

ANNEXURE 1: MUNICIPAL SECTOR PLANS, POLICIES & BY LAWS

PLANS	STATUS
Senqu Spatial Development Framework,	Reviewed 2013 from 2009. Adopted 28 May 2013 review. This is the last review of the document. A new document will be drafted in the 2014/15 financial year.
Detailed Disaster Management Plan	Adopted 29 April 2011
Land Use Management Framework	Principles contained in SDF
Land Use Management System	Principles contained in SDF
Integrated Waste Management Plan	Adopted June 2013
Air quality management plan	No as not a licensing authority
Environmental Management Plan	Yes as part of the Joe Gqabi District Municipality Environmental Management Plan 2011. The plan ensures that all resources are utilised in a sustainable manner
3 year financial plan	Yes and draft adopted 30 March 2012
Work Place Skills Plan	Yes done annually
Employment Equity Plan	Yes done annually
HR Strategy	Yes done annually
Organogram	Adopted May 2012
PMS framework and policy	Adopted 2010. Revised 2011 and draft adopted 11 March 2011
A. Water Service Development Plan (all WSAs) B. Water Resources Plan C. Forestry Plan	Not applicable but utilised information from JGDM WSDP 2010
Integrated Transport Plan	Not applicable as not transport authority but utilised JGDM revised ITP 2010
Housing Plan	Adopted 2011
Energy Master Plan (Electricity Master Plan)	Not applicable as not a REDS
Local Economic Development Strategy/Plan	Adopted June 2013
Infrastructure Investment Plan (EPWP)	Yes as part of the CIP and EPWP but will be

PLANS	STATUS
	changed
Area Based Plans (Land Reform)	Not applicable as done for DM's but utilised JGDM ABP 2010
Anti-Corruption Strategy	Yes
Municipal turnaround strategy	Yes but completed
Tourism Plan	Adopted 31 January 2013

**MUNICIPAL POLICIES
CORPORATE SERVICES**

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE DEPARTMENT / PERSON
1. Integrated Human Resources Development Strategy	30/11/2010	Due for reviewal	HR, Corporate Services
2. Leave	30/11/2010	To be adopted by Council on 03 July 2013	Corporate Services
3. Recruitment and Selection Policy	27/03/2013	Annually	Corporate Services
4. Bursary	25/09/2007	To be adopted by Council on 03 July 2013	Corporate Services
5. Promotion, Demotion and Transfer policy	27/03/2013	Annually	Corporate Services
6. Occupational Health and Safety	20/09/2007	Due for review	Corporate Services and OHS Committee
7. Telephone Usage	27/03/2013	Annually	Corporate Services
8. Cellular phones & 3 G policy	27/03/2013	Annually	Corporate Services
9. Career Development and succession Planning	30/11/2010	Due for Reviewal	Corporate Services and Training Committee
10. Remuneration	30/11/2010	To be adopted by Council on 03 July 2013	Top Management / Corporate Services
11. Subsistence and Travel Allowance	27/03/2013	Annually	Corporate Services
12. Standby and Overtime	20/09/2007	To be revoked – included in remuneration policy	Corporate Services
13. Employees Assistance Programme	11/2005	Due for reviewal	Corporate Services
14. Relieving Allowance Policy	11/2005	To be adopted by Council on 03 July 2013	Corporate Services
15. HIV/Aids Policy	11/2005	Due for reviewal	MMS' Office and Corporate Services
16. Code of Conduct For Staff Members	2005	Due for reviewal	Corporate Services
17. Sexual Harassment	11/2005	Due for reviewal	Corporate Services

