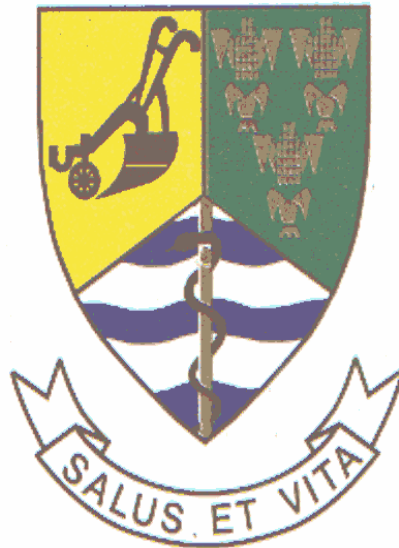


**BELA-BELA  
MUNICIPALITY**



**SERVICE DELIVERY  
CHARTER  
2018/19**

## 1. BACKGROUND

We are Bela-Bela Municipality, a Local Municipality within the Waterberg District Municipality in the Limpopo Province of the Republic of South Africa.

We are found at the following offices

- a) Chris Hani Drive, Bela-Bela
- b) Private Bag X1609, Bela-Bela, 0480
- c) Tel : 014 736 8000
- d) Our office hours are 7H30 to 16H00 during week days only.

## 2. OUR VISION

***“We are the prime agricultural hub and tourism destination of choice”***

## 3. OUR MISSION

**Our mission is to constantly strive towards the achievement of:**

- **An effective and efficient services delivery underpinned by**
- **Stakeholders driven economic development and growth that fosters**
- **Sustainable job creation opportunities of communities within**
- **A safe, healthy and prosperous environment**

## 4. OUR VALUES

Bela-Bela Municipality commits itself to adhere to the municipal core policies and values which are:-

1. Accountability
2. Fairness
3. Effectiveness
4. Commitment
5. Honesty and Sincerity
6. Integrity

## 4. OUR OVERARCHING DEVELOPMENTAL OBJECTIVES

Our Developmental objectives are grounded in section 152 of the Constitution of the Republic of South Africa Act 109 of 1996 as follows:

- (a) To provide democratic and accountable government for local communities;

- (b) To ensure the provision of services to communities in a sustainable manner;
- (c) To promote social and economic development;
- (d) To promote a safe and healthy environment; and
- (e) To encourage the involvement of communities and community organizations in the matters of local government.

#### 4. OUR ORGANIZATIONAL STRUCTURE

To best render services to our customers we have organized ourselves into six administrative departments as follows:

- (a) The Office of the Municipal Manager
- (b) The Department of Corporate Services
- (c) The Department of Social and Community Services
- (d) The Department of Technical Services
- (e) The Department of Budget and Treasury; and
- (f) The Department of Planning and Economic Development

Politically, the Department of the Municipal Manager accounts to the Executive Committee while each of the other five departments account to their respective Portfolio Committees.

#### 5. BATHO PELE PRINCIPLES

Our services are based on the Principles of Batho Pele and we shall fulfil these principles by

##### 5.1 Consultation

- (a) Once a year we shall consult with all our stakeholders, through public meetings, on the nature, quantity and quality of the services provided and to be provided in the ensuing year
- (b) We shall at all times have questionnaires at our main office and satellite offices to enable our customers to continuously evaluate our services
- (c) Our consultation methods shall consider the geographical location of citizens; language; and living standards
- (d) Results of our consultation shall be made public through our own publications and independent local publications and shall be published extensively within the Council and Administration for all staff and councillors to be aware of how our services are perceived.

##### 5.2 Service Standards

- (a) A Chart of our Service Delivery Charter and Standards shall be posted at all the Municipal Buildings where they can be viewed by all the Officials Customers of the Municipality.
- (b) The Service Delivery Charter and Standards shall further be published throughout the year on our website.

### 5.3 Access

- (a) All our offices are marked, i.e offices are identified by the positions of their occupants.
- (b) All our buildings are accessible for the physically challenged people who use wheel chairs.

### 5.4 Courtesy

- (a) Citizens shall be treated with courtesy and consideration at all times.
- (b) Once in every two years we shall conduct a public opinion survey to establish if our services are helpful and provided with courtesy and consideration for the dignity of customers.

### 5.5 Information

- (a) We shall at all times give full and accurate information to citizens about the public services they are entitled to receive.
- (b) We shall ensure that service is readily available at all times in line with our service standards and that whenever there are disruptions our customers will be informed of the reasons
- (c) We shall at all times, where possible, use the language the intended audience understand.

### 5.6 Openness and Transparency

- (a) We shall ensure that our Promotion of Access to Information Manual allows access to information particularly on the management of the institution and how much it costs to run the Council and the Administration of the Municipality.
- (b) Our IDP and Budget processes are open to the public save in the legally exempted instances.

