

**WELCOME TO THE eTHEKWINI  
ONLINE PORTAL**



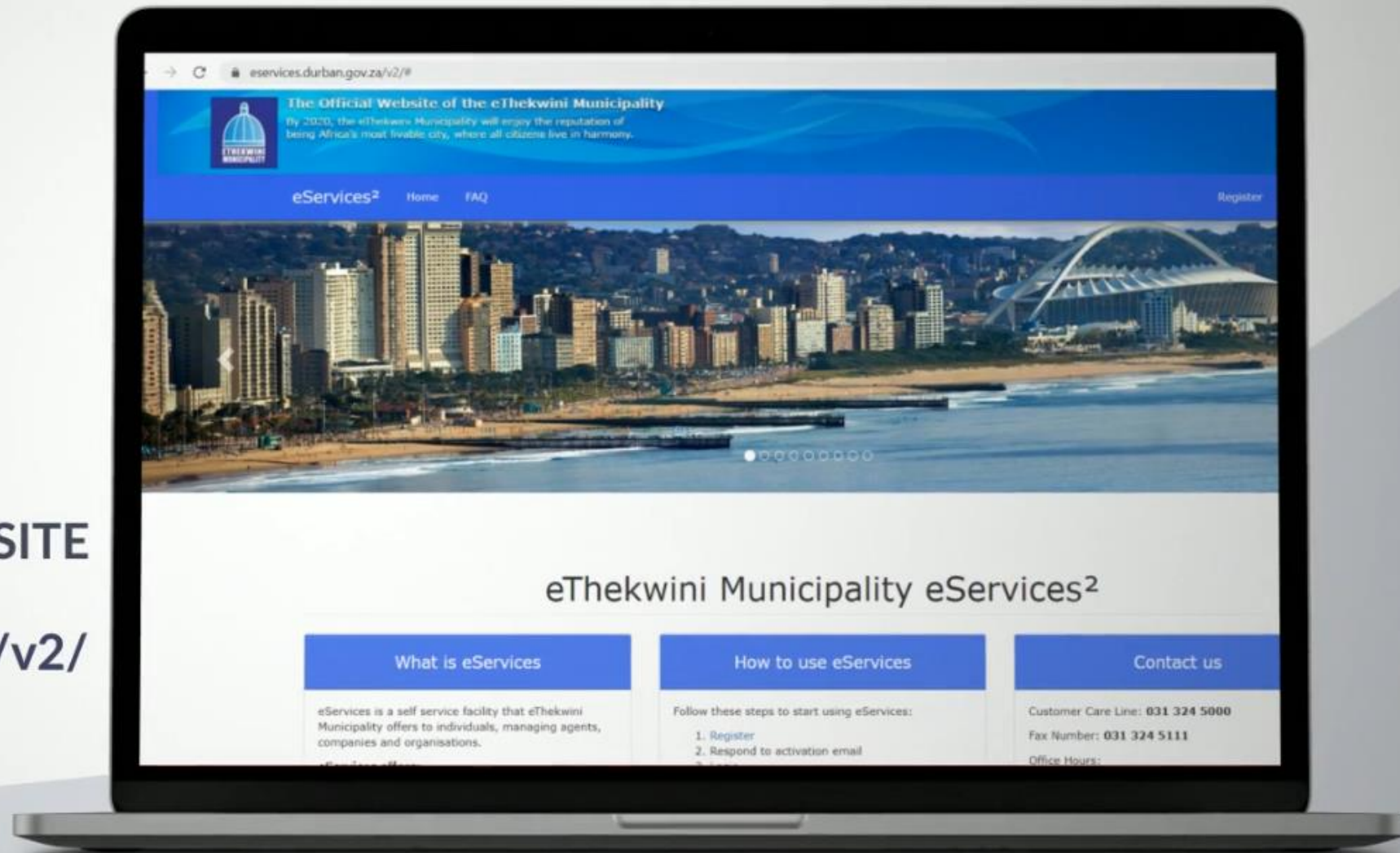
**HOW TO MAKE AN APPLICATION/ENQUIRY ONLINE**

