

**ANNEXURE 3: STAKEHOLDER REGISTER****Senqu Community Stakeholder Register****2012/13**

| Organisation                          | Contact Person                | Contact details  |
|---------------------------------------|-------------------------------|--|
| <b>AGRICULTURE</b>                    |                               |  |
| Clanville Boere Vereeniging           | JVA Greyling<br>M.J.Greyling  | 045 9421005<br>045 9421009<br><a href="mailto:ricksu@nokwi.co.za">ricksu@nokwi.co.za</a><br><a href="mailto:mjakang@ananzi.co.za">mjakang@ananzi.co.za</a> |
| Hershel Farmers Support Centre        | B.W.Mafantir                  | 076 1304682  |
| Transvaal Agricultural Union (TAU SA) | J.Schoeman                    | 083 6510739<br>P.O.Box 263<br>Barkly East 9786<br><a href="mailto:jacoschoeman@telkomsa.net">jacoschoeman@telkomsa.net</a>                                 |
| Small Farmers                         | Ntsokolo Dyasi                | 078 7589522  |
| Barkly East Small Farmers             | Thobile Yalezo<br>Thembinkosi | 073 1902622<br>078 2089281   |
| NAFU SA                               | Siyanda Chitha<br>Caleb Nxele | 079 0319110<br><a href="mailto:sgsiyanda@webmail.co.za">sgsiyanda@webmail.co.za</a><br>072 5526357   |
| Senqu Farmers Association             | Mr. Gielie Greyvenstein       | 082 921 7061 or 0459719100 (F)<br><a href="mailto:gpgboerdery@xsinet.co.za">gpgboerdery@xsinet.co.za</a>   |
| <b>COMMUNITY ORGANISATIONS</b>        |                               |  |

| Organisation                     | Contact Person   | Contact details   |
|----------------------------------|--|---|
| Council of Churches              | Nombuyiselo Mjobo-Spambo   | 076 9119032<br><br>P.O.Box 124<br><br>lady grey<br><br>9755   |
| SACC - YF                        | Mxolisi Sonti  | mxolisisontis28@gmail.com<br><br>072 4221753  |
| JSC                              | Wiseman Ntshwaxu<br><br>Zabevuya Matyebo   | 072 1328781<br><br><a href="mailto:tawise@webmail.co.za">tawise@webmail.co.za</a><br><br>078 3999461  |
| LGCBO                            | Mbulelo Nomaxhayi<br><br>S.Makafani  | 079 8401315<br><br>073 2222379  |
| LGTA                             | Porelo Dikobo  | 073 8609255   |
| Sport Forum                      | Phumla F.N. Dawule<br><br>Bongeka Mzangwe<br><br>F.Mzangwe<br><br>Z.Khoba            | 078 3624731<br><br>073 6437962<br><br>078 1845903<br><br>072 4876820  |
| Senqu Youth Council              | Mr. Velile Stokwe Chair<br><br>Nomfundo Gcinisa (Deputy)<br><br>Siyabulela Mei (Sec) | 073 9678083<br><br>074 7307571<br><br>083 4754127   |
| RATEPAYERS                       |  |   |
| Lady Grey Ratepayers Association | P.C.Wood   | 082 5769009   |
| BUSINESS                         |  |   |
| GLS Shop Mehlomakulu             | Gloria N Moseleuyama   | 082 8470350   |
|                                  | S.L.Q Busakwe  | P.O.Box 10<br><br>Sterkspruit<br><br>9762<br><br><a href="mailto:Luvuyo.busakwe@impilo.ecprov.gov.za">Luvuyo.busakwe@impilo.ecprov.gov.za</a> |
| Khula Bhele                      | B.T Mpelwane   | 08 7323405  |
| Sakhikamva Co-op                 | Matsepang Mandrew  | 072 1356228   |
| Sterkspruit brick makers         | A.K.Gebuza   | 073 8327084   |