### 5.7 Redress

- (a) We have Customer care Centre accessible at the immediate entrance of the Municipality manning the Customer Care line 24hrs.
- (b) Where services are not rendered or are not rendered according to customers expectation written apology is tendered within two working days.

- (c) Verbal individual complaints are responded to within two (2) working days.
- (d) Verbal area complaints are responded to within four (4) working days.
- (e) Investigation of services delivery complaints is finalized within fourteen (14) days.
- (f) The right of a client to a second opinion is respected and the client is referred to the relevant services within a day.
- (g) Progress relating to the full investigation of a complaint lodged by a client is communicated to him/her within fourteen (14) days.

#### 5.8 Value for Money

- (a) We have policies that are tailor made to attain cost effectiveness and efficiency in our service provision.

### 6. CORPORATE SERVICES

Our Corporate Services are mainly inward looking and supportive of other Municipal Departments through provision of the following services per the standards listed hereafter:

- (a) Information Communications Support services;
- (b) Secretariat services;
- (c) Auxiliary Services;
- (d) Human resources management and development services; and
- (e) (f) Legal services.

#### 6.1 Communications

All communications are done as per the Communication Policy and Communication Strategy which are reviewed annually

##### 6.1.1 Publications

- (a) A Municipal external newsletter (Bela-Bela News) is published once per quarter and distributed as per the Bela-Bela News Distribution Strategy which is revised annually.
- (b) An annual report is published at the end of the financial year, within 31 days of its approval by the Council.
- (c) All municipal publications are also placed on the website for public consumption.

- (d) IDP and Budget documents are published after adoption by the Council and are available upon request by stakeholders either on hard copy or electronically.

#### 6.1.2 Media Relations

There is a Media Relations Strategy with which the Municipality seeks to establish and maintain strategic relations with the media role players so that correct and useful messages are communicated to stakeholders

##### (a) Media Monitoring

- (i) Newspapers are read daily in the morning.
- (ii) Compilation and circulation of media scan is done by 11am daily.
- (iii) Responses to damaging media reports are done within 48 hours.
- (iv) Media reports on the Municipality are prepared monthly and forwarded to the Governance Portfolio Committee for consideration.
- (v) Complaints about inaccurate reporting is done in a written format stating the inaccurate information, the journalist responsible and the correct procedures to be followed by media when requesting information or clarity on related issues.
- (vi) Approved Responses to complaints are communicated to the Editor/Station Manager of the media concerned with provision of evidence on the matter.

##### (b) Media Enquiries

- (i) Media enquiries are responded to immediately or within an agreed timeframe with the journalist concerned so that s/he may not miss the reporting deadlines.
- (ii) In the case of issues that are not time bound and other relevant people have to be consulted, an agreement with the journalist concerned is made as to when the enquiry will be attended to.

##### (c) Media Releases are issued

- (i) When capital projects are initiated and launched.
- (ii) At least once a month on progress on current capital projects.
- (iii) At least quarterly on general service delivery achievements and or challenges.
- (iv) Prior to and after every municipal public event or function.
- (v) Prior to and after every ordinary Council sitting on key issues to be tabled and then major Council resolutions.
- (vi) When disaster has struck in the municipal area.

(d) Media Contact/Spokespersons

- (i) Our media contact person and Spokesperson is the Divisional Manager :  
Communications
- (ii) Our media contact person is available for the media 24 hours a day
- (iii) Our media spokesperson is prohibited from
  - a. Responding to a media question with a “no comment” answer
  - b. Being unavailable when there is a “burning” issue involving the Municipality that has caught media attention
  - c. Refusing media interviews
  - d. Not honouring an appointment with the media
  - e. Arriving late for an arranged media briefing or conference
  - f. Failing to release or releasing late statements on predetermined issues
  - g. Implicating a member or employee of the Council
  - h. Providing controversial information to the media
  - i. Giving interviews unprepared

6.1.3 Publicity and Promotional Material

There is a policy to regulate the acquisition and distribution of all municipal publicity and promotional material

- (a) All publicity and promotional material are given free of charge during Municipal Events.
- (b) No item is given as publicity or promotional material unless it is branded with the municipal coat of arms
- (c) All movable assets are branded with the municipal coat of arms before they are used for service delivery
- (d) Publicity is run continuously on :
  - (i) The available mechanisms, processes and procedures to encourage and facilitate community participation.
  - (ii) The matters with regard to which community participation is encouraged.
  - (iii) The rights and duties of members of the local community.
  - (iv) Municipal governance, management and development.
  - (v) Every ordinary Council and EXCO sittings.
  - (vi) IDP/Budget consultation processes.
  - (vii) Annual Report public hearing process.
  - (viii) Service Standards.

