



**cogta**

Department:  
Cooperative Governance and Traditional Affairs  
PROVINCE OF KWAZULU-NATAL

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Postal. Private Bag X 9078, Pietermaritzburg, 3200  
Office. Natalia Building, 330 Langalibalele Street,  
Pietermaritzburg 3201

**BUSINESS UNIT: STRATEGIC PLANNING, MONITORING, EVALUATION POLICY & RESERCH**

**MEMO ROUTE FORM**

<b>SUBJECT</b>	MEC BRIEFING ON THE 2020/2021 SERVICE DELIVERY CHARTER		
<b>DATE</b>	17 JUNE 2020		
<b>AUTHOR</b>		<b>SUPERVISOR</b>	
Name	Ms N Caluza	Name	Ms A Sekhesa
Rank	Deputy Director	Rank	Chief Director :Strategic Planning, Monitoring, Evaluation, Policy and research
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Room No.	Room 3b-12 <sup>th</sup> Floor Natalia Building (North Tower)	Room No.	Room 08-14 <sup>th</sup> Floor Natalia Building (North Tower)

MARK ROUTE WITH *	SIGNATURE	DATE	REMARKS
Ms N. Caluza Deputy Director: Batho Pele		17/06/20	
Mr T. Tubane Accounting Officer		17/6/2020	
Hon. Mr SE. Homuka, MPL MEC: Cooperative Governance and Traditional Affairs		19/6/20	

**REMARKS:**

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MINISTRY CO-OPERATIVE GOVERNANCE  
TRADITIONAL AFFAIRS

2020 -06- 18

**RECEIVED**

KwaZulu-Natal Provincial Administration  
Received by the Office of the HOD

17 JUN 2020

Private Bag X9078, Pietermaritzburg, 3200  
Co-operative Governance & Traditional Affairs

BACK TO BASICS SERVING OUR COMMUNITIES BETTER





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Pietermaritzburg 3201

## OFFICE OF THE HEAD OF DEPARTMENT: MONITORING AND EVALUATION UNIT

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Enquiries: Imibuzo: Navrae:	Ms. N. Caluza	My Reference: Inkomba Yami: My Verwysing:	2/9/2/R	E-mail: <a href="mailto:nokubonga.caluza@kzncogta.gov.za">nokubonga.caluza@kzncogta.gov.za</a>	Date: Usuku: Datum:
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**TO** : Hon MEC Mr. S. Hlomuka, MPL  
Department of Cooperative Governance and Traditional Affairs

**FROM** : Ms. A. Sekhesa  
Chief Director: Strategic Planning, Monitoring and Evaluation

**DATE** : 10 June 2020

**SUBJECT** : MEC BRIEFING ON THE 2020/2021 SERVICE DELIVERY CHARTER

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### 1. PURPOSE

The purpose of this memorandum is to:

- (a) Request the MEC to approve the 2020/2021 Service Delivery Charter as per EXCO's resolution of the 8<sup>th</sup> of June 2020.

### BACKGROUND AND DISCUSSION

A Service Delivery Charter is a statement of commitment that a Department or Component makes towards service delivery. Chapter 8 of the White Paper on Transforming the Public Service Delivery requires that National and Provincial Departments publish their Service Standards in a statement of Public Service Commitment (Service Delivery Charter). The aim is to make a clear commitment to the standard of service that citizens can expect and how the Department will fulfill each of the Batho Pele Principles. The White Paper on Transforming Public Service Delivery further states that the relevant Minister/MEC/Executing Authority will be answerable for the delivery of the commitment.

Chapter 3 (37) of the Public Service Regulations (2016) states that an Executive Authority shall publish on its website annually a Service Delivery Charter which sets out the Department's Service Standards that members of the public can expect and which will serve to explain how the Department will meet each of the standards. The Service Delivery Charter should include the name and contact details of the service delivery facility, operating hours of the service delivery facility, the type of facility and services offered, fees payable for the services offered and a complaints, complaints and redress mechanism.

This Service Delivery Charter has been developed to communicate the Department's Service Standards and complaints management procedure in order to enable our clients an opportunity to complain where level of standards have fallen below promised standards.

**MEC BRIEFING ON THE 2020/2021 SERVICE DELIVERY CHARTER**

**RECOMMENDATIONS**

The MEC is requested to:


- (a) Approve and publish the 2020/2021 Service Delivery Charter as per the Public Service Regulations of 2016.

