

The Department of Parks, Leisure and Cemeteries

Batho Pele Service Delivery Charter

Vision

We are the Department of Parks Leisure and Cemeteries. Our Vision is to be the provider of the best managed parks, environmental, leisure and cemeteries facilities and related services in Africa.

Our Responsibilities

We manage the following public facilities:

Parks

Stadia

Swimming Pools

Community Halls

Beaches

Cemeteries and Crematoria

Natural Areas including Nature Reserves

Sports and Recreation Facilities

Sales Nurseries
Ski Boat Launch Sites

We also provide the following services:

Verge maintenance
Weed Control
Tree Maintenance
Open Space Maintenance
Private Vacant Land Maintenance
Burial and Cremation Services
Life Saving Services
Hiring of Facilities
Education Programs

These services are provided in an equitable and sustainable manner to all areas within eThekweni Municipality.

We can be found

Information regarding the use of our services and facilities can be obtained from the Administrative Office or from one of the ten Districts within which the facility is located:

Administrative Office 031 322 4000

Email: parksleisurecemeteries@durban.gov.za

Fax: 031 201 7382

1. Umhlanga, Verulam, Tongaat and Surrounds
031 566 3712
2. Phoenix, Inanda and Surrounds 031 322
1530
3. KwaMashu, Ntuzuma, Newlands and
Surrounds 031 3221460
4. Hillcrest, Waterfall, Kloof, Cato Ridge and
Surrounds 031 7673908
5. Amanzimtoti, Umkomaas, Umbumbulu and
Surrounds 031 3115500 email:
prcsouth@durban.gov.za
6. Umlazi, Isipingo and Prospecton 031
9061051
7. Bluff, Berea, Morningside, Sherwood, Cato
Manor, Clare Estate, Austerville and
Surrounds 031 3224080
8. Chatsworth, Shallcross, Queensburgh,
Lamontville, Old Line Suburbs
031 4031352

9. Pinetown, Pinetown South, Westville,
Clermont, KwaDabeka and Reservoir Hills
031 3116916
10. Durban Central, Stamford Hill, Congella
031 3224350
11. Natural Areas and Nature Reserves 031
3116716
12. Stadia 031 3224350
13. Special Services Un-maintained Road
Reserve and Weed Spraying 031 3115722
14. Nurseries and Decorations 031 3224000

Office Hours

07h30 to 16h00

Our Commitment

In the provision of our services we will commit to:

- Provide accurate information
- Respond to correspondence within 3 days
- Return phone calls within 48 hours
- Consult with our customer with regards to our service provision

- Treat our customer with courtesy and honesty

Redress

Should services provided not be satisfactory:

- Advise the manager within the area immediately
- Inform the Deputy Head of Parks, Leisure and Cemeteries at P.O. Box 3740 Durban 4000 or via Fax: 031 2017382

Evaluation of our performance

We expect you to be civil, courteous and respect the dignity of our officials at all times.

We publish the results of our performance each year in the Ethekewini Municipality Annual Report.