


**OFFICE OF THE CITY MANAGER**
1<sup>st</sup> Floor, City Hall,

Dr Pixley KaSeme Street,

Durban, 4001

PO Box 1014, Durban, 4001

Tel:031 3112130, Fax: 031 3112170

[www.durban.gov.za](http://www.durban.gov.za)
**NOTIFICATION OF APPEAL APPLICATION**

(in terms of Section 62 of the Municipal Systems Act read with Section 35 of the eThekweni Municipality: Credit Control and Debt Collection Bylaw, 2017)

PLEASE COMPLETE IN BLOCK LETTERS	
Dispute on: (tick)	
Rates <input type="checkbox"/>	Water <input type="checkbox"/> Decision of Chief Financial Officer <input type="checkbox"/>
Electricity <input type="checkbox"/>	Other <input type="checkbox"/> specify _____
1. DETAILS OF APPLICANT	
Municipal Account number	
Full names	
Identity Number	
Name of Entity (if applicable)	
Company/C.C. or Trust Number	
Date of dispute decision	
Have you attached the dispute outcome / ruling by Authorised Official?	Yes / No <i>(If no, please attach the Ruling of the Authorised Official, in terms of Clause 24.9 of the Credit Control and Debt Collection Policy as well as a copy of the Dispute Form that gave rise to the Ruling)</i>
Have you attached the dispute outcome / ruling by Chief Financial Officer?	Yes / No <i>(If no, please attach the Ruling of the Chief Financial Officer, in terms of Clause 24.2 of the Credit Control and Debt Collection Policy as well as a copy of the Dispute Form that gave rise to the Ruling)</i>



### 3. DOCUMENTS TO ACCOMPANY THIS APPLICATION

- ✦ Original Dispute form
- ✦ Ruling of the Authorised Official
- ✦ Ruling of the Chief Financial Officer
- ✦ Municipal account highlighting the amount in dispute
- ✦ Further evidence supporting the appeal, if any

### 4. REVIEW PROCEDURES

1. All appeals to the City Manager must be in writing and submitted to the Office of the City Manager at 1<sup>st</sup> Floor, City Hall, Dr Pixley KaSeme Street, Durban or emailed to the following officials:

Executive Secretaries for City Manager: **Bonnie.Nzuza@durban.gov.za** and for Head: Legal & Compliance Unit: **Nosiphiwo.Mbeje@durban.gov.za**.

2. It remains the responsibility of the complainant to enquire on the outcome of the review. The enquiry may be directed to the emails or physical address provided above or telephone number **031-3112132**.
3. The appeal against the decision of the Chief Financial Officer must relate to a specific amount on the account and amounts not in dispute must be paid in full.
4. An appeal must be lodged within 21 days of the date of notification of the decision of the Chief Financial Officer. An appeal shall not be entertained if it is lodged outside of the prescribed timeframe contemplated in Section 62 of the Municipal Systems Act read with Section 35 of the Credit Control and Debt Collection Bylaw, 2017.