**Submitted By:**

  
\_\_\_\_\_  
Ms. N. Caluza  
Deputy Director: Batho Pele


11/06/2020  
Date

**Supported/ Not Supported**

  
\_\_\_\_\_  
Ms. A. Sekhesa  
Chief Director  
Strategic Planning, Monitoring and Evaluation Unit


12/06/2020  
Date

**Supported/ Not Supported**

  
\_\_\_\_\_  
Mr. T. Tubane  
Accounting Officer

17/6/2020  
Date

**Approved/ Not Approved**

  
\_\_\_\_\_  
Hon. Mr. S.E. Hlomuka, MPL  
MEC: Cooperative Governance and Traditional Affairs

19/6/20  
Date



**cogta**

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Department:


Co-operative Governance and Traditional Affairs  
**PROVINCE OF KWAZULU-NATAL**

# **SERVICE DELIVERY CHARTER**

**2020/2021**

*People centred sustainable cooperative governance*

## OFFICES OF THE KWAZULU-NATAL DEPARTMENT OF COOPERATIVE GOVERNANCE AND TRADITIONAL AFFAIRS

<b>Location of Head Office</b>	330 Langalibalele Street, Natalia Building Pietermaritzburg	7 Buro Crescent Mayville Durban	271 Church Street Southern Life Building Pietermaritzburg
<b>Office hours</b>	8h00- 16h00 Monday-Friday		
<b>Tel No</b>	Natalia : 033 395 2831/ 2111 Southern Life Plaza: 033 355 6100 Wadley House : 33 897 5600 Mkondeni (PDMC) : 033 846 9000		
<b>E-mail</b>	cogtacomplaints@kzncogta.gov.za (for service delivery related complaints) communications@kzncogta.gov.za		
<b>Website</b>	<a href="http://www.kzncogta.gov.za">www.kzncogta.gov.za</a>		
<b>Social media</b>	kzn cogta 		

## STRATEGIC OVERVIEW

### VISION

People centered sustainable cooperative governance.

### MISSION

"KZN COGTA will coordinate and foster co-operation amongst governance institutions and build capacity to accelerate delivery of high quality services to communities".

### CORE VALUES

The Department seeks to ensure quality service provision of its core mandatory functions through the following core values:

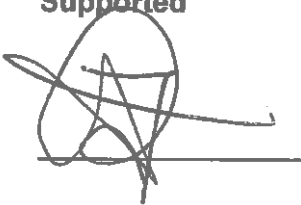
VALUE	DEFINITION
Transparency, integrity, professionalism and objectivity	Allowing service beneficiaries and staff to ask questions and responding to their enquiries honestly, frankly, and timely
A high standard of fiscal discipline & accountability	All expenditure be accounted for and be aligned to Departmental objectives
Value for money	Adding value to the lives of service beneficiaries
Open communication and consultation	Listening to and taking account of the views and paying heed to the needs of service beneficiaries when deciding what services should be provided
Respect for staff and investment in them as a valued asset	Treating staff with consideration and respect and assign development programmes in line with the Department's objectives and providing a wellness programme
Recognition of performance excellence	Rewarding and recognising staff for good performance
Service excellence through teamwork, sound planning and committed implementation	Support programmes developed by the Department are designed and monitored to have impact on service beneficiaries

**OFFICIAL SIGN OFF**

It is hereby certified that this Service Delivery Charter and Service Standards:

- Were developed by the Department of Cooperative Governance and Traditional Affairs under the guidance of the MEC: Mr SE Hlomuka, MPL.
- Was prepared in line with the White Paper on Transforming Public Service Delivery, 1997 as well as the Public Service Regulations and all other Public Service frameworks on Batho Pele.