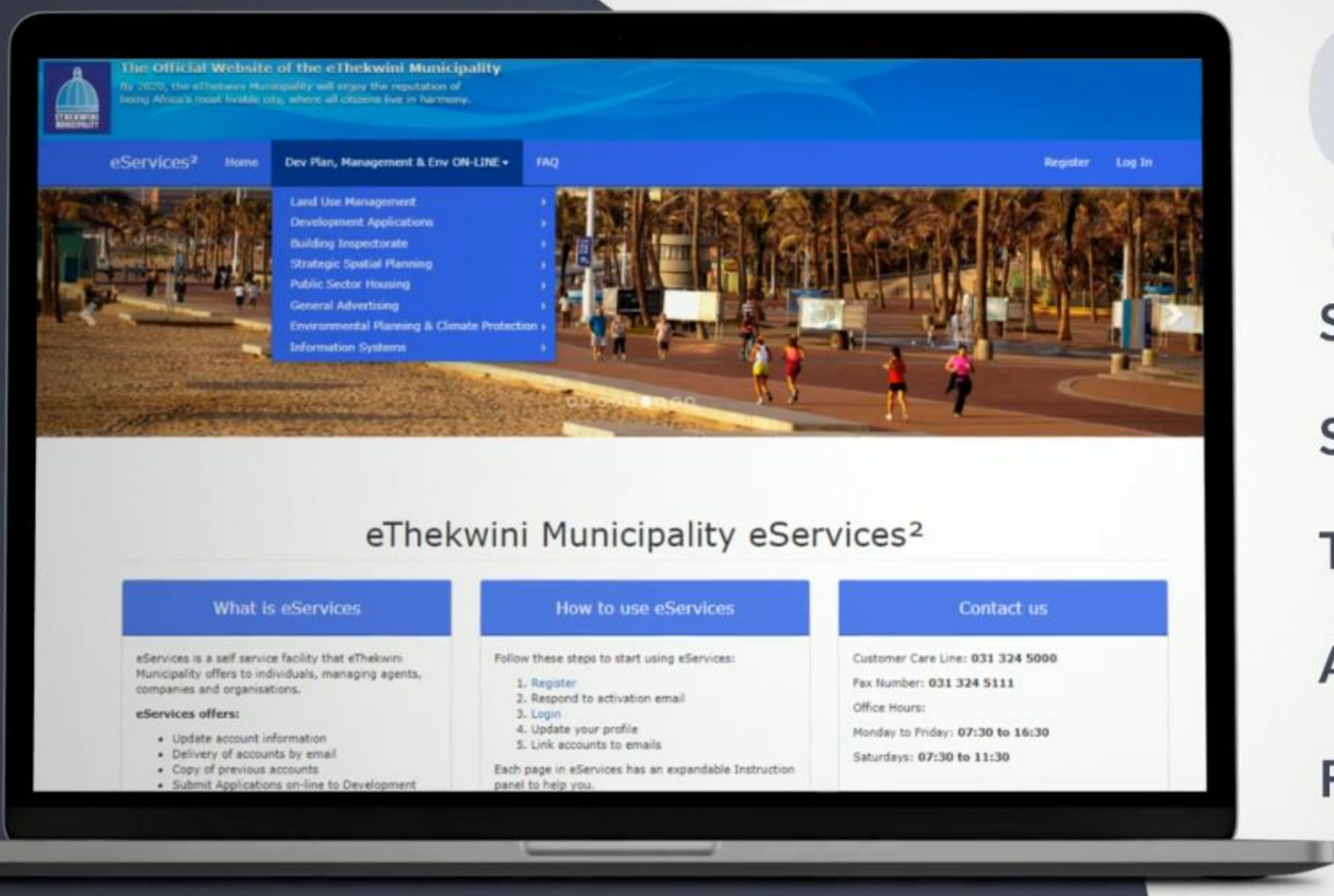
# 01.

NAVIGATE TO THE

eTHEKWINI ESERVICES WEBSITE

<http://eservices.durban.gov.za/v2/>





02.

—  
SELECT THE BRANCH.

SELECT A SERVICE.

