

In order to provide better service to its residents, the Municipality has introduced the concept of Customer Care Centres. These one-stop service delivery points provide residents with integrated access to services and information.

They are:

These centres are open weekdays from 08h00 to 16h00 except for Wednesday when they open at 09h00.



Alberton Customer Care Centre

Address: Alwyn Taljaard Street, Alberton, 1449

Tel: +2711-999-2100

CRM Telephone: 011 999 2643



Benoni Customer Care Centre

Address: Corner Tom Jones street and Elston Avenue, Benoni, 1501

Tel: +2711-999-6322

Fax: +2711-741-6312

Customer Relations Manager (CRM): Gift Mashiya

Email Address:

CRM Tel: 011 999 9358



Boksburg Care Centre

Address: Trichardt street, Boksburg, 1460

Telephone: +2711-999-5100

Fax: +2711-899-4467

Customer Relations Manager (CRM): Aubrey Langa (Acting)

Email:

CRM Tel: 011 999 1411



Brakpan Customer Care Centre

Address: Corner Escombe road and Elliot Avenue, Brakpan, 1541

Tel: +2711-999-8068

Fax: +2711-999-8152

Customer Relations Manager (CRM): Rebotile Motau

Email:

CRM Telephone: 011 999 3694



Daveyton Customer Care Centre

Address: Corner Eiselen street and Mocke Street, Daveyton, 1520

Tel: +2711-999-6300

Fax: +2786-633-9205

Customer Relations Manager (CRM): Vusi Mbede

Email:

CRM Tel: 011 999 7357



Duduza Customer Care Centre

Address: 3001 Nala Street, Nigel, 1496

Tel: +2711-999-9050

Fax: +2711-999-9377

Customer Relations Manager (CRM): Colly Mohlala

Email:

CRM Telephone: 011 999 8002



Edenvale Customer Care Centre

Address: Corner Van Riebeeck and Hendrik Potgieter, Edenvale, 1609

Tel: +2711-999-2900

Fax: +2711-456-0238

Customer Relations Manager (CRM): Khosi Dlamini

Email:

CRM Tel: 011 999 1520



Etwatwa Customer Care Centre

Address: Corner Eiselen street and Chris Hani Drive, Etwatwa

Tel: +2711-999-6300

Fax: +2711-999-7100

Customer Relations Manager (CRM): Deborah Marumo

Email:

CRM Tel: 011 999 3678



Germiston Customer Care Centre

Address: 78C President street, Germiston, 1401

Tel: +2711 999-1664 / 0520

Fax: +2786 633 4692

Customer Relations Manager (CRM): Robert Pienaar

Email:

CRM Telephone: 011 999 0624



Katlehong 1 Customer Care Centre

Address: 2098 Masakhane Street, Katlehong, 1431

Tel: +2711-999-0001

Fax: +27011-999-1756

Customer Relations Manager (CRM): Themba Thebe

Email:

CRM Tel: 011 999 2796



Katlehong 2 Customer Care Centre

Address: 335 Sontonga Street, Katlehong, 1431

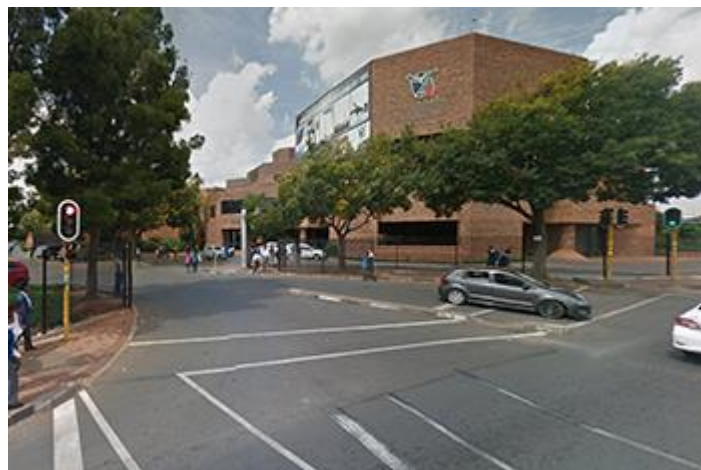
Tel: +2711-999-1553

Fax: +2786-621-9946

Customer Relations Manager (CRM): Sonya Kraai

Email:

CRM Tel: 011 999 5014



Kempton Park Customer Care Centre

Address: Corner C.R.Swart Road and Pretoria Road, Kempton Park, 1619

Tel: +2711-999-3519

Fax: +2711-975-1484

Customer Relations Manager (CRM): Isaac Bangilizwe

Email:

CRM Telephone: 011 999 8272



Kwa Thema Customer Care Centre

Address: Corner Moshoeshoe and Tshaka Street, Kwa-Thema

Tel: +2711-999-8300

Fax: +2711-999-8839

Customer Relations Manager (CRM): Andries Nkabinde

Email:

CRM Tel: 011 999 8915



Nigel Customer Care Centre

Address: 145 Hendrik Verwoerd Street, Nigel, 1491

Tel: +2711-999-9050

Fax: +2711-814-4972

Customer Relations Manager (CRM): Ivy Nkosi

Email:

CRM Tel: 011 999 1886



Springs Customer Care Centre

Address: Corner Plantation Road and South Main Reef Road, Springs, 1559

Tel: +2711-999-8300

Fax: +2711-999-8728

Customer Relations Manager (CRM): Bafana Zemo

Email:

CRM Tel: 011 999 5533



Tembisa 01 Customer Care Centre

Address: Corner George Nyanga and Andrew Mapheto Drive, Tembisa

Tel: +2711-999-4800

Fax: +2786-636-5096

Customer Relations Manager (CRM): Tebogo Molefe

Email:

CRM Tel: 011 999 4237



Tembisa 2 Customer Care Centre

Address: 9044 Corner Solomon Mahlangu Drive and Madiba Drive, Tembisa, 1632

Tel: +2711-999-4800

Customer Relations Manager (CRM): Makhosazana Dhladhla

Email:

CRM Tel: 011 999 3111



Thokoza Customer Care Centre

Address: 3521 Moepshe Street, Thokoza, 1426

Customer Relations Manager (CRM): Helen Naidoo

Email:

CRM Tel: 011 999 2796



Tsakane Customer Care Centre

Address: 10890 Zulu Street, Tsakane, 1550

Customer Relations Manager (CRM): Pappa Mokebe

Email:

CRM Tel: 011 999 3974



Vosloorus Customer Care Centre

Address: Barry Marais Road, Boksburg

Tel: +2711-999-5100

Fax: +27011-437-2122

Relations Manager (CRM): Sammy Mohoaladi

Email:

CRM Tel: 011 999 5742

The following services are rendered inter alia at all customer care centres:

- Payment and account-related services;
- Lodging and following up of all complaints;
- Provision of information related to all services in the Metro;
- Liaison with and referral to line departments where necessary;
- Booking of facilities and services;
- Provision of a multi-purpose community care front desk;
- Provision of a “one-stop Metro-wide” customer care service to all the customers of Ekurhuleni; and
- Switchboard and call centre related services.