

UMZUMBE LOCAL MUNICIPALITY

SERVICE LEVEL STANDARDS



Vision:

By 2040, Umzumbe will be economically viable through infrastructural development enjoying tourism, heritage, and agricultural benefits.

Mission:

The Municipality is dedicated to promote people-centred development, acceleration of service delivery and sustainable local economic development.

1. INTRODUCTION AND BACKGROUND

The White Paper on Public Service delivery (1997) requires Government institutions to develop and publish service standards to guide the level and quality of services we provide, including the introduction of new services to those who have previously been denied access to them. Service standards are expected to be relevant and meaningful to the users and must be precise and measurable so that users can judge for themselves whether they are receiving what we have promised.

The approach is encapsulated in the name which has been adopted by this initiative— Batho Pele (a Sesotho adage meaning 'People First'), The Batho Pele policy framework consists of eight service delivery principles, set out in paragraph 3 below, derived from the policy goals set out in Chapter 11 of the WPTPS.

Improving service delivery is therefore the ultimate goal of the public service transformation programme. Improving the delivery of public services means redressing the imbalances of the past and, while maintaining continuity of service to all levels of society, focusing on meeting the needs of South Africans who are living below the poverty line and those, such as the disabled, and black women living in rural areas, who have previously been disadvantaged in terms of service delivery.

Improving service delivery also calls for a shift away from inward-looking, bureaucratic systems, processes and attitudes, and a search for new ways of working which put the needs of the public first, is better, faster and more responsive to the citizens' needs. It also means a complete change in the way that services are delivered.

The introduction of a service delivery improvement programme cannot be achieved in isolation from other fundamental management changes within the public service. It must be part of a fundamental shift of culture whereby public servants see themselves first and foremost as servants of the citizens of South Africa, and where the Public Service is managed with service to the public as its primary goal. Improved service delivery cannot only be implemented by issuing circulars. It is not only about rule-books and 'prescripts', because it is not simply an 'administrative' activity. It is a dynamic process out of which a completely new relationship is developed between the public service and its individual clients. To implement a service delivery programme successfully, public service managers require new management tools.

2. PURPOSE OF THE SERVICE STANDARDS

The purpose of this White Paper is to provide a policy framework and a practical implementation strategy for the transformation of public service delivery. This White Paper is primarily about how public services are provided, and specifically about improving the efficiency and effectiveness of the way in which services are delivered

The service standards are required to: -

- Set out the organization's service standards that citizens and customers/clients can expect and which will serve to explain how the department will meet each of the standards.
- Specify the main services to be provided to the different types of actual and potential customers, based on an assessment of their needs.
- Contain the consultation arrangements with actual and potential customers to determine their needs;
- Specify the mechanisms or strategies to be utilized progressively to remove the barriers so that access to services is increased; with due regard to the customers' means of access to the services and the existing barriers to increased access,
- Contain arrangements as to how information about services is to be provided; and
- Stipulate a system or mechanisms for handling complaints.

3. CHARACTERISTICS OF THE SERVICE STANDARDS

Service standards specify the level (quantity) and quality of services, and they may cover processes, outputs and outcomes. They must be set at a demanding but realistic level to be reached by adopting more efficient and customer-focused working practices.

Service standards are required to be operational for a period of 5 years and be subjected to an annual performance review. These should be progressively raised and ideally may not be reduced, except to accommodate changed priorities based on changing customer needs. Service standards are furthermore to be benchmarked against international standards, taking into account South Africa's current level of development.

Service standards or performance-related issues in local government are governed by the Municipal Finance Management Act, 2003 (no 56 Of 2003) (read together with regulations), the Municipal Systems Act, 2000 (no 32 Of 2000) and the Municipal Structures Act, 1998 (no 117 of 1998).

In broadening the understanding of what constitutes a service standard, organizations need not only reflect processes, outputs and outcomes but to also to measure the effectiveness, efficiency, service quality, access to services and equity in service provision. In setting service standards, it is important that service delivery also be viewed from the customer's viewpoint and judged by criteria that he or she might use.

4. THE SERVICE DELIVERY PRINCIPLES OF BATHO PELE

Service standards should also be done along the context of the Eight Batho Pele principles. The main objective of Batho Pele is to ensure effective and efficient service delivery by putting “People First”

Eight principles for transforming public service delivery - the Batho Pele principles - have been identified. These are expressed in broad terms in order to enable national and provincial departments to apply them in accordance with their own needs and circumstances.