#### 6.1.4 Advertisements

- (a) There are advertising policies regulating both internal and external advertisements
- (b) Advertising policies and tariffs are continuously communicated through the Municipality's website; newsletters; billboards; notice boards and pamphlets
- (c) All advertisements are subject to approval by the Municipality with the following advertisements being unacceptable under any circumstances
  - (i) Advertisements for any products or services known to be harmful to health or those from manufacturers of or companies closely associated with such products;
  - (ii) Advertisements known to be deceptive; offensive or fraudulent
  - (iii) Advertisements for services or events that directly compete with any of the Municipality's activities, is incompatible with the Municipality's vision and mission, or which may injure the good name or reputation of the Municipality and or its advertisement sites.
  - (iv) Advertisement that is not factually accurate and in good taste
  - (v) Advertisement for illegal or objectionable products
  - (vi) Advertisements that contains material that misrepresents, ridicules, or attacks an individual or group on the basis of age, colour, national origin, race, religion, sexual orientation, or handicap
  - (vii) Advertisement associated with firearms, ammunition, pornography, tobacco, gambling or alcohol.

#### 6.1.5 Website

- (a) The Municipality has a website that is used to market, inform and educate the public about municipal services, investment and tourism opportunities.
- (b) Information on the Municipality's website is updated weekly.
- (c) Only approved information is placed on the website for public consumption.
- (d) Information on our website includes
  - (i) About the Municipality
  - (ii) Political & administrative heads
  - (iii) Emergency contact details
  - (iv) Vacancies
  - (v) Tenders
  - (vi) Speeches
  - (vii) Media Releases
  - (viii) Events



- (ix) Annual reports
- (x) IDPs
- (xi) Budgets
- (xii) SDBIP
- (xiii) Mid-Year Assessment Reports
- (xiv) Newsletters
- (xv) Policies & By – laws
- (xvi) Service Standards

## 6.2 Committees and Public Participation

### 6.2.1 Support for internal structures

- (a) Secretarial support in the form of minute taking and compilation of reports is provided for Management meetings; Portfolio committees meetings; Executive Committee; Council and all the forums convened by the Municipality.
- (b) Minutes are circulated to chairperson of the committee concerned and all implementing functionaries within 48 hours of the meeting.
- (c) Minutes are circulated to members of a committee or forum with the notice of the next meeting

### 6.2.2 Support of Ward Committees System

- (a) Meetings of Ward Committees are convened as per the Annual Schedule of Meetings.
- (b) All ward committees meetings are provided an official to take care of administrative and secretarial issues.
- (c) Issues raised by Ward Committees are communicated to the departments concerned within 3 working days of the last ward committee meeting.
- (d) Ward Committees receive documents for ordinary meetings at least 48 hours before the meeting.
- (e) Documents for ward committees meetings will contain written responses from relevant departments on issues that they had previously raised.
- (f) Ward Committees are paid their out of pocket expenses at their next sitting.
- (g) Ward Committees are transported to all their sanctioned meetings free of charge.

- (h) At least two members per ward committee, appointed by the Ward Councillor on a rotational basis, are transported to each sitting of Council and Executive Committee.
- (i) At least one training programme is arranged for Ward Committees each year

#### 6.2.3 Public Participation, accountability and transparency

- (a) Community consultation programme for the whole year is finalized by 30 June each year
- (b) Members of the public are materially supported in terms of the Public Participation. Support Plan to attend the Council and Executive Committee meetings; law making processes; budget and IDP processes.
- (c) Reports on the implementation of Public Participation Support Plan are compiled monthly and quarterly to the Office of the Municipal Manager; Corporate Services Portfolio Committee and the Executive Committee; and Council respectively.
- (d) Data base of community structures is established and updated annually.
- (e) Municipal Communication material is sent directly to above structures.
- (f) Municipal Communication Unit attend and help communicate activities; functions and programs of community structures

#### 6.2.4 Council convened meetings

- (a) Invitation to meetings are issued seven days before such meetings to all stakeholders.
- (b) Where a scheduled meeting with clients cannot be attended to by an employee a written apology is submitted two days in advance.
- (c) Meetings start at scheduled times and employees adhere to those times

### 6. 3 Auxiliary Services

#### 6.3.1 Maintenance and Facilities

- (a) Office furniture and equipment are inspected monthly to determine requirements for repairs of any defects
- (b) Repairs are done within 5 days of detection or being reported

#### 6.3.2 Customer care

- (a) Telephones are answered within three rings at all times.
- (b) Employees receiving cell phone allowance are accessible 24 Hours.
- (c) Employees wear name tags while on duty.
- (d) Employees introduce themselves when serving clients all the time.

