

LESEDI LOCAL MUNICIPALITY

EXTERNAL APPRAISAL : POLITICAL PILLAR

Since we are always trying our best to be of service and uphold the principles of Batho Pele, we would welcome your opinion of how well we are doing and how we can improve.

**YOUR VALUABLE TIME TO COMPLETE THE QUESTIONS BELOW  
WILL BE HIGHLY APPRECIATED**



COMPLETED BY  
COMMUNITY MEMBER

APPLICABLE TO  
WARD / SUBURB

COMPLETED FOR THE PERIOD  
CYCLE IN DISCUSSION

CYCLE 1 : (July - December)	CYCLE 2 : (January - June)	DATE OF COMPLETION

IN YOUR POINT OF VIEW	NUMBER	WOULD YOU LIKE TO POINT OUT A PARTICULAR UNIT	1 STAR ★ UNACCEP-TABLE	2 STAR ★★ POOR	3 STAR ★★★ ACCEP-TABLE	4 STAR ★★★★ GOOD	5 STAR ★★★★★ EXCEL-LENT	AVERAGE For Office Use
<b>CUSTOMER CARE</b> What star rating would you give for the way in which your complaints and feedback thereof are handled.	1	COUNCILLORS						
	2	OFFICE OF EXECUTIVE MAYOR						
	3	OFFICE OF THE SPEAKER						
<b>INFORMATION</b> How would you rate the information communicated to you as community member during ward meetings (this includes - Policies, Systems, Budget Matters, Imbizo's, Road Shows & MEC Visits and other ).	1	COUNCILLORS						
	2	OFFICE OF EXECUTIVE MAYOR						
	3	OFFICE OF THE SPEAKER						
<b>GENERAL COMMUNICATION</b> What star rating would you give for Assistance, Guidance & communication when you visit our councillors or political offices.	1	COUNCILLORS						
	2	OFFICE OF EXECUTIVE MAYOR						
	3	OFFICE OF THE SPEAKER						
<b>MUNICIPAL INFRASTRUCTURE</b> How would you rate the standard of the Infrastructure in your ward	1	WATER						
	2	ELECTRICITY						
	3	SEWER						
	4	ROADS						
	5	STREET LIGHTS						
<b>FACILITIES</b> How would you rate the availability of other community services	1	HEALTH & CLINIC SERVICES						
	2	COMMUNITY SERVICES						
	3	SPORTS GROUNDS						
	4	SPORT FACILITIES						
	5	SOCIAL & LIBRARY SERVICES						
	6	PARKS & OPEN SPACES						
<b>AVERAGE SCORE (FOR OFFICE USE ONLY)</b>								
			<b>AVERAGE STAR RATING</b>					

GENERAL COMMENTS / SUGGESTIONS

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THANK YOU FOR YOUR TIME