4.1. The Batho Pele principles are:

- a) **Consultation:** Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.
- b) **Service Standards:** Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.
- c) **Access:** All citizens should have equal access to the services to which they are entitled.
- d) **Courtesy:** Citizens should be treated with courtesy and consideration.
- e) **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive.
- f) **Openness and Transparency:** Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.
- g) **Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.
- h) **Value for Money:** Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

The Eight Batho Pele principles were developed to serve as an acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with Section 195 (1) of the Constitutional values of:

- Promoting and maintaining high standards of professional ethics.
- Providing services impartially, fairly, equitably and without bias.
- Responding to people’s needs and encouraging citizens to participate in policy-making and monitoring of service delivery.
- Rendering an accountable, transparent and development-oriented public service administration.

For most customers, services must conform to the following measurable criteria:

- **Quantity:** Are the services and products supplied in sufficient volume and diversity to sustain basic needs?
- **Quality:** Are the services and products of such quality that they will last for an appropriate period of time so that they do not have to be re-supplied at additional cost?
- **Time/Timeliness:** Are the services and products rendered on time so that customers can derive maximum benefit from them?
- **Value for money:** Is the cost of the product or service balanced against the value derived by the recipient? Irrespective of whether or not customers pay directly for products and services, it is important that the cost of the product or service is balanced against the value derived by the recipient.
- **Access:** Are the services and products being delivered at the ideal locality to relevant customers to enable them to make best use of them, without incurring undue cost to gain access to the point of delivery?
- **Equity:** Are the services and products provided without discrimination?

Service standards must conform to the concept of Quantity, Quality and Time (QQT). The Service Delivery Budget Implementation Plans (SDBIP's) is a means to plan for service delivery improvement and should identify the clients of each department and also conform to the key criterion of measurability.

5. THERE ARE 6 DEPARTMENTS WITHIN UMZUMBE LOCAL MUNICIPALITY WHICH ARE:

- Department: Strategic Executive Management services
- Department: Technical Services
- Department: Social and Community Services
- Department: Corporate Services
- Department: Financial Management
- Department: Local Economic Development and Planning Services

6. CORE SERVICES

- Solid waste disposal
- Firefighting and emergency services
- Planning, co-ordination and regulations of fire services.
- Specialized firefighting services such as a mountain, veld and chemical fire services.
- Municipal roads which form an integral part of the road transport system of the municipal area.
- Municipal public works relating to any of the above functions or any other functions assigned to the local municipality.

In achieving the vision and mission of Umzumbe Local Municipality, we commit and pledge ourselves to the following:

6. GENERIC SERVICE STANDARDS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Accessibility of Municipal officials that are allocated official cellular phones	Municipal Manager and Executive Managers. All essential Field workers.	In line with the cell phone policy	Municipal officials	ULM	At all times	Ensure that all Municipal officials that are allocated official cellular phones within ULM are accessible at all times in line with the cell phone management policy.
Answering external Telephone	All	In line with the white paper on the transformation of public service	Municipal officials	ULM	Within three rings	Telephone calls are answered within 3 rings by all municipal officials within ULM in line with the white paper on the transformation of public service
Unanswered Telephone calls are diverted to the switchboard for taking a message	All	In line with the white paper on the transformation of public service	Switchboard operators	ULM	After 5 rings	All unanswered telephone calls after 5 rings are diverted to the switchboard for operators within ULM to take messages in line with the white paper on the transformation of public service
Submission of Departmental reports to Strategic management	All	In line with the Performance management	Management team	ULM	3rd day of each month	All Management teams within ULM to submit Departmental reports to the SEMS - PMS and Council Support no later than the 3rd day of every month In line

unit and committees' section		information and reporting policy				with the Performance Management information and reporting policy.
Production of minutes for meetings	All	In line with the white paper on the transformation of public service	Employees	ULM	Within 5 working days after the meeting	Production of minutes for all meetings by employees within ULM within 5 working days after the meeting.
Employees observing official working hours commencing work at 08:00 and ending at 16:30 and from 7:30 to 16:00 on Fridays.	All	In line with the conditions of service	Employees	ULM	Monday to Friday	All employees within ULM shall observe official working hours (Monday to Friday) commencing work at 08:00 and ending at 16:30 In line with the conditions of service and from 7:30 to 16:00 on Fridays.
Review of service standards	All	In line with the prescripts in the Batho Pele according to the White Paper on the transformation of service delivery	All Departments	ULM	4th quarter each year in line with the IDP processes	All departments within ULM shall review their service standards in the 4 th quarter each year within the departments in line with the IDP processes
Service delivery complaints	All	According to the White Paper on the transformation of service delivery	Employees	ULM	30 working days upon receipt	All employees within ULM to attend to reported Service delivery complaints within 30 working days upon receipt in line with the White Paper on transformation of service delivery.

