



DISPUTES, COMPLAINTS AND APPEALS INITIATION FORM

EtheKwini Revenue
Florence Mkhize Building
251 Anton Lembede Street
Durban
4001

Tel: 031 324 5000
Fax: 031 324 5500
E-Mail: revline@durban.gov.za
Website: <http://www.durban.gov.za>

FOR OFFICE USE ONLY

Date of receipt: _____ Name of Receiving Official: _____

Signature of Receiving Official: _____

DOCUMENTS TO ACCOMPANY THIS APPLICATION

1. The Municipal account alleged to be in dispute
2. Current Monthly Bill
3. ID Documents of the owner
4. Proof of Resident
5. Evidence supporting the dispute
6. Any other relevant information that may be required

DISPUTES, COMPLAINTS AND APPEAL PROCEDURES (at the back of the form)

1. Customer must initiate the complaint, dispute, complain or appeal by completing this Complaints, Dispute and Appeal Initiation form to be handed to the Municipality
2. The dispute must be submitted within thirty (30) days of the account using contact details in this letter above or the Customer can also visit the nearest Municipal Customer Services.
3. The dispute must relate to a specific amount on the account, amounts not in dispute must be paid in full.
4. A query and proven tampering charges is not regarded as a dispute
5. The customer has the right to appeal to the Municipal Manager or his/her Authorised Delegate against the decision of the CFO or his/her Authorised Delegate. The Municipal Manager or his/her Authorised Delegate may hear representations and make a decision that is binding.
6. Customer whose rights are affected by the decision of the CFO or his/her Authorised Delegate should appeal against that decision within 21 days of the date of notification of the decision, to the municipal manager in terms of section 62 of the Municipal Systems Act
7. Objections and Appeals on property valuations, disputes regarding the General Valuation Roll must be submitted to the Real Estate section in the form of an objection or appeal as envisaged by Sections 50 and 54 of the MPRA.
8. The Municipality will then conduct an investigation as per the line of reporting to verify the extent of the account alleged to be in dispute and revert back to the customer within 30 working days;
9. It remains the responsibility of the requester or complainant to enquire as to what the outcome of the decision is.
10. The Municipality may elect the Billing addresses in the Municipal system 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 requester within 14 (fourteen) days after it has been dispatched, and, if sent by email, within 48 (forty-eight) hours after it has been sent electronically.

Authorised Official(Name and Surname and Title):

(Resolution):

SIGNATURE

DATE