



SUPPLY CHAIN MANAGEMENT SUPPLIERS QUERIES

The Supply Chain Management Unit has introduced a new means of communicating with line Departments and Suppliers (Service providers). This communication method allows our Customers to channel their concerns and challenges to us using this mail address:

SCMSupplierQueries@durban.gov.za

All complaints, suggestions, concerns regarding SCM processes, policy and procedures received will be treated as priority. This communication tool allows for 24/7 access and notifications will be sent back as a proof that we have received your correspondence.

This will help improve service delivery and also improve our working relationship. For more information please contact our Customer and Supplier Relations branch Manager Ms. Nurse Biyela email:

nurse.biyela@durban.gov.za

Contact number 031 311 7153 or Nkanyiso Nzama: email: nkanyiso.nzama@durban.gov.za or 031-311 7028.

Sibusiso Sithole
City Manager