Acknowledgement of receipt of correspondences	All	According to the White Paper on the transformation of service delivery	Employees	ULM	14 working days	All employees within ULM shall ensure that Correspondence is acknowledged and responded to within 14 working days in line with the White Paper on transformation of service delivery.
Issuing out of invitations for meetings	All.	According to the White Paper on the transformation of service delivery	Employees and stakeholder	ULM	72 hours before the scheduled meeting and 48 hours before the special meeting	All employees within ULM to issue out an invitation for meetings 72 hours before the scheduled meetings and 48 hours before the special meeting for both employees and stakeholders in line with the White Paper on the transformation of service delivery.
Information to be placed on the website	All	Sec 75 of the MFMA	Departments	ULM	Not later than 5 days after tabling	Information to be placed on the website by all affected Departments within ULM in collaboration with the communications unit, not later than 5 days after their tabling in line with sec 75 of the MFMA.

7. DOMAIN-SPECIFIC STANDARDS

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Office of the Executive Mayor							
Mayoral outreach programme	4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	ULM	Quarterly	Conduct mayoral outreach programmes in 4 Local Municipalities within ULM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000.	Mayoral outreach approved concept document
State of the Local address	1	In line with Municipal Systems Act no. 32 of 2000 District Corporate Calendar.	Stakeholders	ULM	Annually	Hosting of the State of the Local address on the IDP/Budget to all stakeholders in ULM annually in line with the Municipal Systems Act no. 32 of 2000 and District Corporate Calendar	Programme and SOLA Speech
Office of the Speaker							
Coordination of Meetings	All	In line with the institutional calendar	Council and its Committees	ULM	72 hours prior to the meeting	To ensure that all meetings of ULM council and its committees are timeously coordinated in line with the institutional calendar.	Meeting invitations and time

KEY SERVICES	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Distribution of packages for committee meetings of the Council	All	In line with the institutional calendar	Council and its Committees	ULM	72 hours before the date of the meeting	Distribution of packages for all committee meetings of the Council within ULM will be done 72 hours before the date of the ordinary meeting, and 48 hours before the date of the special meeting	Package distribution list with collection time and online accessible
Oversight programmes	All	In line with Section 79 of Municipal Structures Act no. 117 of 1998	Municipal Public Accounts committee	ULM	Quarterly	To ensure monthly implementation of all oversight programmes by the Municipal Public Accounts committee in ULM in line with Section 79 of Municipal Structures Act no. 117 of 1998	Agenda and attendance register for oversight meetings
Public Participation Programmes	4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	ULM	Quarterly	Ensure implementation of all Public Participation programmes in the local municipalities within ULM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000	Agenda and attendance registers
Public Hearing on the annual report	1	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	ULM	3 rd Quarter of the financial year	Ensure that a public hearing on the annual report is held during the 3 rd quarter of the financial year in line with	Agenda, advert and attendance registers

