



## LAINGSBURG MUNICIPALITY / LAINGSBURG MUNISIPALITEIT

### LAINGSBURG MUNICIPALITY

#### CUSTOMER CARE, CREDIT CONTROL AND DEBT COLLECTION BY-LAW

Notice is hereby given in terms of section 75(1) of the Municipal Systems Act, 2000 (Act 32 of 2000), that the following by-Law was approved by the Laingsburg Municipal Council on [approval date].

#### PREAMBLE

1. Section 95 of the Municipal Systems Act provides for customer care management.
2. Section 96 requires municipalities to collect all monies due and payable to them and to adopt and implement a credit control and debt collection policy.
3. Section 97 prescribes the contents of such a policy.
4. Section 98 requires municipalities to adopt by-laws to give effect to the implementation and enforcement of the policy.
5. Section 99 places supervisory responsibility on the Executive Mayor.
6. Section 100 places implementing responsibility on the Municipal Manager.

#### OBJECTIVE

The objective of this By-Law is to give legal effect to the Laingsburg Municipality's Customer Care, Credit Control and Debt Collection Policy, ensuring compliance with the Constitution, the Municipal Systems Act, the Municipal Finance Management Act, and other applicable legislation.

#### ADOPTION AND IMPLEMENTATION

The Municipality shall adopt and implement the Customer Care, Credit Control and Debt Collection Policy, and this By-Law shall give effect to its enforcement.

#### CONTENTS

The Policy shall, inter alia:

- Apply to all municipal accounts and services.
- Specify procedures for customer care, credit control, and debt collection.



## LAINGSBURG MUNICIPALITY / LAINGSBURG MUNISIPALITEIT

- Provide mechanisms for disconnections, restrictions, recovery of arrears, and indigent support.
- Ensure compliance with legislative requirements and fair treatment of customers.

### **ENFORCEMENT**

This By-Law shall be enforced through the Municipality's Customer Care, Credit Control and Debt Collection Policy and any further enforcement mechanisms stipulated therein.

### **REPEAL**

Any previous by-laws relating to customer care, credit control, and debt collection are hereby repealed insofar as they relate to matters provided for in this By-Law.

### **INTERPRETATION**

This By-Law must be read in conjunction with the Customer Care, Credit Control and Debt Collection Policy and gives effect to the implementation thereof.

### **APPROVAL**

Given effect to the Customer Care, Credit Control and Debt Collection Policy of Laingsburg Municipality.



### **SHORT TITLE AND COMMENCEMENT**

This By-Law shall be known as the *Customer Care, Credit Control and Debt Collection By-Law of Laingsburg Municipality* and shall take effect on the date of publication in the Provincial Gazette.



**LAINGSBURG MUNICIPALITY / LAINGSBURG MUNISIPALITEIT**

**DOCUMENT CONTROL**

<b>VERSION AND DOCUMENT CONTROL</b>			
<b>POLICY NAME:</b>	Customer Care, Credit Control, and Debt Collection By-Law		
<b>POLICY OWNER:</b>	Finance and Compliance Services / Revenue		
<b>RELATED POLICIES:</b>	Budget Policies		
<b>REVIEW:</b>	Annually	<b>Budget Policy</b>	Yes
<b>POLICY EFFECTIVE DATE:</b>	01 July 2026	<b>Policy No</b>	23
<b>Version</b>	<b>Date</b>	<b>Adoption</b>	<b>Revision</b>
1	April 2023	2 <sup>st</sup> Adoption	
2	30 May 2025	28 March 2024	1 <sup>st</sup> Revision
3	29 March 2026		2 <sup>nd</sup> Revision
4	28 May 2026		3 <sup>rd</sup> Revision
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Municipal Manager J. Booyesen		Mayor A. Theron	
Date: 28 May 2026		Date: 28 May 2026	