

**SERVICE DELIVERY CHARTER
2015 - 2016**

**GREATER GIYANI
MUNICIPALITY**



SERVICE DELIVERY CHARTER FOR GREATER GIYANI MUNICIPALITY

LEGISLATIVE FRAMEWORK

A service Delivery Charter is a statement of commitment that Greater Giyani Municipality makes towards service delivery and it is derived from the following pieces of legislations:

- South African Constitution Act No 108 of 1996
- The Promotion of Administrative Justice Act No 3, of 2000
- The Promotion of Access of Information Act No, 2 of 2000
- The Public Service Regulations of 2001
- Municipal Systems Act
- Bathopele Handbook

PURPOSE OF THE CHARTER

The main purpose of this service delivery charter is to improve awareness of the availability and quality of the services offered by the municipality.

The charter also provides guidance to the service beneficiaries to claim their existing rights Service charter stipulates the level and quality of services to be provided including the introduction of new services to previously marginalized services to beneficiaries who were denied accesses to information and services.

1. BACKGROUND

We are Greater Giyani Municipality, a local municipality within the Mopani District Municipality in the Limpopo Province of the Republic of South Africa. We are found at the following offices

(a) Civic Center Giyani Main Road ;Private Bag X9559 Giyani 0826; Tel : 015 811 5500; Fax : 015 812 2068; E – mail : info@greatergiyani.gov.za
Our office hours are 7H00 to 16H00 during week days only.

2. OUR VISION

A Municipality where environmental sustainability, tourism and agriculture thrive for economic growth

3. OUR MISSION

A democratic and accountable Municipality that ensures the provision of services through sound environmental management practices, local economic development and community participation

4. OUR OBJECTIVES

Our 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 Department of Municipal Manager
- (b) The Department of Corporate Services
- (c) The Department of Community Services
- (d) The Department of Technical Services
- (e) The Department of Budget and Treasury; and
- (f) The Department of Strategic Planning and LED

Politically, the Department of the Municipal Manager accounts to the Executive Committee whiles each of the other five departments account to a portfolio committee.

5. BATHO PELE PRINCIPLES

Our services are based on the principles of Batho Pele and we shall fulfill 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 other public offices to enable our customers to continuously evaluate our services
- (c) Our consultation methods shall consider the geographical location of citizens; language; fear of authority 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 councilors to be aware of how our services are perceived.

5.2 Service Standards

- (a) A minimum of 1,000 copies of our Service Delivery Charter shall be distributed proportionately to all our stakeholders by August each year.
- (b) The Service Delivery Charter shall further be published throughout the year on our website.

(c) Copies of the Service Delivery Charter and Standards shall be made available at all our Ten traditional authority offices of Dzumeri, Makhuvha, Mahumani, Ndengeza, Hlaneki, Mabunda, Shiviti, Homu, Nkuri, Msengi, Greater Giyani Municipal Offices, Public Library and Thusong Service Centre.

5.3 Access

- (a) All our offices are marked, i.e. offices are identified by the positions of their occupants and Office Numbers.
- (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 excepted instances.

5.7 Redress

- (a) We have complaints/suggestion boxes at our front desks of the main and Traffic Station and a Batho Pele Committee that meets monthly to track redress on customer raised complaints.
- (b) Where services are not rendered or are not rendered according to customers' expectation written apology is tendered within two working days.
- (c) Verbal complaints are responded to within two working days.
- (d) Investigation of services delivery complaints is finalized within thirty days.
- (e) The right of a client to a second opinion is respected and the client is referred to the relevant services within a day.

- (f) Progress relating to the full investigation of a complaint lodged by a client is communicated to him within fourteen days.

5.8 Value for Money

- (a) We have policies that are tailor made to attain cost 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) Public Participation;
- (b) Council services;
- (c) Human Resource Development;
- (d) Human resources management ;
- (e) Public Participation
- (f) Information technology support services; and
- (g) Legal Services

6.1 Committees and Public Participation

6.1.1 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

6.1.2 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 may be transported to their sanctioned meetings free of charge.
- (h) At least two members per ward committee, appointed by the Ward Councilor 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

6.1.3 Public Participation, accountability and transparency

- (a) Community consultation programme for the whole year is finalized by 30 November 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 Division attend and help communicate activities; functions and programs of community structures

6.1.4 Council convened meetings

- (a) Invitation to meetings is 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. .2 Administration Services

6.2.1 Maintenance and Facilities

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

6.2.2 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

6.2.3 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 14H30.
- (j) Vehicles are washed daily, vacuum cleaned weekly and deep cleaned quarterly.
- (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.

6.3.1 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 2pm.
- (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.

6.3.2 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 done immediately upon request.
- (c) Records of the number of copies made are recorded immediately after duplication.

6.3.3 Fleet Management

- (a) Electronic Fleet Management System (FMS) is installed on all municipal vehicles.
- (b) Reports per the FMS are compiled daily and responded to daily.
- (c) Transport Policy is revised when necessary.
- (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.