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						Municipal Systems Act no. 32 of 2000	
Projects visits	All	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	ULM	Quarterly	To ensure that project visits are conducted in all local municipalities within ULM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000	Project visit attendance register
Office of the Chief Whip							
Whippery meetings	All	In line with the institutional calendar	<i>Councilors</i>	ULM	Quarterly	To ensure that all Whippery meetings are held in line with the Institutional calendar	Agenda and attendance registers
Special Focus							
Children Development Programmes	All	Children Development Policy	Local municipalities	ULM	Monthly	Ensure implementation of all children's development programmes in local municipalities and ULM on a monthly basis in line with the Children's development policy	Programme invitation, agenda and attendance register
Disability Development Programmes	All	Disability development policy	Local municipalities	ULM	Monthly	Implementation of all Disability development programmes in local municipalities and ULM on a	Programme invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
		(White paper on integrated national disability strategy)				monthly basis in line with the Disability development policy	
Gender Development Programmes	All	Gender development policy	Local municipalities	ULM	Monthly	Implementation of all Gender development programmes in local municipalities and ULM on a monthly basis in line with the Gender development policy	Programme invitation, agenda and attendance register
Older Persons Development Programmes	All	Older Persons development policy	Local municipalities	ULM	Monthly	Implementation of all Older Persons development programmes in local municipalities and ULM on a monthly basis in line with the Older Persons development policy	Programme invitation, agenda and attendance register
Youth Development Programmes	All	Youth development policy	Local municipalities	ULM	Monthly	Implementation of all Youth development programmes in local municipalities and ULM on a monthly basis in line with the Youth development policy	Programme invitation, agenda and attendance register
HIV & AIDS Programmes	All	In line with the KZN Aids Council Policy Framework	Local municipalities	ULM	Quarterly	Implementation of all HIV & AIDS Programmes in local municipalities within ULM in line with the KZN Aids	Programme invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						Council Policy Framework on a quarterly basis.	
CBO Summit	All	In line with the concept document.	Stakeholders	ULM	Annually	Hosting of the annual CBO Summit for all Stakeholders within ULM in line with the concept document	Concept document, agenda and attendance register
Inter-Governmental Relations							
Coordination of IGR	All	In line with the corporate calendar	Technical and political meetings	ULM	Quarterly	Coordination of all Technical and political IGR meetings in ULM on a quarterly basis in line with the Institutional Calendar.	Virtual and contact IGR recordings, agenda and attendance register
Internal Audit							
Ensure compliance with the Three-year risk-based strategic audit plan	100%	Sec 165 of the MFMA	Officials	ULM	Quarterly	Ensure 100% compliance in implementing the three-year risk-based strategic audit plan by all officials within ULM on a quarterly basis in line with Sec 165 of the MFMA.	Updated risk-based strategic audit plan report
Functional Audit Committee	All	Sec 166 of the MFMA	Local municipalities	ULM	Quarterly	To ensure a functional audit committee on a quarterly basis in all local municipalities within ULM in line with Sec	Audit Committee invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						166 of the MFMA in order to improve the audit outcome.	
Risk Management							
Ensure compliance with the Organizational Risk Profile	All	National risk management framework	Officials	ULM	Quarterly	Ensure compliance to the Organizational Risk Profile by Officials within ULM on a quarterly basis in line with the National risk management framework	Organizational Risk Profile compliance report
Implementation of Fraud prevention	All	Whistleblowing policy and Fraud Prevention Plan.	Local Municipalities	ULM	Quarterly	Implementation of all Fraud prevention programmes in all local municipalities within ULM in line with Whistleblowing policy and fraud prevention plan.	Fraud prevention programmes
	All	Fraud prevention plan.	Reported cases	ULM	Monthly	Attend to all reported cases of suspected fraud and corruption within ULM in line with the Fraud prevention plan on a monthly basis.	Number of reported cases
Communications							
Policies	All	In line with the Corporate Image strategy	Officials	ULM	Quarterly	To ensure compliance to all policies Communications Policy, Social media the	List of all policies in communications

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						policy, events guidelines and corporate manual) by all ULM officials In line with the policies on a quarterly basis.	
Publishing of information in media	All	In line with the communications strategy and social media policy.	External and internal clients	ULM	Monthly	Publication of information in media for external and internal clients within ULM will be done quarterly in line with the communications strategy and social media policy.	Advertorials, adverts, website, facebook, Intranet, Youtube and tweeter
Events management	All	In line with the Events Management Strategy	Internal and calendar events	ULM	Monthly	All Internal calendar events within ULM will be managed on a monthly basis in line with the Events Management Strategy and also cater for external .	Events list and approved concept documents
Advertising	All	In line with the communications strategy and deviation on special form of arts memo.	Internal Adverts	ULM	Monthly	Ensure that all internal adverts within ULM is done monthly in line with the communications strategy and deviation on special form of arts memo.	Published adverts

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Institutional Performance, Planning, Monitoring and Evaluation							
Service Delivery and Budget Implementation Plan (SDBIP) development and approval	All	Sec 53(1) (c) (ii) of the MFMA	Departments	ULM	Within 28 days after the adoption of the IDP/budget	SDBIP will be developed by all departments and approved by the Executive Mayor within 28 days after adoption of the IDP/Budget in line with Sec 53(1) (c) (ii) of the MFMA	Approved SDBIP
Service Delivery and Budget Implementation Plan (SDBIP) review and approval	All	Sec 54 (1) (c) of the MFMA	Departments	ULM	After the adoption of the adjustment budget	SDBIP will be reviewed and approved by ULM Council after the adoption of the adjustment budget in line with Circular 13 of the MFMA.	Approved SDBIP
Publishing of the SDBIP	All	In line with Circular 13 of the MFMA sec 53 (3) (a) of the MSA	Stakeholders	ULM	Within 14 days after the adoption of the SDBIP.	The SDBIP shall be publicized for ULM stakeholders within 14 days after the adoption of the SDBIP in line with Circular 13 of the MFMA and sec 53 (3) (A) of the MSA	Published advert
Organizational	4	In line with Chapter 6 of the MSA	Co-operative Governance, Human	ULM /Cogta	Quarterly	Organizational performance reports are produced and submitted to	Signed submission correspondent