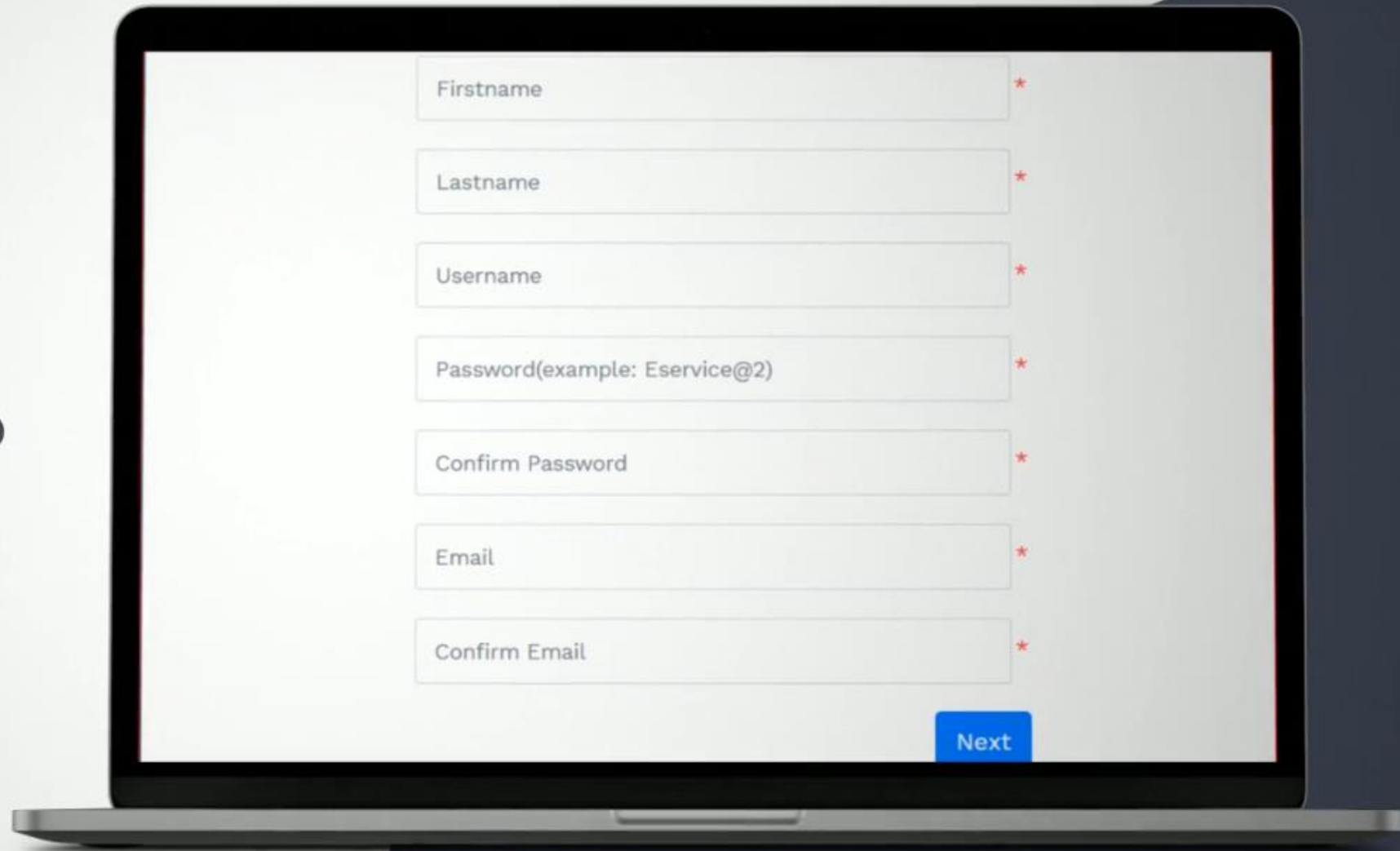
THEN SELECT THE

APPLICATION/ENQUIRY TYPE

FROM THE LIST.

# 03.

ENTER YOUR DETAILS IN TO  
THE REQUIRED FIELDS.