| Organisation                            | Contact Person                    | Contact details   |
|---|-----------------------------------|---|
|   | Mlamli Kongisa                    | 073 0715534   |
| Masiphilisane                           | Ntombizanele Matuka               | 073 6127158   |
| Thusanang                               | Deneo Potlaki                     | 073 0305589   |
| Senqu WEE                               | P.C.K.Oldjohn                     | 073 0353634   |
| Aligeo guest House                      |                                   | 073 6298642   |
| BMS Pollaspot Complex<br>Projects Co-op | Ras Luther                        | 083 4221659   |
| Lady Grey                               | S,Mputhi                          | 072 1902328   |
|   | M.Mkmethwa                        | 078 4610678   |
| Masabelane                              | N.P.Kongisa                       | 073 3816836   |
|   | Z.L.Bikizana                      | 076 406260  |
| Refefgotso Construction                 | E. Moketsi                        | 072 9107195   |
| Sterkspruit Business Forum              | Welile Mbolekwa<br>Chairman       | Tel: 051 004 0053 Fax: 086 542 9381<br>Email: <a href="mailto:welile@sharpaxemedia.co.za">welile@sharpaxemedia.co.za</a> <a href="mailto:welile@msn.com">welile@msn.com</a><br>Mobile/cell : +2783 692 6514 |
| WARDS                                   |                                   |   |
| Community Development<br>Workers        | Nomngqophiso Shumane<br>(Ward 1)  | 073 8380516   |
|   | Nomfundiso Mvula (Ward 2)         | 083 9580116   |
|   | <i>Deceased</i> (Ward 3)          |   |
|   | Sichumile Ndluzele (Ward 4)       | 073 730 7230  |
|   | Thekanti Lamani (Ward 5)          | 073 273 9407  |
|   | Poelo Dikobo (Ward 6)             | 073 860 9255  |
|   | Sindiswa Tyesa (Ward 7)           | 073 730 7230  |
|   | Coceka Mpu (Ward 8)               | 079 656 1123  |
|   | Noluthando Mqungquthu<br>(Ward 9) | 079 206 0924  |
|   | Thembeka Setlai (Ward 10)         | 072 315 0112  |
|   | Hlalele Sereba (Ward 11)          | 078 757 2858  |
|   | Caswell Nyongwana (Ward<br>12)    | 078 571 9823  |
|   | <i>Deceased</i> (Ward 13)         | 078 652 4089  |
|   | Lieketseng J.Marai (Ward 14)      | 072 959 7488  |
|   |                                   | 079 260 3899  |

| Organisation         | Contact Person   | Contact details  |
|----------------------|--|--|
|                      | Mongezi Motleleng (Ward 15)<br>Vuyani Letlaka (Ward 16)        |  |
| Senqu Ward Committee | M.V.Odendaal<br>V.D.Mngezana                                   | 083 4032376<br>073 20552136                                  |
| Traditional Leaders  | Chief Manxeba<br>Chief Nkopane<br>Chief Vukani<br>Chief Kakudi | 084 7477 313<br>078 119 3777<br>078 253 4011<br>076 847 1099 |

## ANNEXURE 4: CUSTOMER CARE

### **Customer Service Policy Statement:** Providing Goods and Services to Residents of Senqu Municipality

#### **1. Our mission**

The mission of Senqu Municipality is to provide community services that enhance our valued quality of life through equitable delivery of services; effective stewardship of our unique physical environment; cooperative planning and resources development and fiscal responsibility.”

#### **2. Our commitment**

In fulfilling our mission, Senqu municipality strives at all times to provide its goods and services in a way that is transparent, affordable, efficient , effective and relevant to the individual residents' need and respects their dignity and independence.

#### **3. Providing goods and services**

Senqu Municipality is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

##### **3.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

We will communicate with people in their own language

We will communicate in a concise manner avoiding all jargon to enable the customer to fully comprehend and understand the communication.

