIEW HALL HIRE

Promotion of cultures and education	R 760.00
Political meetings or similar nature	R 1 785.00
Weddings and parties	R 1 900.00
Religious services, charitable institutes, or funerals	R 380.00
Use of commercial undertaking	R 2 050.00

All tariffs will be charged per session (4 hours and 30 minutes)

Session 1	Between 09h00 and 13h30
Session 2	Between 14h00 and 18h30
Session 3	Between 19h30 and 24h00

Hall Rental per Month (multi-purpose halls)

R34 per square meter for halls in rural areas (The customer shall be exempt from paying rental for the first 12 months upon signing of the lease agreement as a means of supporting emerging businesses and local economic development in our locality). Customers shall will be liable for all utility bills.

HIRE OF MUNICIPAL GROUNDS (JOLIVET, JEFFREY ZUNGU, MORNINGSIDE)

Hire of grounds only per day or part thereof.

Sporting, cultural, schools, charitable and religions organizations Commercial undertaking/ Political organizations	R565,57
Deposit payable in advance and refundable provided the premises are used and no damage is caused to Council property.	R1 785,03
Services rendered (electricity, water, refuse, tariffs etc.).	Cost +10.5%

SCHEDULE FOR REFUSE COLLECTION

DAY OF THE WEEK	AREAS
Mondays	Ixopo High School, Stuart Street, Grant Street, Testing Grounds
Tuesdays	Morning View, High Street, Mary Street, Centenary Road
Wednesdays	Morningside
Thursdays	Little Flower, Hospital, Umngeni, Harry Gwala DM, Highflats
Fridays	Fairview
Saturdays	Highflats, Ixopo

REFUSE TARIFFS 2026/27

CATEGORY	MONTHLY
Households- Stuartstown	R 191.10
Households- Fairview and other low cost housing project	R 57.20
Fire Services	R 9.85
Business – Large	R 3 830.00
Business – Small	R 1 331.00

LOCAL ECONOMIC DEVELOPMENT

SERVICE	AMOUNT
Informal trading business permit	R100.00
Formal business license	R228.00

LICENSING

SERVICE	AMOUNT
PrDP :	
Application	R150.00
Fingerprints	R 110.00
Issue of card	R 250.00
Drivers License renewal	R 250.00
Booking for learners license	R150.00
Booking for Heavy Motor Vehicle testing	R 300.00
Booking for Light motor vehicle testing	R 250.00
Temporary drivers license	R 90.00
Duplicate learners license	R 80.00
Issuing of drivers license	R 250.00
Issuing of learners license	R 60.00

FINE SCHEDULE (BUILDING)

OFFENCE	FINE
Building plan submission pre consultation	R 700.00
Building without approved plan	R2 500.00
Illegal occupation of municipal and land invasion	Demolition
Display of goods on street verges	R2 500.00
Failure to build after two (2) years on an empty stand	30% on annual rate charged for plot
Encroachments of the building/boundary line	R2 500.00
Failure to adhere to the contravention notice	100/day for not more than stipulated day to comply
Occupying the building without occupation certificate	R5 000.00
Demolitions without municipal pre approval	R1 500.00
Deviation from approved building plans	R2 000.00
Application for wayleave	R2 000.00

BUILDING PLAN FEES

CATEGORY	AMOUNT (2024/25) +VAT
Total floor area of building or buildings depicted on the plan of a new building is 20 square metres or less.	R 866,20
For the first 20 square metres or part there of (under 20 square metres full tariff applies)	R 865,60
For every 10 square metres or part thereof in excess of 20 square metres (full tariff applies, tariff not apportioned)	R259,50
For structural alterations to a building where the floor area is not increased.	R866,20

(Refer to Municipal tariffs for other costing)

TOWN PLANNING

REZONING/ AMENDMENT OF SCHEME	
	Including VAT
Less than 500m2	R3 358,68
5000m2-5ha	R6 717,41
5ha- 10ha	R 10 076,10
10ha	R20 152,21
Consultation fee	R274,05

(Refer to Municipal tariffs for other costing)

FAIRVIEW CEMETERY

RESERVATION OF PLOT (PER PLOT) FOR TOMBSTONES	
Coffin	R1 526.35
Casket	R2 556.90

DIGGING OF GRAVES (PER GRAVE) ON WEEKDAYS	
Coffin	R 1003,50
Casket	R2 556,90
Child under 12 years	R 763,20

COST OF GRAVES (PER GRAVE) ON WEEKENDS AND HOLIDAYS	
Coffin	R2 041,70
Casket	R4 075,60
Child under 12 years	R1 274,60
Opening a grave for exhumation (per grave). Closing a grave (if requested) 2nd internment in the same grave if there is sufficient ground.	R2 320,90
Clearance digging	R1 888,91
Ashes internment	R 516,29

TENDER DOCUMENTS

TENDER VALUE	TARIFF
From R 30 000- R 200 000	R 190.00
From R 200 000- R 500 000	R 500.00
From R 500 000- R 5 million	R 900.00
5 million upwards	R1 800.00

CATEGORY	RATE/TARIFF
Generation of Valuation Certificate	R 370.00
Lodging for an appeal/query outside the appeal process	R 1 500.00
Clearance of grounds/grass cutting for privately owned property	R 2.70 per square meter
Tarriff for Spillage	R 137.00 per hour, per person
Tree Felling (Rate per Hour)	R 1 200.00 per hour
Evaluation of drivers	R 300.00 per applicant
Daily rate – Skip bin	R 500.00
Replacement of wheel bin	R 1 000.00
Garden Waste per cubicle	R 5 00.00