Firstname \*

Lastname \*

Username \*

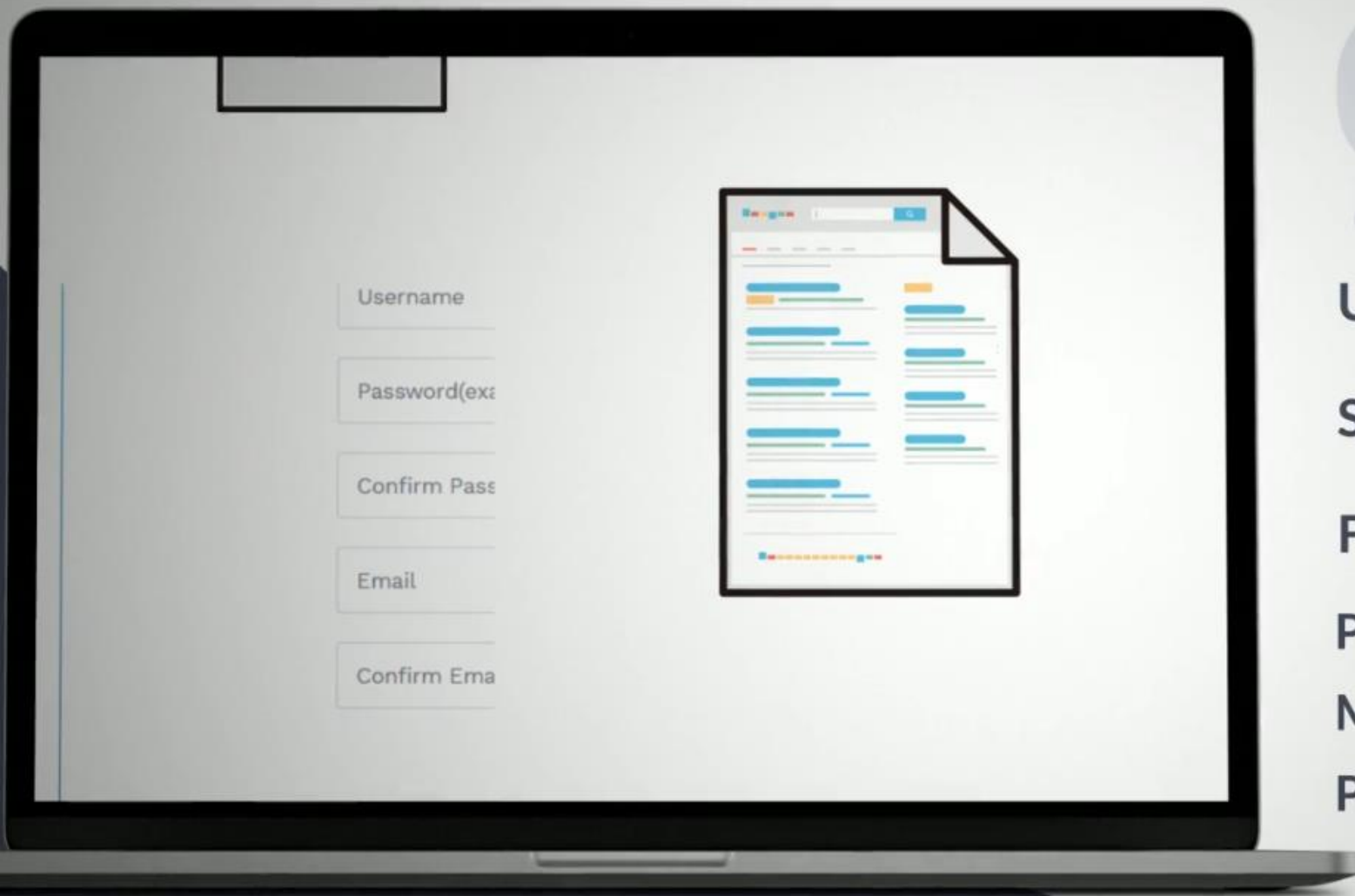
Password(example: Eservice@2) \*

Confirm Password \*

Email \*

Confirm Email \*

Next



04.

**UPLOAD ANY REQUIRED  
SUPPORTING DOCUMENTS/PLANS  
FOR YOUR APPLICATION/ENQUIRY.  
PLEASE UPLOAD FILES IN  
MICROSOFT WORD OR  
PDF FORMAT ONLY.**

05.

TICK THE SECURITY CHECK BOX

“I AM NOT A ROBOT”

A photograph of a laptop screen. The screen is white and displays a green checkmark on the left and the text "I AM NOT A ROBOT" in black, bold, uppercase letters on the right. The laptop is open, and the keyboard is partially visible at the bottom. The background is a light blue gradient with some white diagonal lines in the top right corner.

✓ I AM NOT A ROBOT



06.  
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**SUBMIT YOUR APPLICATION/ENQUIRY  
BY CLICKING ON THE “CREATE” BUTTON**

07.