##### **3.2 Telephone services**

We are committed to providing fully accessible telephone service to our customers.

We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

##### **3.3 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request:

Hard copy or e-mail.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

##### **3.4 Goods and services provided**

- Buying of pre-paid electricity
- Grave plot applications
- Building plans
- Town Planning zoning applications
- Cutting of grass on verges and parks
- Hire of commonage for grazing

- Hire of community halls
- Buying of vehicle licence discs
- Change of ownership of vehicles
- Writing of Learners Drivers liscence
- Driving Licence tests
- Electrical connections
- Hiring of stadiums and sport facilities
- Street signs
- Impounding of stray animals
- Storm water drainage
- Street and access road maintenance
- Business applications

#### **4. Notice of temporary disruption**

Senqu Municipality will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises.

#### **5. Training for staff**

Senqu Municipality will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

#### **6. Feedback process**

The ultimate goal of Senqu Municipality is to meet and surpass customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Senqu Municipality provides goods and services can be made by e-mail, verbally, suggestion box and feedback card. All feedback will be directed to the Customer Care Officer. Customers can expect to hear back in 3 working days.

Complaints will be addressed according to complaint categories already established in our municipal's complaint management procedures.

#### **7. Modifications to this or other policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people. Therefore, no changes will be made to this policy before considering the impact on the people concerned and discussing the proposed changes with them.

#### **8. Questions about this policy**

This policy exists to achieve service excellence to customers. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Customer Care Officer.

### 3. OBJECTIVES OF THE POLICY

With this policy Senqu Municipality aims to achieve the following objectives:

- To fulfil the human right of every citizen to be treated with dignity and respect
- To foster quality customer service standards for all citizens of the municipality
- To ensure satisfactory service delivery for the customers of the municipality
- To make people aware that the municipality values and encourages their input in activities of the municipality
- To promote equality, courtesy and delivering on the mandate of government for all our customers
- To comply with legislation
- To provide a quality service to all stakeholders interacting with the Municipality – the public, service providers, contractors, fellow staff members in every department and other government agencies.
- To ensure that customers are provided with the relevant information as and when is needed in the appropriate format.
- To ensure customer complaints are addressed promptly, timeously and to the full satisfaction of the client
- To ensure that customers, both internal and external to the Municipality receive a consistent and fair treatment at all times.
- To reduce financial and time costs incurred arising from poor customer service due to repeat calls from and to customers
- To equip our staff with knowledge and competencies to continuously enhance the service standards according to changing customer needs.

### 4. CUSTOMER SERVICE COMMITMENT

Senqu Municipality commits itself to maintaining quality customer service guided by these principles:

- To provide services of high quality standards to all our customers, by giving them value for their money
- To treat our customers with equity, professionalism and dignity at all times
- To maintain effective communication with our customers, by continuously engaging them on information that is of importance to them in terms of developments within the municipality
- To address all issues that are raised by our customers in the best possible manner, to ensure satisfaction and resolve matters directed to the municipality
- To employ knowledgeable staff who will assist customers, and be able to resolve their customer queries
- To promote and uphold confidentiality of all our customer queries, in order to make it safe for customers to come forward with any problems
- To ensure maximum utilisation of all resources so that service delivery is satisfactory to all customers

### 5. STANDARDS AND VALUES

5.1 The key objective is to ensure consistency in our customer service by:

- a. Providing a standard that is simple and user friendly.
- b. Providing a documented framework and guidelines.
- c. Developing performance targets which are reviewed regularly and gather feedback from staff, Councillors, our partners and the public.

#### 5.2 *Waiting times*

- a. After initial contact, customers will be given an indication of how long they can be expected to wait. If waiting times are to exceed 10 minutes, customer services staff must inform the customer.