SERVICE STANDARDS

- Refuse will be collected once a week in household and daily in businesses.
- Grass cutting will be done as per municipal operation plan.
- IDP consultation meetings will be conducted twice a year.
- Public ablution facilities will be cleaned daily.
- Maintenance of parks and gardens will be done daily, and grass will be cut twice a month.
- Minimum of two graves will be made available on weekends depending on applications and availability.
- Maintenance of town halls will be done daily.
- Potholes shall be maintained whenever it is necessary.
- Road marking will be done twice a year.
- Road signs will be inspected and replaced per semester.
- External bursaries will be advertised by 30 September annually.
- Town halls (Peace initiative, Highflats) and Tusong Centre will be maintained daily, other halls will be maintained twice a week.
- Rural roads maintenance is done twice a week.
- All Council Committee meetings to sit according to scheduled calendar of meetings.
- Visitors will not wait more than 20 minutes to be attended and will be asked to wait in a comfortable area, should they need to.

GENERIC STANDARDS

- Visitors with appointments shall be seen at the pre-arranged time, whilst visitors without an appointment may be seen or assisted within 30 minutes. If they are unable to be seen, an appointment shall then be made.
- Officials who are at work should acknowledge receipt of email correspondence within 1 day.
- Out of office reply (emails) will be activated in case of prolonged absence due to leave and an alternative contact person will be provided.
- We will comply with the requirement of Promotion of Access to information Act (PAIA) and protection of information Act.
- The municipal website will be updated with the latest information when the need has been identified by management.
- Complaints and queries will be acknowledged within three (3) days and may be resolved within 21 days thereafter.

YOUR RIGHTS AS A CUSTOMER

- To be provided with prompt and effective service
- To be treated with the respect and dignity that you deserve
- To be provided with clear and accurate information
- Be offered an opportunity for redress and apology, for lapse in service delivery.

OBLIGATIONS AS A CUSTOMER

- To bring all documentation required in order to complete request/ application.
- Be polite, courteous and respect the officials you interact with.
- To adhere to Covid 19 Regulations.

COMPLAINTS AND COMPLIMENTS

- The public and our stakeholders are encouraged to write to the municipality with suggestions so that the municipality improves the way it renders its services.
- The public and stakeholders must use the suggestion box that is in the reception area.

COMPLAINTS PROCEDURE / REDRESS MECHANISMS

The handling of complaints will be done in accordance with the following stages although the stages may overlap or not follow the same sequence:

(A) STAGE 1 – RECEIVING OF COMPLAINTS.

(i) Communications and Public participation unit will receive, record and refer the complaint to the relevant unit within 24 hours.

(ii) Department will acknowledge all received complaints within 3 working days and provide contact details of the official dealing with the complaint. Municipalities with automated complaints management system must acknowledge received complaints within 24 hours. (admin@jppmunicipality.gov.za)

(iii) All received complaints will be captured on the Municipal Complaints Register.

(iv) All complaints received will be captured by the relevant Unit.

(B) STAGE 2: - RESPONDING TO COMPLAINTS

(i) All received complaints will be attended to within 3 working days.

(ii) Written complaints received through the Presidential Hotline will be attended to within 3 working days.

(iii) Urgency of the matter will determine how the complaint must be concluded; however, complaints must be, investigated and resolved within 25 working days.

(iv) The Municipality will follow up and ensure that a written notice or feedback is sent, by the relevant party, where the complainant must be advised on the progress.

(v) In case a complainant is dissatisfied with the outcome or progress made in addressing the issue, he or she may escalate the matter to the Municipal Manager.

(C) STAGE 3: DEALING WITH UNRESOLVED COMPLAINTS OR DISSATISFIED COMPLAINANTS

(i) The Municipal Manager will investigate and review the referred unresolved complaints. At this stage a complaint may not rely on the findings of stage 2.

(ii) The Municipal Manager will advise the complainant of his or her right to refer the matter to the Office of the Speaker, if still not satisfied with response outcome.

(iii) Unresolved complaints must be finalized within 25 working days.

Disclaimer
All prices contained in this document are subject to change.



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MAIN OFFICE

SWITCHBOARD NO: 039 834 7700 | **EMAIL:** admin@jppmunicipality.gov.za
WEBSITE: jppmunicipality.gov.za | **ADDRESS:** 29 Margaret Street, Ixopo, 3276
OFFICE HOURS: 08h00-16h30

RATES & BILLING SECTION

CONTACT NO: 039 834 7700 | **ADDRESS:** 29 Margaret Street, Ixopo, 3276
OFFICE HOURS: 08h00-16h30 | **FRIDAYS:** 08h00-15h00 | **WEEKEND:** Closed

LICENCING SECTION (TRAFFIC DEPARTMENT)

CONTACT NO: 039 834 7700 | **ADDRESS:** 10 High Street, Ixopo | **EMAIL:** ixopotraffic@gmail.com
OFFICE HOURS: 08h00-15h00 | **WEEKEND:** Closed

PUBLIC LIBRARY

CONTACT NO: 039 834 7700
OPEN: 09h00-16h30 | **FRIDAYS:** 08h00-16h00 | **SATURDAY:** 08h30-12h30

DISASTER MANAGEMENT

SERVICE	EMERGENCIES NO	RESPONSE TIME
FIRE & DISASTER	039 834 2211/ 082 532 4558	IMMEDIATELY