- (e) Verbal queries are directed to relevant unit and responded to immediately.
- (f) Queries and or complaints are responded to within 48 working hours even it means acknowledging receipt.
- (g) Suggestion, comments, compliments, complaints and visitors registers are kept with the Departmental Secretary in each of our internal departments

#### 6.3.3 Cleaning Services

- (a) Mat floors are vacuumed on Mondays and Thursdays and deep cleaned quarterly.
- (b) Tiled floors are mopped daily.
- (c) Toilets are cleaned daily in the morning and at noon. (d) Toilet papers are supplied daily.
- (e) Waste paper bins are cleared twice a day between 7H45 – 8H30 and 14H00 – 15H00.
- (f) Furniture is dusted and polished daily before officials assume their duties.
- (g) Windows are washed quarterly.
- (h) Glass doors are cleaned weekly.
- (i) Kitchens are disinfected on Fridays at 16H20.
- (j) Vehicles are washed daily, vacuum cleaned weekly and deep cleaned quarter.
- (k) The front portion of the municipal premises is cleared of grass and weeds daily.
- (l) Our cleaners are compelled to wear uniform and protective clothing at all times when on duty.
- (m) We display regulatory and information signs to avoid injuries that may result from cleaning related activities and or conditions.
- (n) Pest preventative spraying is done bi – annually.

#### 6.3.4 Registry Services

- (a) Mail is collected by 10am, sorted and distributed to relevant offices by 12H00 daily.
- (b) Receipt of official correspondence is acknowledged in a standard letter within two days of receipt.
- (c) Outgoing mail is collected and posted twice a day by 9am and 2am.
- (d) Faxes and circulars are circulated within thirty minutes of receipt.

- (e) Incoming and outgoing fax messages are recorded on receipt, faxed and distributed within thirty minutes.
- (f) Filing is done within an hour of receipt.
- (g) Files and correspondence are collected and delivered at least twice a day.
- (h) Implementation and monitoring on implementation of the file plan is done daily.
- (i) All files are closed at 3cm thickness and stored away safely.
- (j) Cheques received through the post are registered in the remittance Register and delivered to the relevant sections daily.
- (k) Shredding of documents is done daily.

#### 6.3.5 Reproduction Services

- (a) Reproduction of any documents in excess of ten pages is done at the Registry with the approval of Manager of Auxiliary Services.
- (b) Duplications is done immediately upon request.
- (c) Records of the number of copies made are recorded immediately after duplication.

#### 6.3.6 Fleet Management

- (a) Electronic Fleet Management System (FMS) is installed on all municipal vehicles.
- (b) Reports per the FMS are compiled and responded to weekly.
- (c) Transport Policy is revised annually.
- (d) Vehicle licenses are renewed 14 days before expiry date.
- (e) Municipal vehicles are inspected for dents and availability of accessories every time they leave municipal premises and when they are returned.
- (f) Transport is made available for all activities for which bookings have been made at least a week in advance except in the event of emergencies.

### 6.4 Human Resources

There is a mechanism to render effective Human Resources Management Services, which includes personnel provisioning; skills development and training; human resources maintenance and human resources motivation.

#### 6.2.1 Planning and Recruitment

All recruitment actions will be in line with the Municipality's Recruitment and Selection Policy; the Labour Relations Act; Basic Conditions of Employment Act; Employment Equity Plan and within guidelines of the Conditions of Service

## Agreement(s)

- (a) Preparation for advertisement of posts are finalized within two weeks.
- (b) Advertisement for posts hold for 14 working days.
- (c) Preparations of registers/schedules of applications received are done within 5 working days.
- (d) Interviews are conducted within 21 days from the closing date for applications.
- (e) Short listed candidates are telephonically notified of the interviews 7 working days before the actual date of the interview.
- (f) All recognized workers trade unions are invited to observe the short listing and interview processes.
- (g) Standard written questions are prepared and asked for all levels of recruitment.
- (h) Standard regret letters are sent to interviewed candidates upon receipt of acceptance letter by the successful candidate.
- (i) Induction is given to the successful candidate as per the Induction Policy.
- (j) Implementation of the Employment Equity Plan is monitored monthly through the Employment Equity Committee.
- (k) All new appointments are reported monthly to the Corporate Services Portfolio Committee and the Executive Committee and quarterly to the Council.
- (l) Standard exit interviews are conducted when an employee terminates service.

### 6.2.2 Training and Development

We have a Training and Development Policy that provides guidelines for implementation and maintenance of sound training and development strategies and procedures

- (a) Training needs analysis is done from March to April each year.
- (b) Workplace Skills Plan is reviewed by the end of May each year.
- (c) Progress report on the implementation of the WSP is provided to all portfolio committees quarterly and annually.

