

**FINANCE CLUSTER****OFFICE OF DEPUTY CITY MANAGER**

Florence Mkhize Building,
251 Anton Lembede Street,
Durban, 4001

Tel: 080 311 1111

<http://www.durban.gov.za>

REQUEST TO REVIEW DECISION OF AUTHORISED OFFICIAL

(in terms of Clause 24.2 of the Credit Control and Debt Collection Policy)

PLEASE COMPLETE IN BLOCK LETTERS	
Dispute on (tick)	
Rates <input type="checkbox"/>	Water <input type="checkbox"/>
Electricity <input type="checkbox"/>	Other <input type="checkbox"/> specify _____
1. DETAILS OF APPLICANT	
Metro Bill 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 (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)

2. GROUNDS OF APPEAL

(Note: Please include any additional information that is not included in the original Dispute Form that was submitted to the Authorised Official and provide reasons why the decision of the Authorised Official ought to be reviewed)

Provide a separate addendum if the space is not adequate

APPLICANT'S SIGNATURE

DATE

3. DOCUMENTS TO ACCOMPANY THIS APPLICATION

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

4. REVIEW PROCEDURE

1. The dispute must relate to a specific amount on the account, amounts not in dispute must be paid in full.
2. A query and proven tampering charges are not regarded as a dispute.
3. The customer has the right to request the Chief Financial Officer to review a decision of the Authorised Official. The Chief Financial Officer may hear representations and either confirm, vary or revoke the decision of the Authorised Official. The decision will be communicated to the customer within thirty (30) days of date of receipt of the request for a review of the Authorised Official's decision, or as soon thereafter as possible.
4. It remains the responsibility of the complainant to enquire on the outcome of the review.
5. Any amounts not in dispute must be paid in full and failure to do so may result to services disconnected.

5. SUBMISSION OF APPLICATION

Applications must be submitted electronically to Email:Silindile.Majozi@durban.gov.za, hand delivered to 1st Floor Florence Mkhize Building, 251 Anton Lembede Street, Durban. Further enquiries may be directed to the Secretary of the Chief Financial Officer at 031 311 1111/31.

All applicants are encouraged to submit their application forms via email as provided above, where possible.