**Supported**



**Mr. Thando Tubane**  
**Accounting Officer**

17/6/2020

**Date**

**Approved/ Not Approved-**



**Hon. Mr. Siphosihle Emmanuel Hlomuka, MPL**

**MEC: Cooperative Governance and Traditional Affairs**

19/6/20

**Date**

**SENIOR MANAGEMENT OF THE DEPARTMENT**

Branch/ Programme	Position/ Description	Name and Surname	Contact Details	
<b>PROGRAMME 1:</b>  <b>Administration</b>	Head of Department	Mr. Thando Tubane	033 395 2035	<a href="mailto:Thando.tubane@kzncogta.gov.za">Thando.tubane@kzncogta.gov.za</a>
	Head of Ministry	Mr. Phumlani Kubheka	033 897 5600	<a href="mailto:Lethu.mthimkhulu@kzncogta.gov.za">Lethu.mthimkhulu@kzncogta.gov.za</a> <a href="mailto:Phumlani.kubheka@kzncogta.gov.za">Phumlani.kubheka@kzncogta.gov.za</a>
	Chief Financial Officer	Ms. Yali Joyi	033 395 3085/ 2306	<a href="mailto:Yali.joyi@kzncogta.gov.za">Yali.joyi@kzncogta.gov.za</a>
	Chief Director Strategic Planning, Monitoring, Evaluation, Policy & Research	Ms. Aah Sekhesa	033 395 3068	<a href="mailto:Aah.sekhesa@kzncogta.gov.za">Aah.sekhesa@kzncogta.gov.za</a>
	Chief Director Corporate Services	Mr. Sithembiso Khanyi	033 395 2806/ 3323	<a href="mailto:Sithembiso.khanyi@kzncogta.gov.za">Sithembiso.khanyi@kzncogta.gov.za</a>
<b>PROGRAMME 2:</b>  <b>Local Government</b>	Chief Director Human Resources Management and Development	Mr. Kisa Dlamini	033 395 2499/ 3177	<a href="mailto:Kisa.dlamini@kzncogta.gov.za">Kisa.dlamini@kzncogta.gov.za</a>
	Deputy Director-General	Mr. Thulani Mdadane	033 355 6479/ 6488	<a href="mailto:Thulani.mdadane@kzncogta.gov.za">Thulani.mdadane@kzncogta.gov.za</a>
	Chief Director: Municipal Governance and Administration	Mr. Sicelo Duma	033 355 6311	<a href="mailto:Sicelo.duma@kzncogta.gov.za">Sicelo.duma@kzncogta.gov.za</a>



Director : Municipal Administration	Ms. Anusha Reddy	033 355 6311	Anusha.reddy@kzncogta.gov.za
Director : Municipal Investigation	Ms. Sheetal Govender	033 355 6252	Sheetal.govender@kzncogta.gov.za
Director : Synergistic Partnership	Ms. Nonhlanhla Zamisa	033 355 6242	Nonhlanhla.zamisa@kzncogta.gov.za
Chief Director : Municipal Finance	Ms. Joey Krishnan	033 355 6225	Joey.nan@kzncogta.gov.za
Director : Capacity Development	Ms. Halima Khunoethe	033 355 6401	Halima.khunoethe@kzncogta.gov.za
Director : Capacity Building Strategy	Ms. Nirvana Simbhoo	033 355 6325	Nirvana.simbhoo@kzncogta.gov.za
Chief Director : Municipal Service Delivery Support ( in the office of the HOD)	Ms. Buhle Ally	033 355 3118	Buhle.ally@kzncogta.gov.za
Director : IGR	Ms. Rashnee Heeralal	033 355 6113	Rashnee.heeralal@kzncogta.gov.za
LG Specialist	Mr. Bright H Nkontwana	071 863 7226	Hiakanipha.nkontwana@kzncogta.gov.za