- (d) Course attendance nominations are attended to within two days upon receipt.
- (e) Training and development interventions are evaluated and monitored on quarterly basis.
- (f) Training and development policies are reviewed annually.
- (g) Bursary applications are finalized by the end of November each year.
- (h) Bursary applicants are informed two weeks after approval.
- (i) Successful candidates complete contract forms/undertakings and are given promissory letters for registration before the end of December each year.
- (j) Payments to institutions are finalized 2 weeks after submission of proof of registration.

#### 6.2.3 Human Resources Maintenance

- (a) All new employees undergo induction programmes.
- (b) Garnishee orders, Stop orders and Maintenance orders are processed within a day of receipt.
- (c) Updating of personnel records is done daily.
- (d) Personal data regarding qualifications, dependants, residential addresses and contact numbers is updated on the same day of notification.
- (e) Files are provided immediately upon an official request.
- (f) Application for medical aid are processed within a day of receipt.
- (g) Leave applications are processed within two working days upon receipt.
- (h) Leave records will be submitted to all departments monthly.
- (i) Service termination is processed within six weeks from date of termination.
- (j) Audit recommendations are responded to within 14 days.
- (k) Salary updates are processed on monthly basis.
- (l) IRP 5 certificates are distributed annually.
- (m) Properly completed claims are approved for payment by the 18<sup>th</sup> of every month.

#### 6.2.4 Labour Relations

- (a) Labour Relations Policy is reviewed once a year
- (b) Grievances are finalized within 2 months upon receipt
- (c) Supervisors are trained on grievances and disciplinary procedures once a year
- (d) The Local Labour Forum meets once a month
- (e) Misconduct cases are finalized within three months
- (f) Labour Relations reports are presented to Management monthly
- (g) Implementation of Employment Equity Plan is monitored quarterly
- (h) Employment Equity Report is published and submitted to the Department of Labour by the end of September every year

#### 6.2.5 Occupational Health and safety

We shall provide and maintain, as far as is reasonably practicable, a working environment that is safe and without risk to health of our employee

- (a) Occupational health and safety policy will be developed and reviewed annually.
- (b) We will provide and maintain all systems of work, plant and machinery that, as far as reasonably practicable, are safe and without risks to health.
- (c) We will establish as far as reasonably practicable , what hazards to health or safety of persons are attached to any work which is performed and further establish what precautionary measures should be taken with respect to such work in order to protect the health and safety of persons and shall provide the necessary means to allay such precautionary measures.
- (d) We provide health and safety information, instructions, training and supervision as may be necessary.
- (e) We do not permit any employee to do any work or to produce, process, use, handle, store or transport any substance or article or operate any plant or machinery, unless the precautionary measures have been applied or taken.
- (f) Ensure that work is performed and plant or machinery is used under supervision.

## 6.5 Legal Services

### 6.5.1 Legislative Development

- (a) Workshops are conducted for law enforcement agencies and community leaders before new by – laws come into effect

### 6.5.2 Compliance and Contract Management

- (a) We keep updated record of all municipal by – laws; policies and contracts.
- (b) All municipal by – laws; policies and contracts are reviewed annually.

### 6.5.3 Legal Support

- (a) We provide legal support for all Council committees and functionaries

## 6.6 Organisational Transformation

There is a mechanism to facilitate organizational transformation aimed at enhancing effectiveness and employee wellbeing.

### 6.6.1 Service Standards

- (a) Service Standards are reviewed annually by May each year.
- (b) Service Standards complaints are acknowledged in writing immediately upon receipt.
- (c) Service Standards complaints are investigated within 30 days of receipt.
- (d) Each of our internal departments monitors implementation of its service standard and report thereon to the Portfolio Committee quarterly.

### 6.6.2 Service Delivery and Budget Implementation Plan (SDBIP) (a)

The municipal SDBIP is finalized by 30 June each year.

- (b) Progress reports on the implementation of the SDBIP are done monthly to all the portfolio Committees and Executive Committee and quarterly for the IDP/Budget Implementation Monitoring Forum and the Council



6.7 INFORMATION TECHNOLOGY

- (a) Requests for troubleshoot or repair of soft/hardware is attended to within 15 minutes if its impact is immediate work stoppage or within 30 minutes if it may only delay work and not stop it.
- (b) Replacement computer is immediately installed if repair is likely to take longer period.
- (c) All requests for installation, moving of hardware and general services are attended to within 24 hours.
- (d) Moves of people, equipment, data and software in various combinations from x to y location and related configurations are attended to within 48 hours.

