



Bendiyithethile ke mna ke lento
Ndathi esidlayo sesinamandla

Hihoo... Cdw's hihoo...

Hihoo... Ward-Committees hihoo..

Hihoo... Ward Councilors hihoo...

Hihoo... Sub-Council Managers hihoo...

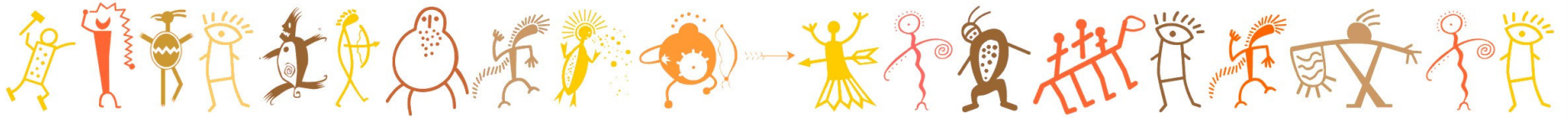
Heita our Regional Co-ordinators Heita

Halala Nhonho Mtakatya halala

Halala Lien Philliphs halala

Halala Rhoni Peter Mpuang halala

Phambili ngebatho-Pele phambili



Hihoo Nomaansia-Mfeketho hihoo
You have made us proud –
Mntanomntomnyoma hihoo,
Let us show the world –
That we put people first hihoo
Phambili ngebatho-Pele phambili

Halala Marius Fransman halala
May you lead us and show us –
The right way halala
Let us all promote (Public Participation)
Let us unite and share the same vision
Halala Western-Cape halala
Phambili ngebatho-Pele phambili
Aditithi we-ham, we-ham, we-ham hiyololo



- **CONSULTATION** - The public should be consulted about the level and quality of the services they receive from us and, wherever possible, should be given a choice about the services that are offered.
- **SERVICE STANDARD** - The public should be told what level and quality of public services they will receive so that they are aware of what they can expect from us.
- **COURTESY** - The public should always be treated with courtesy and consideration.
- **ACCESS** - All members of the public should have equal access to the services they are entitled to.
- **INFORMATION** - The public should be given full, accurate information about the public services they are entitled to receive.
- **OPENNESS AND TRANSPARENCY** - The public should be told how national departments and provincial administrations are run, how much they cost, and who is in charge.
- **REDRESS** - If the promised standard of service is not delivered, the public should be offered an apology, a full explanation, and a speedy and effective remedy; and when complaints are made, the public should receive a sympathetic and positive response.
- **VALUE FOR MONEY** - Public services should be provided economically and efficiently, in order to give the public the best possible value for money.