

SERVICE LEVEL STANDARDS

Core Service	Service Level Standard
1. Clearance certificates	100% Clearance certificates issued within 30 days of application being received
2. Billing queries logged	85% Resolved within 30 working days
	95% Resolved within 60 working days
	100% Resolved within 90 working days
3. New Accounts Invoicing	Within 30 days
4. Valid invoices paid	95% of valid invoices paid within 30 days of invoice date
5. Turnaround time for issuing of refunds	100% of refunds issued within 30 days
6. Turnaround time for resolving customer complaints raised	85% of customer complaints responded to within 30 days
	95% of customer complaints responded to within 60 days
	100% of customer complaints responded to within 90 days
7. Acknowledgement of queries	Immediately if in person and on e-mail
	Reference number will be provided to acknowledge and track queries logged
8. Call Centre call waiting time	80% within 60 seconds
9. Customer Service Centre maximum queuing time	30 minutes 90% of the cases



Message brought to you by

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