

***Rated by Swartruggens Town Residents***

**Total 4/15 = 33 % Achieved**



03

### Waste Management

We offer comprehensive waste management solutions, including collection, recycling, and disposal services, to maintain a clean and safe environment for our residents.

New Measurement Criteria derived from KLM Vision Statement

#### Reliable

Definition: Being dependable and consistent in delivering services to the community, ensuring that commitments are met on time and with the expected quality

#### People-Centered

Definition: Prioritizing the needs, participation, and well-being of the community in all decision-making and service delivery processes.

#### Performance-Driven Deliverer

Definition: Focused on efficiency, accountability, and continuous improvement in providing municipal services.

#### Sustainable Services

Definition: Providing services that are environmentally, socially, and economically viable for the long term without compromising future generations' needs.

## 3. Waste Management

Removal

Always on Time  
On Schedule  
Friendly  
Warn Residents that they on their way

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## 3. Waste Management

Dumping

**Municipal workers are not trained well –  
Burn waste in middle of town not  
considering safety as bottles and Cans  
explode !!!!**

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## 3. Waste Management

Compliance



No Fences – No Collection Bays – No road (Rain trucks can't enter dump on national road)

National Environmental Management Act (Act 107 of 1998) 15 | Page

**KLM Management did not Kept their word – None of promises been honoured**