	LG Specialist	Mr. Sbu Khuzwayo	082 805 7881	<a href="mailto:Sbu.khuzwayo@kzncogta.gov.za">Sbu.khuzwayo@kzncogta.gov.za</a>
	LG Specialist	Ms. Zanele Mngadi	084 206 2363	<a href="mailto:Sibu.khuzwayo@icloud.com">Sibu.khuzwayo@icloud.com</a> <a href="mailto:Zanele.mngadi@kzncogta.gov.za">Zanele.mngadi@kzncogta.gov.za</a>
	LG Specialist	Ms. Suzanne Van Der Westhuizen	083 442 1578	<a href="mailto:Suzanne.VDWesthuizen@kzncogta.gov.za">Suzanne.VDWesthuizen@kzncogta.gov.za</a>
	Director: Municipal Performance	Ms. Nokuphila Mthembu	033 355 6116	<a href="mailto:Nokuphila.mthembu@kzncogta.gov.za">Nokuphila.mthembu@kzncogta.gov.za</a>
	Director: IDP	Ms. Mbali Ndumo	031 204 1956	<a href="mailto:Mbali.ndumo@kzncogta.gov.za">Mbali.ndumo@kzncogta.gov.za</a>
	Chief Director : Public Participation	Ms. Funi Makhanya	033 355 6562	<a href="mailto:Funi.makhanya@kzncogta.gov.za">Funi.makhanya@kzncogta.gov.za</a>
	Director : Public Participation and Rapid Response	Mr. Zama Sibisi	033 355 6348	<a href="mailto:Zama.sibisi@kzncogta.gov.za">Zama.sibisi@kzncogta.gov.za</a>
PROGRAMME 3- Development Planning	Deputy Director-General	Ms. Barbara Mgutshini	033 897 5600/ 033 897 5670	<a href="mailto:Barbara.Mgutshini@kzncogta.gov.za">Barbara.Mgutshini@kzncogta.gov.za</a>
	Chief Director : Municipal Infrastructure	Ms. Asanda Dipa	Tel: 033.355.6522	<a href="mailto:Asanda.Dipa@kzncogta.gov.za">Asanda.Dipa@kzncogta.gov.za</a>
	Chief Director : Municipal	Ms Lisa Del Grande	tel: 033 3556487	<a href="mailto:Lisa.DelGrande@kzncogta.gov.za">Lisa.DelGrande@kzncogta.gov.za</a>

	Planning				
	Chief Director : Municipal Local Economic Development Support	Mr Deon Badul (Acting)			Deon.Badul@kzncogta.gov.za
	Chief Director : Provincial Disaster Management	Mr Sibongiseni Ngema (Acting)	033 846 9006		Sibongiseni.Ngema@kzncogta.gov.za
	Director: Project Implementation & Institutional Support	Ms Ntombifuthi Buthelezi	033 897 5891		Ntombifuthi.Buthelezi@kzncogta.gov.za
	Director: EPWP	Mr Nhlanhla Molo	031 708 4343		Nhlanhla.Moloi@kzncogta.gov.za
	Director: PII/S institutional development	Mr Sydney Brown	033 897 5602		Sydney.Brown@kzncogta.gov.za
	Director Spatial Planning	Ms Mandisa Zungu			Mandisa.Zungu@kzncogta.gov.za
<b>PROGRAMME 4-</b>	Deputy Director-General	Mr. Sikhumbuzo Gumede	033 897 5600/ 033 897 5670		Sikhumbuzo.gumede@kzncogta.gov.za
<b>Traditional Affairs</b>	Chief Director: Traditional Governance & Conflict Management	Mr. Nathi Mpungose	033 897 5659 /5646		Nathi.mpungose@kzncogta.gov.za

	Chief Director: Traditional Resource Administration	Ms. Princess Mshali	033 897 5687	<a href="mailto:Princess.myeza@kzncogta.gov.za">Princess.myeza@kzncogta.gov.za</a>
	Director: Institutional Support Cluster 1	Ms. Batha Nzimande	033 897 5862	<a href="mailto:Batha.nzimande@kzncogta.gov.za">Batha.nzimande@kzncogta.gov.za</a>
	Director: Institutional Support Cluster 2	Ms. Khethekile Mathonsi	033 897 5667	<a href="mailto:Khethekile.mathonsi@kzncogta.gov.za">Khethekile.mathonsi@kzncogta.gov.za</a>
	Director: Management And Dispute Resolutions	Mr. Phiwokuhle Gumma	033 897 5608	<a href="mailto:Phiwokuhle.gumma@kzncogta.gov.za">Phiwokuhle.gumma@kzncogta.gov.za</a>
	Acting Director: Traditional Governance	Mr. Buhle Ndlovu	033 897 5707	<a href="mailto:Buhle.ndlovu@kzncogta.gov.za">Buhle.ndlovu@kzncogta.gov.za</a>

## OUR CLIENTS AND STAKEHOLDERS

The primary clients of COGTA are:

- Municipalities and its entities
- Institutions of Traditional Leadership

The stakeholders of COGTA are:

- The Public
- National and Provincial Departments
- National Assembly and Provincial Legislature
- StatsSA
- SA Cities Network
- SALGA
- Electoral Independent Commission of South Africa

## LIST OF SERVICES

KZN COGTA offers the following services as mandated by the Constitution and other legislative frameworks:

- (a) Support delivery of municipal services
- (b) Develop policies, norms and legislation to promote integration in government's development programmes and service delivery
- (c) Provide strategic interventions in accordance with the Constitution, and
- (d) Promote and support Institutions of Traditional Leadership