KEY SERVICES	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Performance Reports		Sec 72 (1) (a) (ii) (iii) and (b) (i) (ii) (iii) of the MFMA	Settlements and Traditional Affairs (Cogta) and National and Provincial Treasury			Cogta, and National and Provincial Treasury on a quarterly basis In line with Chapter 6 of the MSA	
Monitor compliance with Organization al service standards	All	In line with the Batho Pele handbook	Departments	ULM	Quarterly	Monitor compliance to the implementation of organizational service standards by all departments within ULM In line with the Batho Pele handbook	Approved organizational service standards monitoring tool
Department of Corporate Services							
Employee Wellness management	All	In line with the Employee wellness policy and Employee Assistance Programme standards	All Employees	ULM	Within 30 working days after the case has been reported	Employee wellness management for all employees within ULM shall be attended to in line with the Employee wellness policy and Employee Assistance Program standards within 30 working days after the case has been reported.	Monthly Employee Assistance Program

KEY SERVICES	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Participation in Sports and recreational activities	All	In line with the departmental policy and Employee Assistance Programme standards	All Employees	ULM	Annually	All employees within ULM will be encouraged to participate in monthly Sports and recreational activities In line with the departmental policy and Employee Assistance Programme standards	Annual Sport and recreational activities and attendances registers
Administration of Occupational Injuries and Diseases cases	All	Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Employees	ULM	Monthly	Administration of Occupational Injuries and Diseases cases for all employees within ULM shall be done monthly in line with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Number of cases administered on Occupational Injuries and Diseases
Health and Wellness educational initiatives	All Municipal Employee Health a	In line with the Municipality	Employees	ULM Wellness educational initiatives	Quarterly Municipal Employee Health and Wellness Action Plan	Employees initiatives will be rendered to all employees on a quarterly basis	List of Health and Wellness educational initiatives programmes

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
	and Wellness Action Plan					In line with the Municipal Employee Health and Wellness Action Plan.	
Exit management	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	ULM	14 working days upon receipt of notice	Exit management within ULM shall be done in line with Municipal Human Resources Policies and the main Collective Agreement within 14 working days upon receipt of the notice.	Exit management execution report with date
Processing of Service benefits	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	ULM	5 working days upon receipt of the request	Processing of service benefits for all employees within ULM shall be done within 5 working days upon receipt of the request or claim In line with Municipal Human Resources Policies and the main Collective Agreement.	Processing of Service benefits report and with date
Processing of leave	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	ULM	5 working days	Processing of leave for all employees within ULM shall be done within 5 working days In line with Municipal Human Resources Policies and the main Collective Agreement.	Leave Management monthly report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Recruitment and selection	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Internal and external candidates	RSA	within 90 days after the closing date	Recruitment and selection of all internal and external candidates within RSA shall be finalized within 60 days after the closing date In line with Municipal Human Resources Policies and the main Collective Agreement.	Recruitment and selection report
Job evaluation	All	As per SALGA's Collective Agreement on Job evaluation	Employees	ULM	Annually Within 90 days upon request	Job evaluation for all identified employees posts within ULM shall be done annually per SALGA's Collective Agreement on Job Evaluation 14days upon request As per SALGA's Collective Agreement on Job Evaluation	Job Evaluation report
Communication of job evaluation results	All	As per SALGA's Collective Agreement on Job Evaluation	Employees	ULM	Within 5 working days	Job evaluation results shall be communicated to all employees within ULM within 5 working days after approval by Executing Authority as per SALGA's Collective Agreement on Job Evaluation.	Job Evaluation report to staff

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Signing of Performance Agreements	All	Sec 57 (1) (b) (ii) of the MSA	Sec 57 Managers	ULM	Within 60 days after a year has ended.	All sec 57 Managers shall sign the Performance Agreements in line with Circular 13 of the MFMA within 1 month after the year has ended.	Signed Performance Agreements
Conclusion of performance Instruments	All	In line with Municipal Human Resources Policies	Employees	ULM	End of July each year	All employees within ULM to conclude Performance Instruments (PIs) in line with Municipal Human Resources Policies by end of July each year	Concluded performance Instruments
Conclusion of performance plans	All Employees	In line with Municipal Human Resources Policies	New Employees	ULM	Within 3 months after the appointment	All new employees in Umzumbe Local Municipality to conclude Performance Plans within three (3) months after appointment In line with Municipal Human Resources Policies.	Signed performance plans
Compilation and signing of progress reviews	All	In line with Municipal Human Resources Policies	Employees	Capricorn District Municipality	Within 30 days after the end of the quarter	Progress Reviews are compiled and signed by all employees Umzumbe Local Municipality within 30 days after the end of the	Quarterly signed progress reviews