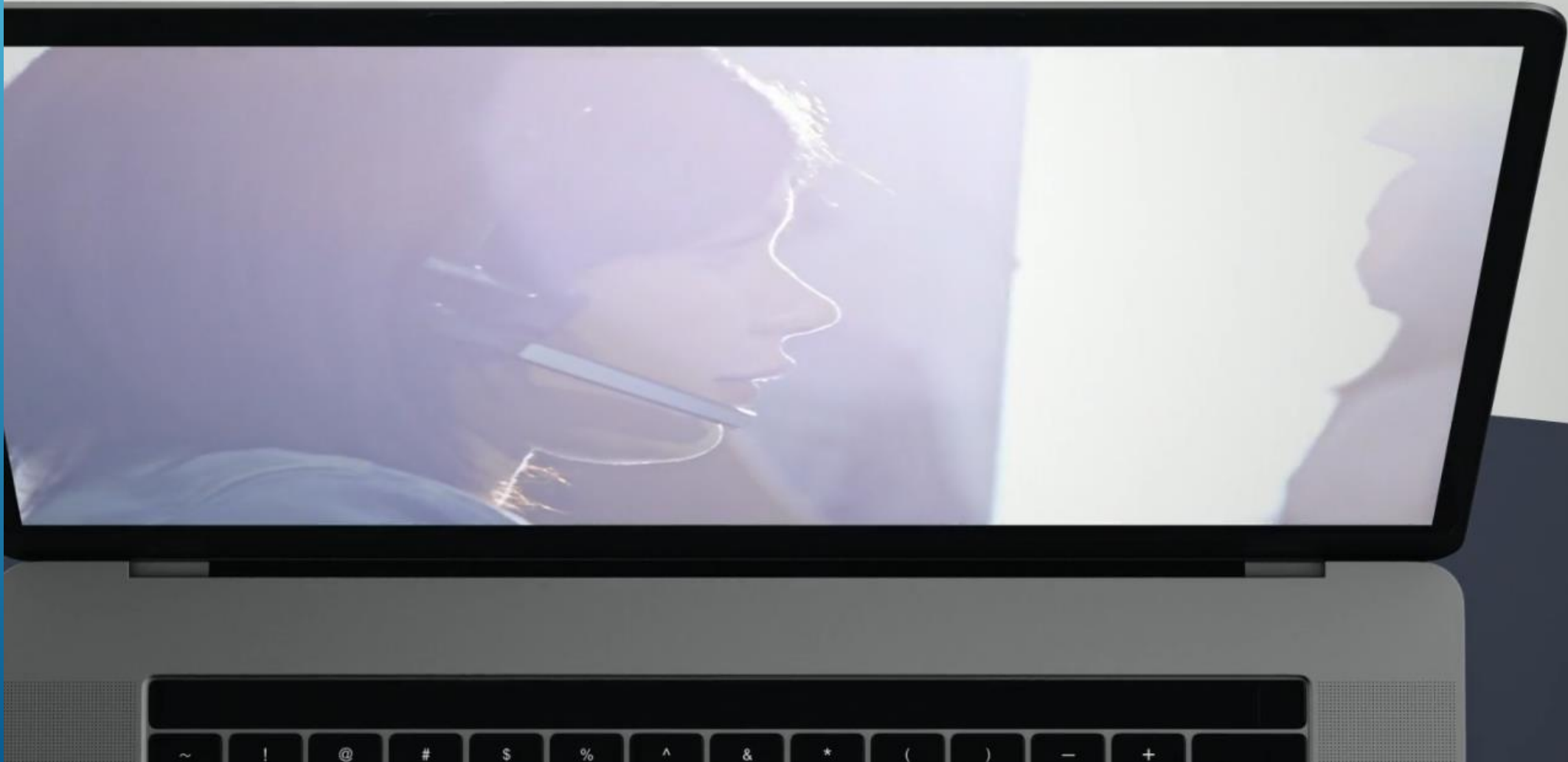
YOUR APPLICATION/ENQUIRY  
WILL BE SENT TO THE  
REQUIRED DEPARTMENT  
FOR PROCESSING

APPLICATION/  
ENQUIRY




08.

eTHEKWINI STAFF WILL RECEIVE YOUR APPLICATION/ENQUIRY.  
THEY WILL CONTACT AND UPDATE YOU VIA THE PHONE NUMBER  
OR EMAIL ADDRESS YOU PROVIDED.



VISIT <https://eservices.durban.gov.za/v2/>

eservices.durban.gov.za/v2/#

 **The Official Website of the eThekweni Municipality**  
By 2020, the eThekweni Municipality will enjoy the reputation of being Africa's most livable city, where all citizens live in harmony.

eServices<sup>2</sup> Home FAQ Register Log In

## eThekweni Municipality eServices<sup>2</sup>

### What is eServices

eServices is a self service facility that eThekweni Municipality offers to individuals, managing agents, companies and organisations.

### How to use eServices

Follow these steps to start using eServices:

1. Register
2. Respond to activation email

### Contact us

Customer Care Line: **031 324 5000**  
Fax Number: **031 324 5111**  
Office Hours:



**THANK YOU FOR SUBMITTING YOUR  
APPLICATION/ENQUIRY USING OUR  
NEW ON-LINE PLATFORM**