## COST OF SERVICE

Paper Size	Paper Type	Current	20%	40%	60%	80%
A0	Plain Paper-Map	R 118.50	R 142.20	R 165.90	R 189.60	R 213.30
	Plain Paper-Topo/Ortho	R 142.50	R 171	R 199.50	R 228	256.5
	Laminated-Map	R 128.70	R 154.44	R 180.50	R 205.92	R 231.66
	Laminated-Topo/Ortho	R 149.50	R 179.40	R 209.30	R 239.20	R 269.10
A1	Plain Paper-Map	R 94.50	R 113.40	R 132.30	R 151.50	170.1
	Plain Paper-Topo/Ortho	R 111	R 133.20	R 155.40	R 177.60	R 199.80

	Laminatedr-Map	R 107.90	R 129.48	R 151.06	R 172.64	R 194.22
	Laminated-Topo/Ortho	122.2	R 146.64	R 171.08	R 195.52	R 219.96
A2	Plain Paper-Map	R 72	R 86.40	R 100.80	R 115.20	R 129.60
	Plain Paper-Topo/Ortho	R 87	R 104.40	R 121.80	R 139.20	R 156.60
	Laminatedr-Map	R 75.40	R 90.48	R 105.56	R 120.64	R 135.72
	Laminated-Topo/Ortho	R 88.40	R 105.56	R 123.76	R 141.44	R 159.12
A3	Plain Paper-Map	R 22.50	R 27	R 31.50	R 36	R 40.50
	Plain Paper-Topo/Ortho	R 30.00	R 36	R 42	R 48	R 54
	Laminated r-Map	R 32.50	R 36.50	R 45.50	R 55	R 58.50
	Laminated-Topo/Ortho	R 39.00	R 46.80	R 54.60	R 62.40	R 70.20
A4	Plain Paper-Map	R 15.00	R 18	R 21	R 24	R 27
	Plain Paper-Topo/Ortho	R 22.50	R 27	R 31.50	R 36.00	R 40.50
Map book	Thematic Maps	R 200.00	R 240	R 280	R 320	R 360
Map book	census	R 300.00	R 360	R 420	R 480	R 500

## CORE SERVICE STANDARDS

- a) Facilitate a smooth transition from one municipal administration to the next within three months after municipal elections;
- b) Ensure all municipal councils are fully operational within three months after municipal elections;
- c) Conduct annual evaluations on the overall performance of municipalities as per section 47 report;
- d) Assist communities to access government services through Community Development Workers on daily basis;
- e) Provide on-going support to functionality of municipal rapid response teams;
- f) Assess, monitor and report on municipal performance on quarterly basis;
- g) Monitor development and implementation of municipal mechanisms, procedures and processes aimed at enhancing the efficacy of participatory democracy at local government level on quarterly basis;
- h) Monitor the state of municipal finance and provide feedback with recommendations to municipalities on quarterly basis;
- i) Assess, refine and review IDPs annually;
- j) Prepare, analyse and disseminate incident maps on quarterly basis to the Provincial Disaster Management Centre;
- k) Monitor functionality of frontline service delivery points (Community Service Centres) on quarterly basis;
- l) Monitor and report on the implementation of LED initiatives quarterly;
- m) Establish functional Traditional Councils every five years;
- n) Ensure a smooth transition during elections of traditional councils, local houses and provincial house of Traditional Leaders are fully operational within 3 months after elections;
- o) Monitor management of the Traditional Trust Account on quarterly basis;
- p) Report on the management of the Traditional Trust Account on annual basis and;
- q) Resolve disputes of ubukhosi and payment of traditional leaders submitted to the Department in accordance with legislation, policies and frameworks within the agreed timeframes

## GENERIC SERVICE STANDARDS

- a) Telephone calls to KZN COGTA will be answered within three (5) rings and the operator will identify him/herself to the caller.
- b) Correspondences will be acknowledged within a minimum of 3 working days and maximum of 5 working days.
- c) Visitors shall be attended to as per scheduled appointment while visitors without an appointment shall be assisted within a maximum of 30 minutes of which an appointment shall be secured with a relevant official for a later date as agreed.