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						quarter In line with Municipal Human Resources Policies	
Annual Performance evaluation/ Assessment	All	In line with Municipal Human Resources Policies	Employees	ULM	30 days after end of the cycle	Annual Performance Evaluation reports for all employees within ULM for the previous financial year finalized within 30 days after the end of the cycle In line with Municipal Human Resources Policies	Signed annual Performance evaluation/ Assessment
Training And Development	All	In line with Municipal Human Resources Policies	Municipal Employees	ULM	Annually	Training and development shall be provided to all municipal employees within ULM annually In line with Municipal Human Resources Policies	Approved list of trained municipal employees and Councilors
Provision of Learnership And Internship	All	In line with the skill development activities act and Municipal Human Resources Policies	Internal and external clients.	ULM	Annually	Learnership and internship is provided to all internal and external clients in the ULM annually in line with the skill development Act and Municipal Human Resources Policies.	Approved list of Learnership And Internship programmes

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Implementation of Promotion of access to information	Attend to all received request	In line with the Promotion of access to information act, no.2 of 2000 (PAIA) The South African Local Government Bargaining Council's Disciplinary Code.	Internal and external clients	ULM	Within 30 days of request.	Implementation of promotion of access to information is done within 30 days of the request from internal and external clients in line with Promotion of access to information Act no.2 of 2000 in KZN provincial administration. Handled / within 30 days upon receipt As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code.	Monthly report of promotion of access to information
Protection of Personal Information	Attend to all received request	Inline with the Protection of Personal Information Act 4 of 2013 with regard to implementation of Promotion of access to information.	Internal and external clients	ULM	Within 30 days of request.	Implementation of Protection of Personal Information is done within 30 days of the request from internal and external clients in line with Protection of Personal Information Act 4 of 2013	Quarterly report of Protection of Personal Information
Represent the employer in all dispute resolution	All	As per Labour Relations Act and the South African Local Government	Employees	ULM	Within 30 working days	Represent the employer in all dispute resolution forums on all disputes declared by employees within ULM as	Labour Relations monthly report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
forums on disputes declared		Bargaining Council's Disciplinary Code				per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code within 30 working days.	
Handling of reported misconduct cases	All	As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	Employees	ULM	Within 30 days	All reported misconduct cases by employees within ULM shall be handled within 30 days as per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	List of misconduct cases
Information and physical security audits	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	ULM	Monthly	Conduct monthly Information and physical security audits for all employees and security contractors in ULM According to Minimum Security Standards (MISS).	Monthly information and physical security audits report
Security record checks	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	ULM	Monthly prior to appointment	Security record checks of all Employees / Security Contractors in ULM shall be conducted monthly prior to appointment According to Minimum Security Standards (MISS)	Monthly information and physical security audits report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Monitoring of Security service level agreements to evaluate compliance	All	According to Minimum Security Standards (MISS)	Security Contractors	ULM	Monthly	Security service level agreements of all security contractors within ULM shall be monitored monthly to evaluate compliance according to Minimum Security Standards (MISS)	Monthly information and physical security audits and SLA report
Legal opinions requests	All	In line with legal prescripts	Internal and external stakeholders	ULM	Within 5 working days of full receipt of instructions	All requests for Legal opinion by both internal and external stakeholders in ULM shall be attended to within 5 working days of receipt of full instruction in line with legal prescripts.	List of Legal opinions
Drafting and editing of contracts	All	In line with legal prescripts	Internal and external stakeholders	ULM	Within 20 working days	All requests for the drafting and editing of contracts by both internal and external stakeholders in ULM shall be finalized within 20 working days of receipt of full instruction in line with legal prescripts.	Monthly contracts list