### *5.3 Telephone calls*

- a. Staff will aim to answer telephone calls within 15 seconds or after 2 rings, whichever is greater.
- b. Calls in departments and sections should be answered with:
  - Good morning / afternoon
  - Department and name - preferably surname or first name
- c. However staff in Customer Services or satellite/external offices should answer calls with:
  - Good morning / afternoon, the facility/site and their name.
- d. Staff should aim, wherever possible, to resolve the customer's enquiry at first contact.
- e. Telephones will be attended during published opening hours. If staff are away from their desk, phones should be diverted to another person / section or a message should be taken. Never leave the customer with the impression that you are "unable to assist him/her"
- f. In cases where a customer has a hearing impairment, arrangements can be made via the Customer Services department
- g. If members of staff need to telephone a customer, they will ask if it is convenient or arrange another time to call and keep the appointment. **THE SWITCHBOARD SHOULD NEVER BE USED** for this purpose.
- h. If a call is put on 'hold' the customer must be told why this is happening and kept updated if the waiting time is longer than expected.

### *5.4 Answer phones and voicemail*

- a. Answer phones and voicemail may be used to ensure that telephone calls are answered. We will aim to provide the following:
  - Recorded messages from answer phones will provide customers with an alternative contact number or details.
  - Answer phone / voicemail will give the caller an option to leave a message.
- b. All Council messages must be responded to as soon as possible - ideally within 24 hours or the next working day if the message is left over a weekend, after hours or a public holiday.
- c. Staff / sections should update voicemail each day detailing whether available, on holiday or giving alternative contact details / numbers or forward calls to another number or colleague.
- d. Wherever possible the use of voicemail should be avoided. It is a sign of being too busy to attend to customers.

### *5.5 Written correspondence and notices*

- a. Incoming written correspondence (fax and mail) will be acknowledged within three days (at maximum) and responded to in 10 working days (at maximum).
- b. Receipt of an email will be acknowledged in one (1) working day.
- c. The presentation and content of any written correspondence must be clear, easy to understand and jargon free, accurate and include a contact name and number.
- d. All issues raised by the customer will be acknowledged and responded to within the correspondence.
- e. In written communication with customers, the logo of the municipality must appear in all documentation and/or letters communicating information regarding the municipality



- f. All correspondences received must have a turnaround period of 5 days for answering, so that customers and stakeholders know feel priority from the municipality
- g. Written notices to the public must be placed on public areas where all public can access it, e.g. libraries, Thusong Service Centre, etc.

#### *5.6 Complaints Procedure*

- a. Staff will aim to resolve all concerns raised by the customer immediately and informally.
- b. Staff will inform the customer that if the informal resolution is not to their satisfaction, they may make a formal complaint and explain how to do this.
- c. Customers should have an acknowledgement of their complaint within three days and a full written reply within 15 days.
- d. Heads of Departments will analyze any complaints about the service in their respective units and take remedial action so that problems do not recur.
- e. These service failures may involve:
  - i. Unjustified delays.
  - ii. Failure to follow council policies, rules or procedures.
  - iii. Failure to provide a service according to Batho Pele principles
  - iv. Failure to tell people of their rights or entitlements.
  - v. Providing inaccurate or misleading advice

#### *5.7 Publications*

5.7.1 The following information will be available in council publications:

- a. Standards of service against targets.
- b. Progress on projects undertaken by the municipality
- c. Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.

#### *5.8 Suggestions*

- a. We will encourage customers, partners and staff to make suggestions through a suggestion book located at the Reception area
- b. Additionally, the council will inform customers of any changes made to services as a result of their suggestions
- c. Suggestions and complains should be acknowledged within 3 working days of receipt.
- d. Suggestions and complains should be addressed within 4 working days after acknowledgement
- e. Where concerns could not be addressed customers should be given valid reasons.