## COMPLAINTS HANDLING PROCEDURE

- a) Complaints must be dealt with fairly. If a complaint needs investigating, it must ideally be looked at by the Director of the component in which the complaint arose. The procedure for investigation must be:
  - open, communicated to and understood by all those involved in the complaint;
  - unbiased – not favouring any party;
  - thorough – establishing the facts and checking details; and
  - consistent – treating people in similar circumstances in the same manner.

- b) Where the standard of service falls below the promised standard as stipulated in the Departmental Service Delivery Charter, the Department must take full responsibility and offer the opportunity for redress ensuring that the issue is not repeated in the future.
- c) The handling of complaints must be done in accordance with the stages listed below although the stages may overlap or not follow the same sequence:

#### **Stage 1 – receiving of complaints**

- a) Frontline service staff (Administrators, Clerks, CDWs and Personal Assistants) must receive; record and refer the complaint to the relevant Directorate within 24 hours.
- b) Directorates must acknowledge all received complaints within a minimum of 3 working days and maximum of 5 working days.
- c) All received complaints must be captured on the complaints form.
- d) All complaints received must be recorded on a complaints register by the relevant Directorate and reported to the Sub-directorate: Service Delivery on a quarterly basis.

#### **Stage 2: - responding to complaints**

- a) All received complaints must be attended to within a minimum of 3 working days and maximum of 5 working days.
- b) Written complaints received through the Presidential Hotline must be attended to within a minimum of 3 working days and maximum of 5 working days.
- c) Urgency of the matter must determine how the complaint must be concluded, however complaints must be, investigated and resolved within 25 working days.
- d) The Sub-directorate: Service Delivery must 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.
- e) 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 DDG or HOD.

#### **Stage 3: dealing with unresolved complaints or dissatisfied complainants**

- a) The DDG or HOD must investigate and review the referred unresolved complaints. At this stage a complainant may not rely on the findings of stage 2.
- b) The DDG or HOD must advise the complainant of his or her right to refer the matter to the MEC or the Ombudsperson if still not satisfied with the response or outcome.
- c) Unresolved complaints must be finalised within 25 working days or such further period as may be agreed to by the complainant.

### **ENCOURAGING INNOVATION AND REWARDING EXCELLENCE**

Staff members from salary level 1-12 will be recognised for their outstanding work and rewarded for going beyond the call of duty through the Departmental Service Excellence Programme.

Should members of the public and stakeholders wish to compliment any COGTA employee; it is encouraged that those be done in writing and sent directly to that Chief Directorate.



## **YOUR RIGHTS AS A CUSTOMER**

As our customer you are entitled to:

- a) Quality support that will yield sustainable results
- b) Know the name of the official assist you
- c) Know the Department's complaints handling procedure
- d) Access to information as regulated by PAIA
- e) Prompt and effective service
- f) An opportunity for redress for lapse in service delivery

## **YOUR OBLIGATION AS A CUSTOMER**

- a) Be polite, civil, courteous and respectful towards the officials you are interacting with
- b) Provide all necessary documents as requested within the stipulated period in order to be assisted with speed
- c) Follow all security and safety measures of the Department

**ADDITIONAL CONTACT DETAILS**

**TRADITIONAL AFFAIRS DISTRICT CONTACT DETAILS**

DISTRICT	ADDRESS/ LOCATION	CONTACT NUMBER
Ugu	54 Windsor On Sea, Shelly Beach, Port Shepstone	039 315 1991
Harry Gwala	12 Stuarts Town FNB Centre, corner of Margaret & Commercial Road, Ixopo, 3276	039 834 2400/5
UMgungundlovu	Whitby Lodge, 110-112 Langalibalele Street, Pietermaritzburg (alternative entrance at 115 Jabu Ndlovu Street)	033 897 5641/ 5712
UMkhanyakude	No 60 of 52 Mzozozolo Avenue, COGTA Office, UMkhuze	035 573 1752
UThukela	57 Fairclough Road, Ladysmith	036 631 4838/ 4205
UMzinyathi	26 Beacons field, Dundee	034 212 2772/ 2564
Ilembe	No1, Albert House. Corner of R102 and Link/Gledhow Road, KwaDukuza	032 551 1035
Zululand	King Dinizulu Street, Legislature Building, Ground Floor, Ulundi	035 874 7554
King Cetshwayo	7 Aloe loop Street, Veldenvlei, Richards Bay	035 772 1901
Amajuba	56 York Street, Newcastle	034 312 5380/ 7942
Ethekwini	7 Buro Crescent, Mayville	031 204 1711/ 1788