6.4.1 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 is finalized within two weeks.
- (b) Advertisement for posts holds 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 unsuccessful 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 quarterly 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.

6.4.2 Human Resource Development(HRD)

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.

6.4.3 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, defendants, 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 is 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 18th of every month.

6.4.4 Labour Relations

- (a) Labour Relations Policy is reviewed when necessary.
- (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.

6.4.5 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 when necessary.
- (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 Organizational Transformation

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

6.5.1 Service Standards

- (a) Service Standards are reviewed annually by April 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 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 one location to the other and related configurations are attended to Within 48 hours.

6.6.1 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
 - (ii) About the Municipality
 - (iii) Political & administrative heads
 - (iv) Emergency contact details
 - (v) Vacancies
 - (vi) Tenders
 - (vii) Speeches
 - (viii) Media Releases

- (ix) Events
- (x) Annual reports
- (xi) IDPs
- (xii) Budgets
- (xiii) Newsletters
- (xiv) Policies & By – laws
- (xv) Service Standards

6.7 Legal Services

6.7.1 Legislative Development

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

6.7.2 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 when necessary

6.7.3 Legal Support

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

7. COMMUNITY SERVICES

We render the following services through this Department:

- (a) Traffic and licensing services
- (b) By – law enforcement
- (c) Pound Services
- (d) Waste Management
- (e) Environmental Management
- (f) Coordinate Sports, Arts, Culture and Recreation Programmes
- (g) Library services

7.1 Traffic and licensing services

- (a) Vehicle and driving license testing centers operate from Monday to Friday from 07:30 – 15h00 and /or Saturdays from 07H30 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
- (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) Our traffic officers enforce only by – laws related to traffic
- (b) It takes our officers 45 minutes to attend to reported contraventions of by – laws/ accidents at villages and 15 minutes at urban areas
- (c) Under no circumstances will our law enforcement officers give written warnings for by – law contraventions but verbal warnings

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 Environmental Management

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

8. TECHNICAL SERVICES

We render the following services through our Technical Services Department

- (a) Project Management

- (b) Building
- (c) Roads and Storm Water
- (d) Electricity Infrastructure development and maintenance
- (e) Water and Sanition

8.1 Project Management

8.1.1 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.

8.1.2 Advertisement for Consultants

- (a) A Pool of Consultant for Civil & Electrical have been Appointed on a Three Year Term.
- (b) Invitations are sent to Consultants that is on a pool and Appointment is rotational.

8.1.3 Briefing session

- (a) **Compulsory Briefing** session is conducted 7 days after the date of advertisement to clarify the scope of work to the consultants.
- (b) Only Consultants who attend the briefing session are further considered.

8.1.4 Procedure for handling, opening and recording of bids

- (a) Bids are closed 14 days from the date of briefing session at 12pm and no late bids are considered.
- (b) All bids are opened in the public immediately after the closing time and by or in the presence of the head of the Supply Chain Management Unit.
- (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

8.1.5 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 .

8.1.6 Design Stages

- (a) Project Steering Committee is established and scoping of work is done in consultation with this established Committee.
- (b) Consultants are required to complete project designs within 60 days of their appointment.

8.1.7 Advertisement of Contractors

- (a) Advertisement for contractors is the responsibility of the appointed consultant and is done within 7 days after receipt and approval of the project designs.

8.1.8 Site inspection

- (a) Compulsory site inspection is called within 7 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.

8.1.9 Closing of tender

- (a) The tender will be closed 14 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.

8.1.10 Adjudication Process

- Evaluations are done by Bid Evaluation Committee, it usually take 15 days from the closing date of tender.
- Within those 15 days appointed Consultants submit their recommendation to the Municipality.

The BID Committee sits 2 days after submission of the recommendation to appoint the contractor.

8.1.11 Site hand over and Project Monitoring

- (a) The Consultant arranges for a site hand over meeting with the newly appointed Contractor and the Municipality.
- (b) The Consultant issue a site hand over certificate to the Contractor.
- (c) The community meets the contractor on site during the site handover.
- (d) The minutes of the site hand over are available 2 days after the meeting.
- (e) 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

8.1.11 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

8.1.12 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

For the large projects we release 5% at completion and the balance after 12 months.

8.2 Operation and maintenance of electricity services (Streetlights & High Mast lights)

8.2.1 Unplanned Services

- (a) Inspection of the infrastructure is done quarterly to ensure quality of supply.
- (b) We have adopted a Electricity Master Plan and Streetlights & High Mast Lights Audits as a Baseline for Maintenance
- (c) Defects that are reported through the Ward Councillor or member of public are attended to in 5 Days depending on availability of material.
- (d) Replacement of Damaged or Vandalized Infrastructure will be Replaced within 30 Days.
- (e) Routine Maintenance is done on a Daily basis in line with the maintenance plan.
- (f) Dilapidated and Aged Infrastructure is Refurbishment is done annually in line with the Master plan & Audit Recommendations.
- (g) Traffic Lights will be repaired within 24 Hours and if not repaired temporary signage will be erected within 24 hours.
- (h) FBE Collections and Payment of Eskom Account will be done within 30 Days.
- (i) The Indigent Register will be updated Annually with Budget & treasury

8.3 Operation and maintenance of water and sanitation services

8.3.1 Unplanned Services

- (a) We keep personnel on standby 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 48 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.
- (f) A fine of R 2189 for illegal water connection and a reconnection fee of R 613 before the water supply is restored to the defaulter.