KEY SERVICES	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Drafting of legislations	All	In line with legal prescripts	Internal and external stakeholders	ULM	Within 12 months	All requests for drafting of legislations by both internal and external stakeholders in ULM shall be done within 12 months of receipt of full instruction in line with legal prescripts	Monthly legislation list
Litigation management	All	In line with legal prescripts applicable to each case	ULM	KZN	Within the Uniform Rules of the courts	Litigation managed in line with legal prescripts applicable to each case for ULM y in KZN within the Uniform Rules of the courts.	Monthly litigation list
Implementati on of systematic disposal program	All	In line with the Provincial Archives Act	Affected HR, General Records	ULM	Within 90 days after approval by the disposal authority.	Implementation of systematic disposal program on all affected HR and General Records in ULM within 90 days after approval by disposal authority in line with Provincial Archives Act	Implementation strategy of systematic disposal program
Records management	All	In line with Provincial Archives Act and records management policy guidelines.	HR, General Records	ULM	Monthly	All HR and General Records within ULM will be managed monthly in line with the Provincial Archives Act and	HR and General Records management report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						records management policy guidelines.	
Provision of Application Systems and Desktop support	All	As per approved IT Policies,	IT users	ULM	5 working days upon request	Application Systems support services are provided to all IT users in ULM within 5 working days upon request as per approved IT Policies	Signed IT requisition forms
Provision of Assessment and Availability of Network	All	As per approved IT Policies,	Sites	ULM	Within 5 working days	Provide within 5 working days assessment and availability of network at all ULM sites as per approved IT Policies	Signed IT requisition forms
Provision of incremental and full backup of data	All	As per the backup procedure	Onsite and offsite Data	ULM	Within 5 working days	Provide 5 working days incremental and full backup of all onsite and offsite data as per backup procedure	Signed IT requisition forms
Department of Community Services							
Food quality monitoring	All	In line with Municipal Health policy and National Health legislation.	Food outlets	ULM	Monthly	Monitoring of food quality in all food outlets within ULM on monthly basis In line with Municipal Health policy and National Health legislation.	Monthly monitoring report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Water quality monitoring	All	In line with Municipal Health policy and National Water Safety Act and National Health Act	Water sources	ULM	Monthly	Monitoring of water quality in all water sources within ULM In line with Municipal Health policy and National Water Safety Act and National Health Act on a monthly basis.	Monthly monitoring report
Disasters response	All	In line with the national framework on disaster management 2005	Community	ULM	Within 12 hours upon receipt of the call	All disasters reported by the community within ULM are responded to within 12 hours upon receipt of the call-in in line with the national framework on disaster management 2005	Disaster Monitoring report
Monitoring of Compliance with safety	All	In line with the SANS 10264:1-3 WITHOUT 10400 WITHOUT 10366 SASREA no.02 of 2010	4 Local municipalities (excluding Polokwane)	ULM	Before and during external events	All external events in the 4 local municipalities within ULM shall be monitored for compliance with safety before and during events in line with the SANS 10090:2003-Edition 3, SANS 10400, SANS 10166 and SASREA no.02 of 2010.	Monthly monitoring of Compliance of safety report
Emergencies response	All	In line with the SANS 10090:2003-	Community / Public	ULM	Within 10 minutes and 1 hour upon receipt of the call	All emergencies that are reported by the	Control room emergency response report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
		Edition 3				community within ULM are responded to within 10 minutes and 1 hour upon receipt of the call in line with the SANS 10090:2003-Edition 3	
Department of Finance							
Request for quotation of goods and services between R0.00 – R30,000.00	All	SCM Prescripts	User Departments	ULM	Within 14 working days upon receipt	All requests for quotations between R0.00 – R30,000.00 by user departments within ULM will be finalized within 14 working days upon receipt in line with SCM Prescripts.	Approved procurement request to SCM
Procurement of goods and services between R30,000.00- R200 0000	All	SCM Prescripts	User Departments	ULM	Within 30 days of receipt	All procurement of goods and services between R30,000.00- R200 0000 for user departments within ULM, will be finalized within 30 working days upon receipt in line with SCM Prescripts.	Approved procurement request to SCM
Procurement of goods and services from R200 000 and above.	All	SCM Policy/ SCM Prescripts	User Department	ULM	Within 90 working days upon receipt	All procurement of goods and services from R300 000 and above for user departments within ULM, will be finalized within 90 working days upon	Approved procurement request to SCM

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						receipt in line with SCM Policy and SCM Prescripts.	
Advertisement for procurement of goods and services on the notice boards, website and tender bulletin.	All	In line with the SCM Policy, SCM Prescripts	Service providers	ULM	Within set timeframes	All advertisements for procurement of goods and services for the appointment of service providers in ULM, will be done timeously on the notice boards, website local and national newspapers In line with the SCM Policy, SCM Prescripts	Website and local print media report
Counting of Stock in stores	All	In line with the SCM Policy, SCM Prescripts	Officials	ULM	Monthly	Counting of all stock in stores will be done monthly to ensure availability of stock for officials within ULM in line with the SCM Policy, SCM Prescripts	Monthly stock counting report
Provision of quality goods and services in stores	All	In line with the SCM Policy, SCM Prescripts	Service providers	ULM	Within set timeframes.	Provision of quality goods and services in stores by all service providers in ULM within set timeframes In line with the SCM Policy, SCM Prescripts	Monthly stock counting report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Reporting on the performance of service providers	All	In line with the SCM Policy, SCM Prescripts	User departments	ULM	Within 5 working days after the service has been rendered.	Reporting on the performance of service providers shall be done by all user departments in ULM within 5 working days after the service has been rendered in line with the SCM Policy, SCM Prescripts	Service provider's service performance reporting
Reconciliation of salaries	All	In line with Sec 66 of the MFMA	Employees and councilors	ULM	Monthly	Reconciliation of salaries for all employees and councilors within ULM shall be done monthly in line with Sec 66 of the MFMA.	salaries reconciliation report
Payments of salaries and benefits	All	In line with Bargaining Council Employment Agreement	Employees and councilors	ULM	Twice a month	All Payments of salaries and benefits for employees and councilors within ULM shall be done twice a month In line with Bargaining Council Employment	salaries reconciliation report
Assets reconciliation	All	In line with Asset Management policy	Movable and immovable	ULM	Monthly	Conduct monthly reconciliation of all movable and immovable assets within ULM in line with Asset Management policy.	movable and immovable assets reconciliation report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Payments of goods and services	All	Sec 99 (2)(b) of the MFMA	Service providers	Within 30 days upon receipt of the invoice	Conduct monthly payment of goods and services to all service providers within ULM in line with Sec 99 (2) (b) of the MFMA within 30 days upon receipt of invoice.	Payments of goods and services	monthly payment report
Reconciliation of revenue collected	All	Sec 64(2) (h) of the MFMA	Community members	ULM	Weekly	Reconciliation of all revenue collected from community members within ULM will be done on a weekly basis in line with Sec 64 (2) (b) of The MFMA.	Weekly reconciliation of revenue report
Collection of Revenue	All	Sec 64(2) (a) of the MFMA Tariff policy	Community members	ULM	Monthly	Collection of revenue will be done from all community members within ULM on a timeous basis in line with Sec 64 (2) (a) of The MFMA and the Tariff policy.	Revenue report
Debt collection	All	Sec 96 (a) of the Municipal Systems Act,	Debtors	ULM	Monthly	Collection of all debts from debtors within ULM will be done monthly in line with Sec	Debt collection report

