



ETHEKWINI MUNICIPALITY CONTACT LIST

AIDS HELP LINE	0800 012 322	EMERGENCY SERVICES: Operating 24 Hours, 7 Days a week: • Fire • Disaster Management • Metro Police	031 361 0000
AMBULANCE (PUBLIC)	10177		
AMBULANCE (PRIVATE)	082 911	ELECTRICITY CALL CENTRE Operating Hours 24 Hours, 7 Days a week: Electricity Faults and Breakdowns Fax Street Lights Illegal Connections Cable Theft	080 13 13 111 031 328 1050 031 311 9611
AIR POLLUTION Operating Hours 8:00 – 16:00 Mon – Fri After Hours contact Emergency Services	031 311 3122 031 361 0000		
BEACHES AND RECREATION FACILITIES Operating Hours 7:30 – 18:00	031 322 4350	HEALTH Operating Hours 7:00 – 16:30 Mon to Fri After Hours contact Emergency Services Air Pollution Environmental Noise Illegal Dumping Food Safety Communicable Diseases Hazardous Chemical Substances Vector Control (Mosquitoes, Flies, rats, etc)	031 311 3555
DEVELOPMENT PLANNING Operating Hours 7:00 – 16:30 Mon – Fri Sub Division Rezoning Special Consent	031 311 7883		
DEVELOPMENT MANAGEMENT Building Inspectorate Plans Submissions Enforcement	031 311 7881	ILLEGAL DUMPING Operating Hours 7:30 – 16:00 Mon to Fri	031 303 1665 031 311 8804
ADVERTISING AND SIGNAGE ENVIRONMENT	031 311 7055 031 311 7877		
ENVIRONMENT	031 311 7875	REFUSE REMOVAL Operating Hours 7:30 – 16:00 Mon to Fri Removal of dead animals	031 311 8804
ENGINEERING SERVICES CENTRE Operating Hours 24 Hours, 7 Days a week: Road repairs Stormwater Blockages/Repairs Replacement of manhole covers Repairs of guardrails and roadside fencing Sidewalk and Kerb repairs Sewer Repairs/ Blockages Road Marking and Street Signs Water Reconnections / Accounts Faulty Traffic Signal Flooding Coastal Infrastructure Water faults Water Pollution Water Account Queries SMS No Fax No : Email : eservices@dmws.durban.gov.za Mxit :	080 131 3013	PARKS, LEISURE AND CEMETERIES Operating Hours 7:30 – 16:00 Mon to Fri Verge and grass maintenance Fallen and Trimming of trees after Hours	031 322 4000 031 361 0000
	083 707 3013		
	031 311 8220		
	083 707 3013		
ETHEKWINI REVENUE CALL CENTRE WATER FAULTS CALL CENTRE ELECTRICITY FAULTS CALL CENTRE Operating Hours 7:30 – 16:30 Mon – Fri and 7:30 – 11:30 on Sat Rates Electricity Water Accounts	031 324 5000 080 131 3013 080 131 3111	OMBUDSPERSON AND HEAD: INVESTIGATIONS Operating Hours 8:00 – 16:00 Mon to Fri Reporting Incidents within Municipality of: Fraud and Corruption Maladministration Ombudsperson@durban.gov.za Fax	080 020 2020 031 311 4002
	080 033 1011 080 033 1011 031 311 6101 031 311 1111		
		REGIONAL CENTRES (SIZAKALA) Operating Hours 7:30 – 16:00 Mon to Fri One Stop Shops access/ payments for council services	
		SWITCHBOARD Operating Hours 7:30 – 17:00, Mon - Fri	

**** WATCH PRESS FOR NUMBER CHANGES TO
311 1111 OR CONTACT TELKOM 1023 ****