#### *5.9 Customer Safety and Health*

- a. All customers visiting council buildings will be provided with a safe environment.
- b. Where possible, buildings which receive members of the public will have a designated member of staff for (1) Health and Safety (2) First Aid and the details displayed.
- c. The Council shall at all times comply with Health and Safety guidelines as espoused in the OHS Act No 95 of 1993.

#### *5.10 Staff training and development*

- a. We will ensure that staff receives continuous training to enable them to satisfy customer expectations and keep their skills up-to-date.

#### **5.11 Staff name badges**

- a. Where appropriate, staff will be neatly dressed to meet members of the public.
- b. Where appropriate, staff will wear printed name badges that specify their name and designation

#### **5.12 Buildings and signage**

- a. Buildings will be clearly signed internally and externally.
- b. Reception points will be attended during opening hours.
- c. Reception points will be welcoming, clean and tidy
- d. Reception points will display clear and accurate opening times.
- e. Details of services and personnel available will be displayed clearly in all reception areas.

#### **5.13 Information / Communication**

- a. Information for the public will be clear and reviewed regularly.
- b. Published information will be accessible to customers with specific needs and in line with the Promotion of Access to Information Act no. 2 of 2000
- c. Information to the public and other stakeholders should be sent timeously

#### **5.14 Availability and access**

##### **5.14.1 We will ensure customers have easy access to information about:**

- a. Opening times.
- b. Offices and addresses. c. Names of Managers.
- d. Facilities / services available. e. Access details.
- f. Means by which contact can be made. g. Out of hours contact details.

#### **5.15 Staff conduct, awareness and safety**

- a. Staff working at information centres must arrive on time at work and should never leave their centres unattended. Timeous permission should be sought from the immediate supervisor if a staff member wishes to leave the Information centre for whatever reason. The necessary disciplinary procedures shall be proffered against any staff member violating this clause.
- b. Staff will be courteous and polite and expect to be treated in the same way by customers.
- c. In any case of extended dispute, frontline staff must seek assistance from their immediate Supervisor who will liaise with the immediate Manager.
- d. We will ensure that procedures are in place to safeguard staff from both verbal and physical attack.
- e. We will take action - legal or otherwise - where verbal or physical attacks are made to staff.

- f. Staff shall at all times dress properly and wear their respective name badges for ease of identification by customers.
- g. In no time should staff, while at the Information centres answer cellphones. This is because cellphones are believed to be private and clients will have an impression they are not attended to.

#### 5.16 Customer information provision

- a. Stored information will be made available in accordance with Promotion of Access to Information Act no. 2 of 2000
- b. Any communication will be clearly identified as Molemole Local Municipality with author, current date and any reference numbers.
- c. We will also promote the use of electronic service delivery to provide customers with information.

#### 6. PERFORMANCE MONITORING & EVALUATION

- a. This policy will be reviewed every year to accommodate changing client's preferences
- b. We will have systems and processes in place that allow us to monitor and evaluate our performance and publicise our performance against standards.
- c. Senqu Municipality will ensure that systems are in place to monitor service performance against the set standards
- d. Information will be collected from internal staff, service providers and the public to obtain inputs for improving the system

#### 7. CONCLUSION

This policy document shall achieve the following goals.

- Ensuring improved customer service approach
- Promote cohesion amongst service units
- Increase efficiency in service delivery level standards
- Promote the Local Government: Municipal Systems Act 32 of 2000, to promote to access of information by the public on municipal services
- To encourage customer inputs for service delivery and improvement
- To provide a better understanding on customer needs
- To serve, to satisfy and to promote equality of all customers and stakeholders of the municipality.

## ANNEXURE 5: COUNCIL RESOLUTION FOR IDP PROCESS PLAN

ITEM 6.1 SPECIAL COUNCIL MEETING  
DRAFT IDP AND BUDGET PROCESS PLAN

31 AUGUST 2012

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### 1. INTRODUCTION

The MFMA Act 53 of 2003 (S21 1b) states that the Mayor must at least 10 months before the start of the budget year table in the municipal council a time schedule outlining key deadlines for the preparation, tabling and approval of the annual budget and the annual review of the integrated development plan.

