



VISION

A safe, prosperous and caring municipality, free of poverty and inequality; promoting participatory development and providing sustainable quality services for a better life for all.

MISSION

To build prosperity, eradicate poverty and inequality, and promote the social, political and economic empowerment of all our people through delivery of quality services, community participation and smart administration

VALUE STATEMENT

We shall strive, in all our activities and programs to be responsive, efficient, effective, transparent, informative, competitive, accountable, representative, consultative, loyal, honest and empowering

CUSTOMER CARE

Polokwane Municipality will strive:

- to provide a reliable, consistent and dependable service
- to respond and be willing to provide efficient service to all clients
- to attain necessary skills and knowledge to render efficient services
- to ensure easy access to the Municipality and the various facilities
- to ensure an effective two-way communication between our clients and ourselves
- to be credible, reliable, honest and trustworthy
- to ensure confidentiality when dealing with customers
- to care for and maintain municipal assets
- to be presentable at all times
- to establish one stop customer care centres
- to establish a 24hr customer care facility