7. SOCIAL AND COMMUNITY SERVICES

We render the following services through this Department :

- (a) Traffic and licensing services
- (b) By – law enforcement
- (c) Pound Services
- (d) Sport, arts and culture development
- (e) Library and information services
- (f) Waste Management
- (g) Emergency Management

7.1 licensing services

- (a) driving license testing centers operate from Monday to Friday from 07:45 – 16h30 and /or Saturdays from 8H00 to 13H00 when there is a need
- (b) Our traffic officers are not allowed to receive money while on duty except when authorized to do so by the supervisor in which case they issue receipts

Traffic and

Vehicle and

Our traffic officers are not allowed to receive money while on duty except when

- (c) Law enforcement and enforcement of by-laws are conducted daily.
- (d) Special operations are conducted every Easter and Festive season holiday periods or at any time that Council deems fit.

#### 7.2 By-law enforcement

- (a) Out traffic officers enforce only by – laws related to traffic
- (b) It takes our officers less than four hours to attend to reported contraventions of by – laws
- (c) Under no circumstances will our law enforcement officers give verbal warnings for by – law contraventions.

#### 7.3 Pound

- (a) We daily monitor roads, villages and towns and clear such of stray animals,
- (b) Public notices are issued for livestock that is in the pound on a weekly basis;
- (c) Unclaimed cattle and small stock are publicly sold monthly;
- (d) Donkeys are disposed of within 7 (seven) days of being in the pound;
- (e) There are scheduled quarterly meetings with livestock owners;
- (f) Routine inspections of the pound and auction kraals are carried out weekly and we attend to queries and maintenance issues within 7 (seven) days of receipt of any such report;
- (g) Carcasses of dead animals are removed from the road and disposed of within 24 hours of their identification.

#### 7.4 Sport, Arts and culture

- (a) Our Sports Facilities are opened from Monday to Friday from 8H00 to 16H00, and from on Weekends at 8H00 to 18H00
- (b) We have a database for all our local art and craft centres and projects and the database is updated once a quarter.
- (c) Arts and culture projects are supported and co-ordinated by means of organizing exhibitions and festivals throughout the year wherever there

are municipal functions, with one major event hosted at the municipal level in December each year.

#### 7.5 Library and Information Services

- (a) We have two municipal libraries at our Municipal Offices and at the Bela-Bela Township
- (b) Our libraries are open between 8H00 and 16H30 from Monday to Friday and from 9H00 to 13H30 on Saturdays.
- (c) Our limitations on library material and systems notwithstanding, our librarians shall ensure that books or periodicals requested by users are traced in other libraries through the LAN system, should the library be without such books.

#### 7.6 Environmental Management

- (a) Domestic refuse bins are collected weekly.
- (b) A procedure is available to ensure that stakeholders have access and are updated on all policy and legislation development.
- (c) There is an action plan available to implement the National waste Management Strategy.

#### 7.7 Disaster Management

- (a) Disaster Awareness Campaigns are conducted on a quarterly basis.
- (b) We respond within 24 hours of a disaster incident having been reported, and assess; compile and submit reports to all relevant role players within 48 hours.
- (c) Affected individuals; families or areas are visited and or communicated with daily to check for intervention made and the status of their relief.
- (d) We offer disaster relief material to disaster stricken families who do not have any means within 24 hours of assessment, conduct monthly assessments and monitoring within our areas and collect events and request further relief should there not be any improvement.
- (e) Vulnerability assessment and hazard meetings are called within 24 hours after a major disaster has struck.
- (f) Monitoring and reporting to Disaster Management Advisory Forums is done quarterly.

### 8. TECHNICAL SERVICES

We render the following services through our Technical Services Department

- (a) Project Management
- (b) Water Services Management
- (c) Roads Maintenance
- (d) Electricity Infrastructure development and maintenance

## 8.1 Project Management

### 8.2.1 Project Identifications

- (a) The identification of projects is done through the IDP process and we involve all our communities through ward based public participation programme in March/April each year.

### 8.1.1 Advertisement for Consultants

- (a) The appointment of consultants is done through advertisements in locally accessible newspapers.
- (b) A contract to appoint consultants is procured via competitive bids if its value exceeds R200 000 (VAT included) or its duration exceeds one year.
- (c) The minimum period of time that we allow between the publication date of bid invitations and closing time for bids is 14 days for bids of less than R10 million and 30 days for bids whose transaction value equal to or exceed R10 million unless there are grounds of urgency in which case the Municipal Manager may dispense with the said minimum periods. (d) Bids are not always or necessarily awarded to the lowest bidder.

### 8.2.2 Briefing session

- (a) Briefing session is conducted 14 days after the date of advertisement to outline the scope of work to the consultants.
- (b) Only Consultants who attend the briefing session are further considered.