8.3.2 Water treatment

- (a) Mopani District Municipality if responsible for this Function as well as Bulkline & Boreholes Maintenance
- (b) Refer to the Water Service Level Agreement

8.3.3 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 to Saturday and it is expected that requests for the service be received by on Wednesdays.
- (c) Deliveries are sent to Mopani district Municipality before Wednesday

8.3.4 Sewer reticulation maintenance within the township

- (a) We keep personnel at standby to attend to any sewer spillages that may occur within the township.
- (b) We prefer that during the week all the sewer spillages be reported at Civic center offices (in the CBD) and during the weekend they are reported through the ward councilors, ward committees and PR councilors.
- (c) All reported sewer spillages are attended to within 48 hours after the receipt of the call.
- (d) A fine of R 2120 is payable by the defaulter when found to have

8.4 Road services

8.4.1 Roads & storm water services

- (a) Road Maintenance Plan has been drafted to address critical roads and streets.(Potholes & Patchworks)
- (b) Emergencies are attended within 48 hours pending the availability of resources.
- (c) Request for Grading for Funerals/Job cards are attended to on Thursdays & Friday and Urgent & Emergency are attend to on Saturday
- (d) Grading of Gravel Roads is done as per the Clustered Programmed on daily basis
- (e) Reported and Complains are attended to within Three working Days for Potholes Repairs & Damaged Road signs
- (f) Collapsed Culverts Bridges & Washed away Roads will be Repaired Temporarily within 3 Days and permanently repaired in 30 Days
- (g) Temporary signage will be erected within 24 Hours.
- (h) Any Emergencies will be attended to within 48 hours
- (i) Applications of Way leave are attended to and Approved within 7 Days
- (j) The Road Master Plan is Being Developed to form a Baseline for maintenance.
- (k) Rehabilitation will be done Annually in line with the Master Plan

8.5 Housing and Building

- (a) All building plans submitted are finalized within 10 to 30 working days depending on the availability of information needed by the approving authorities within the municipality
- (b) Routine inspection on building projects is done weekly on request by the owner
- (c) Complaints and queries regarding RDP houses are responded to within 48 hours and only those which are within the competency of Local authority
- (d) Assistance of local draught persons with SACAP is done as and when request is received
- (e) Awareness of contractors to register with the NHBRC is done continuously
- (f) Any building construction activities which is not authorized by the municipality will result in a penalty of R 3907
- (g) Routine Maintenance is done as per Maintenance plan on Daily Basis
- (h) Reported Defects are attended to within 48 Hours
- (i) Refurbishment of Infrastructure is done Annually

9. STRATEGIC PLANNING AND LED

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

- (a) Local Economic Development
- (b) Land Use Planning
- (c) Integrated Development Planning

9.1 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 24 hours ahead of the visit
- (c) Supply Chain Management workshops are conducted for the SMMEs once a quarter
- (d) We coordinate quarterly meetings of the LED Forum that looks into all issues of local economic development.

9.2 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

(c) We have a Land Use Committee that sits monthly to adjudicate land use applications

9.3 Integrated Development Planning

10. DEPARTMENT OF MUNICIPAL MANAGER

We render the following services through our Department of Municipal Manager:

- (a) Communications
- (b) Disaster Management
- (c) Internal Audit
- (d) Performance Management
- (e) Risk Management
- (f) Support of the Office of the Mayor

10.1 Communications

The Communication Policy is reviewed when necessary while the Communication Strategy is reviewed annually.

10.1.1 Publications

- (a) A Municipal external newsletter (Greater Giyani News) is published once per quarter and distributed as per the Greater Giyani 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.

10.1.2 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 Corporate Services Portfolio Committee.

- (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) 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

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

- (ii) Our media contact person and spokesperson is the Manager : Communications
- (iii) Our media contact person and spokesperson is available for the media 24 hours a day
- (iv) 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

10.1.3 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 through the Office of the Mayor
- (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.

10.1.4 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; 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
 - Advertisement associated with firearms, ammunition, pornography, tobacco, gambling or alcohol.

10.2 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

10.3 Performance Management

10.3.1 Service Delivery and Budget Implementation Plan (SDBIP)

- (a) The municipal SDBIP is finalized by within 14 days of approval of the Budget.
- (b) Progress reports on the implementation of the SDBIP are done monthly to management ,all the portfolio Committees and Executive Committee and quarterly for the IDP/Budget Implementation and Monitoring to management and the Council
- (c) Quarterly , Mid –Year and Annual Reports on the implementation of the SDBIP are made public on the website for members of the public to be updated on implementation of SDBIP