KEY SERVICES	QUANTIT Y	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
		Credit control and Debt Collection Policy				96 (a) of the Municipal Systems Act and the Credit control and Debt Collection Policy.	
Budget preparation	All	Sec 21 and Sec 28 of the MFMA	Council	ULM	Twice a year	Preparation of budget within ULM will be done twice a year for approval by the Council in line with Sec 21 and Sec 28 of the MFMA.	Budget report
Budget implementation	All	Sec 69 of the MFMA	Departments	ULM	Monthly	Budget implementation will be done by all departments within ULM on a monthly basis in line with Sec 69 of the MFMA.	Budget implementation report
Preparation of Financial Statements	All	Sec 122 of the MFMA	Treasury, Auditor General	Provincial	Quarterly/Annually	All financial statements will be prepared and submitted to Provincial Treasury and Auditor General on a quarterly/annually basis in line with Sec 122 of the MFMA.	Financial Statements report
Submission of budget statements reports	All	Sec 71 of the MFMA	Treasury	Provincial	By not later than 10 working days after the end of each month	All budget statement reports will be submitted to Provincial Treasury By not later than 10 working days after the end of	budget statements reports

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						each month in line with sec 71 of the MFMA.	
Submission of mid-year budget and performance assessment reports	All	Sec 72 of the MFMA	Treasury	Provincial	25 January each year	All mid-year budget and performance assessment reports will be submitted to Provincial Treasury by the 25 January each year in line with Sec 72 of the MFMA.	mid-year budget and performance assessment reports
DEPARTMENT:DPMS							
Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	reviewed Integrated development plan (IDP)
Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adopted IDP Process plan
IDP process plan adopted	IDP process	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	Adopted IDP Process plan

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
	plan adopted						
Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Adopted IDP Process plan
IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	Invitation, Agenda and attendance registers
Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Published advert
IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	Invitation, Agenda and attendance registers
Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Reviewed Spatial development framework
Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update link

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	GIS procedure manuals
Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection list of spatial data
Environmental Management complaints	Attend to Environmental Management complaints	Attend to Environmental Management complaints promptly	Public & Stakeholders	ULM	48-Hours	Attend to the complaint within 48-hours and keep complainant informed of outcomes / way forward	Complaints Book
Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implementation progress report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Compliance Monitoring	Quarterly reports	Compliance monitoring inspections will take place in line with SDBIP	Facilities within ULM area of jurisdiction	ULM	Quarterly	Compliance monitoring inspections will take place in line with SDBIP	Quarterly reports
Ambient Air Quality Monitoring	Quarterly reports	Ambient air quality monitoring will take place in line with SDBIP	Ambient air within ULM area of jurisdiction	ULM	Quarterly	Ambient air quality monitoring will take place in line with SDBIP	Quarterly reports
Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	ULM	Road Safety Education	Road Safety Education	Names of the schools that won the competition

**For more information, please contact
Office of Municipal Manager**

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Email: MM@UMZUMBE.GOV.ZA

8. CONTACTS

Municipality	Disaster management services	Disaster management services : satellite office	Fire management services
Head Office			

Approved

Mr. S Shaka
Municipal Manager

Date