### 8.2.3 Procedure for handling, opening and recording of bids

- (a) Bids are closed 14 days from the date of briefing session at 11 am, and no late bids are considered.

Unit.

- (b) All bids are opened in the public as soon as possible after the closing time and by or in the presence of the head of the Supply Chain Management
- (c) Names of bidders and their bidding price are read out to the public.
- (d) All bids received are recorded in a register that is always available for public perusal.
- (e) Entries in the bid register and bid results are published on the municipal website.

#### 8.2.4 Evaluation of Proposals

- (a) Evaluations are done internally in accordance with the Municipality's Supply Chain Management Policy.
- (b) Evaluations and adjudication take place within 30 days from the closing date of the tender.
- (c) Consultants are appointed in line with regulation of ECSA ACT 46 of 2000.

#### 8.2.5 Design Stages

- (a) Consultants are required to complete project designs within 30 days of their appointment.

#### 8.2.6 Advertisement of Contractors

- (a) Advertisement for contractors is the responsibility of the appointed consultant

#### 8.2.7 Site inspection

- (a) Compulsory site inspection is called within 14 days of receipt of the project designs by the Municipality.
- (b) Minutes are taken on all information disclosed during site inspection and are made available to all interested parties who attend the meeting and other prospective bidders.
- (c) Only Contractors who attend the site inspection are considered for the evaluation stage.

#### 8.2.8 Closing of tender

- (a) The tender will be closed 30 days from the day of site inspection at 11H00.
- (b) The tender will be opened in public with the presence of consultants, contractors and head of the Supply Chain Management Unit.

#### 8.2.9 Adjudication Process

- (a) Evaluations are done by the Bid Evaluation Committee (BEC), it usually take **seven (7)** days from the closing date of tender.
- (b) The BID Adjudication Committee (BAC) sits **seven (7)** days after submission of the recommendation of the BEC to adjudicate and recommend for appointment of the contractor.

#### 8.2.10 Site hand over and Project Monitoring

- (a) The Consultant issue a site hand over certificate to the Contractor.
- (b) The community meets the contractor on site during the site handover.
- (c) The minutes of the site hand over are available 2 days after the meeting.
- (d) The Community Liaison Officer and Project Steering Committee are appointed and trained on their role and scope of work of the project before the projects is implemented.

#### 8.2.11 Progress Payment certificates

- (a) Payment certificates are honoured only upon our Technical Services Department having verified progress on site, which normally takes up to seven days
- (b) Only payment certificates compiled by the engineer and the contractor are considered

#### 8.2.12 Retention Funds

We retain the following percentages of the project cost from the Contractor during the construction as safeguard against latent defects that might be noticed after completion :

- (a) 5% for micro projects
- (b) 5% for small projects
- (c) 10% for medium projects
- (d) 10% for large projects

We release retentions as follows:

- (a) For micro projects we release 2.5% at the completion of the project and the balance after 3 months
- (b) For small projects we release 2.5% at the completion of the project and the balance after 6 months
- (c) For the medium projects we release 5% at the completion of the project and the balance after 12 months
- (d) For the large projects we release 5% at completion and the balance after 12 months.

### 8.3 Operation and maintenance of electricity services

#### 8.3.1 Unplanned Services

- (a) Inspection of the infrastructure is done fortnightly to ensure quality of supply.
- (b) We prefer electricity operation and maintenance service requests to be communicated through the Ward Councillor; ward committee member responsible for energy or PR councillor without discouraging direct call to the municipal officials.
- (c) If most it takes us one and a half hours to arrive at the point to be serviced.
- (d) Power is restored within three hours.

### 8.3.2 Planned outages

- (a) Customers are notified 7 working days before the scheduled outage date.
- (b) Restoration period of power for the planned outages is 6 Hrs.

### 8.2.4 Post connections

- (a) We treat as post connection any connection that is within 80m from the pole top box.
- (b) We prefer requests for post connections to be communicated through the Ward Councillor; ward committee member responsible for energy or the PR Councillor without discouraging direct call to the municipal officials.
- (c) The post connection is done within 5 working days from the date of payment of the connection fee.

### 8.2.5 Illegal connections

- (a) We have a system to regularly monitor electricity purchase profile of each customer.
- (b) Customers whose electricity purchase profiles are suspect are physically visited and inspected.
- (c) In the event of our technicians discovering any tempering with our meter boxes or cabling we immediately suspend the power supply.
- (d) A fine of R1500.00 and reconnection fee of R150 are payable before power supply can be restored for the customer whose power supply was suspended due to illegal connection.