### 2. COMMENTS

The draft IDP and budget review process plan has been developed for comment and adoption by Council by the end of August 2012.

### 3. FINANCIAL IMPLICATIONS

The Process plan will occur as per the allocated budget for the IDP process.

### 4. RESOLUTION

- 4.1 That the budget and IDP Steering Committee meet to discuss the draft plan.
- 4.2 That Council consider the dates stipulated in the plan and amend when necessary.
- 4.3 That Council adopt the plan by the end of August 2012.

P. N. A

## ANNEXURE 6: COUNCIL RESOLUTION FOR IDP ADOPTION

ITEM 7.2 SPECIAL COUNCIL MEETING  
FINAL INTEGRATED DEVELOPMENT PLAN REVIEW 2012-13

30 MAY 2012

### 1. INTRODUCTION

#### 1.1. Legislation

A municipal council –

- (a) must review its integrated development plan-
  - (i) annually in accordance with an assessment of its performance measures in terms of section 41; and
  - (ii) to the extent that changing circumstances so demand; and
- (b) may amend its integrated development plan in accordance with a prescribed process. (Municipal Systems Act, No 32 of 2000, S 34).

#### 1.2. Background

The newly elected Council adopted the IDP 2011-16 of the outgoing Council after the 18 May 2011 local government elections. The IDP for 2012-13 is therefore a review of the 2011-16 document. The draft has been adopted by council in March 2012.

### 2. COMMENTS

#### 2.1. MANAGEMENT ADVICE

The document is a draft and has been published for public comments in conjunction with the draft municipal budget. No comments were received. A Mayoral outreach was held in May 2012 where the contents of both the IDP and budget were presented by the Mayor. The draft IDP has been assessed by the MEC and unofficially declared credible. Official confirmation has yet to be received

#### 2.2. SYNOPSIS OF SALIENT ISSUES

The draft IDP will be printed after adoption and incorporate the following items which must still be adopted by Council.

- Adopted 5 year organogram and organisational structure
- Budget
- Updated annual targets based on the budget

The only changes to the document include additional information for the financial plan and governance section of the IDP which were found lacking in the preliminary release of the MEC's comments. In addition sector departments have submitted additional project information.

#### 2.3. IMPLICATIONS OF FOLLOWING ADVICE.

Council should adopt the draft IDP subject to the above mentioned amendments being made to the document.

P. N. A

#### 2.4. FINANCIAL IMPLICATIONS

The Auditor- General will find against the municipality if any projects are implemented that do not form part of the IDP. It is therefore imperative that the budgeted projects form part of the IDP.

#### 4. RESOLUTION

4.1. That Council adopt the draft IDP 2012-13 review document subject to the following additions being made. These additions are as follows:

- Adopted 5 year organogram and organisational structure
- Adopted Budget
- Updated annual targets based on the budget

P. N. A

**ITEM 10.4  
HR STRATEGY**

**ORDINARY COUNCIL MEETING**

**30 NOVEMBER 2010**

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**1. INTRODUCTION**

The purpose of the HR Strategy is to set out a Human Resource Management Framework for Senqu Municipality to meet the organization's strategic goals and objectives. The Municipality's vision which is "valuing our diversity and quality of life for all" must ultimately be realized via the deployment and maximum utilization of human resources. The HR department must evolve from the Traditional HR functions towards a more strategic role in human resource management and the attached HR Strategy defines how this process should take place.

The focus areas of this document are the following:  
Human Capital Management (People focus)  
HR Administrative Issues  
Legislative Compliance.

**3. RESOLUTION**

- 2.1 The Council adopted the Human Resource Strategy Document.
- 2.2 The HR Strategy be workshopped to all staff, Directors and Corporate Services Standing Committee and EXCO Members.