## 8.4 Operation and maintenance of water services

### 8.4.1 Unplanned Services

- (a) We keep personnel on stand by at all times to attend to water problems that may be experienced.
- (b) We prefer that reports on break downs resulting in water supply be reported via the Ward Councillor; Ward Committee member responsible for water services or the local PR councillor.
- (c) All water related emergencies are attended to within 24 hours of receipt of the report.



- (d) If the above stipulated time lapses due to unavailability of materials, customers are notified telephonically of the delay.
- (e) In areas where breakdowns have been reported water tankers are immediately used to transport and supply water until the breakdowns are fixed.

#### 8.4.2 Pump machines

- (a) Pump machines are inspected weekly to check status and develop their maintenance plan.

#### 8.4.3 Water treatment

- (a) Water is chlorinated on a weekly basis for cleanness and quality.
- (b) Samples are taken monthly to determine if ever the water is still good for human consumption.

#### 8.4.4 Requests for water deliveries (funerals)

- (a) We deliver water to bereaved families in areas experiencing serious water problems.
- (b) Deliveries for funerals start on Thursdays and it is expected that requests for the service be received by on Wednesdays.

### 8.5 Road services

#### 8.5.1 Roads & storm water services

- (a) Road Maintenance Plan has been drafted to address critical roads and streets.
- (b) Emergencies are attended within 48 hours pending the availability of resources.

## 9. FINANCE

We render the following services through our Finance Department, to both our internal and external customers :

- (a) Municipal expenditures
- (b) Procurement of goods and services
- (c) Revenue collection

#### 9.1 Expenditure Management

- (a) All internal claims that contain correct information and or are accompanied by required supporting documents are paid within 5 working days of receipt.
- (b) Third party payments are processed before the 1<sup>st</sup> of each month (c) Payments to creditors are done within 30 working days.

#### 9.2 Revenue management

- (a) We issue receipts for every money received
- (b) Banking is done in line with municipal cash management policy and MFMA
- (c) Spot checking at collection point is done on weekly with inspection done monthly
- (d) Account statements are issued on or before the 30<sup>th</sup> of each month (e) Debtors accounts are updated daily.

#### 9.3 SUPPLY CHAIN MANAGEMENT

We procure all our services and or goods in line with Council approved Supply Chain Management Policy which can viewed on our website or purchased from our offices.

- (a) We procure goods by way of
  - (i) Petty cash purchases for up to a transaction value of R500 (VAT included)
  - (ii) One quotation for procurement of transaction value of over R200 up to R2000(VAT included)
  - (iii) Formal written quotations for procurements of transaction value over R2000 up to R200 000(VAT included); and
  - (iv) Competitive bidding processes for procurement above R200 000 and contracts of a duration exceeding one year.

- (b) Every year we invite prospective suppliers of goods and services to enlist on our database which is updated quarterly
- (c) Bid results and awards are made available to bidders when requested.

#### 9.4 Assets Management

Our assets are managed in line with the Council approved Assets Management Policy which can be viewed on our website or purchased from our offices.

#### 9.5 Budget and financial reporting

- (a) The Municipality's Annual Budget is finalized by May each year
- (b) The Adjustments Budget is finalised by January each year
- (c) Analysis reports on the implementation of the budget are done monthly and tabled at the meetings of the Finance Portfolio Committee and the Executive Committee
- (d) Analysis reports on the implementation of the budget are done quarterly for the IDP/Budget Implementation Monitoring Forum and the Council
- (e) Bank reconciliation is done monthly
- (f) Treasury reports are submitted before the 10<sup>TH</sup> of each month

### 10. PLANNING NAD ECONOMIC DEVELOPMENT

We render the following services through our Department of Economic Development and Planning

- (a) Local Economic Development
- (b) Land Use Planning
- (c) Housing and Building

#### 10.1 Local Economic Development

- (a) We keep a database of all the LED projects in the municipal area
- (b) Each project is visited once a month and its members are accordingly notified 36 hours ahead of the visit
- (c) Supply Chain Management workshops are conducted for the SMMEs once a Year
- (d) We coordinate quarterly bilateral meetings with key LED Stakeholders that looks into all issues of local economic development.

#### 10.2 Land Use Planning

- (a) Processing of land use applications take one week whereof a final processing reference number is allocated to the applicant.
- (b) Allocations of newly demarcated sites are done within 30 days upon the approval of the general plan by the Surveyor- General

### 10.3 Housing and Building

- (a) All building plans submitted and meeting all the requirements are finalized within 15 working days
- (b) Routine inspection on building projects is done weekly
- (c) Complaints and queries regarding RDP houses are responded to within 48 hours
- (d) Assistance of local draughtpersons with SACAP is done as and when request is received
- (e) Awareness of contractors to register with the NHBRC is done continuously