18. Relocation	27/03/2013	Annually	Corporate Services
19. Employment Equity Policy	09/2010	Due for reviewal	Corporate Services
20. Scarce Skills Remuneration Policy	2010	To be adopted by Council on 03 July 2013	Corporate Services
21. Exit Interview Form	11/2005	Due for reviewal	Corporate Services
22. Fleet Management Policy	July 2009	Due for reviewal	Corporate Services
23. Housing Subsidy Scheme	November 2005	Due for reviewal	Corporate Services
24. Inclement Weather	February 2005	Due for reviewal	Corporate Services and OHS Committee
25. Confidentiality of Information and Classification Policy	11/2005	Due for reviewal and Approval	Corporate Services
26. Business Continuity Plan		Due for reviewal and Approval	Corporate Services
27. Termination of Employment		To be adopted by Council on 03 July 2013	Corporate Services
28. Central registry Manual	27/03/13		Corporate Services
29. Records Management Policy	27/03/13		Corporate Services
30. Access to information Manual	27/03/13		Corporate Services
31. Housing Policy	27/03/13		Corporate Services

FINANCE

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE DEPARTMENT / PERSON
32. Supply Chain Management	30 June 2006	Annually 28 May 2013	Corporate and Finance
33. Credit Control & Debt Collection	11/2005	Annually 28 May 2013	Corporate and Finance
34. Cash Management Banking and Investment Policy	11/2005	Annually 28 May 2013	Corporate and Finance
35. Asset Management and Insurance Policy	28 May 2013	Annually	Corporate and Finance
36. Rates and valuation policy	11/2005	Annually 28 May 2013	Corporate and Finance
37. Information System Security/ IT Policy	13/02/2009	Annually	Corporate and Finance
38. Tariff and Services Policy	2007/03/30	Annually 28 May 2013	Corporate and Finance
39. Free Services and Indigent Subsidy Policy	28 May 2013	Annually	Corporate, Technical and Finance
40. Credit Card Policy	No dates on the policy	Due for review	Corporate and Finance
41. Borrowing, funding and reserve policy	28 May 2013		Corporate and Finance
42. Disaster Recovery Plan	2012/02/22		Finance
43. Tariff and Service Policy	2012/03/20		Finance
44. Disaster Recovery Plan	2012/01/22		Finance

45. IS Security Policy	2012/03/23		Finance
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IPME

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE DEPARTMENT / PERSON
46. Customer Care Policy	11/12/12	Annually	Corporate and IPME
47. LED Strategy	June 2013	Annually	Corporate and IPME
48. Communication & Information Disclosure	11/2005	Annually	Corporate and IPME
49. Performance Management Policy	3 July 2009	Annually	Corporate and IPME
50. Code of Conduct for councilors	2005	Annually	Corporate and IPME
51. IDP & Budget Policy	2013	Annually	Finance & IPME
52. HIV & Aids Strategy	27 March 2013		Corporate & IPME

MUNICIPAL MANAGER'S OFFICE

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE DEPARTMENT / PERSON
53. Fraud and Management Policy	14/08/2009	Annually	Corporate and MMs' Office
54. Grant In Aid	02/2007		Corporate and MMs' Office
55. Risk Management and Frame Work	25/ 06/ 2009	Annually	Corporate and MMs' Office
56. Audit Charter	25/06/2009	Annually	Corporate and MMs' Office
57. Delegation Framework and Register	2008	Due for reviewal	Corporate and MMs' Office
58. Notice of Gathering			Corporate and MMs' Office
59. Internal Audit Plan	2011/06/30		Corporate and MMs' Office
60. Declaration of Interest Guide/ Policy	2006/03/31		Corporate and MMs' Office
61. Affirmative Action and Employment Equity Frame Policy	No dates on the policy	Annually	Corporate and MMs' Office
62. Gender Equity Policy	No dates on the policy	Annually	Corporate and MMs' Office
63. Public Participation Policy	2009	Annually	Corporate and MMs' Office
64. Fraud Prevention Plan	December 2008	Annually	MMs' Office
65. Promotion of Access to Information Act of 2000 Manual	No dates found in the policy	Due for Review	MMs' Office
66. Framework for use , management and maintenance of Mayoral vehicle	1 October 2013		MM's Office

TECHNICAL SERVICES

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE
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			DEPARTMENT / PERSON
67. Standard Operating Procedures			Technical Services and Corporate Services
68. Subdivision, rezoning consolidation and building policy	2009/07	Annually	Corporate and IPME
69. Spatial Development Framework	2009	28 May 2013	Technical Services
70. Housing Scheme / Subsidy Policy	2005/11		IPME and Corporate Services

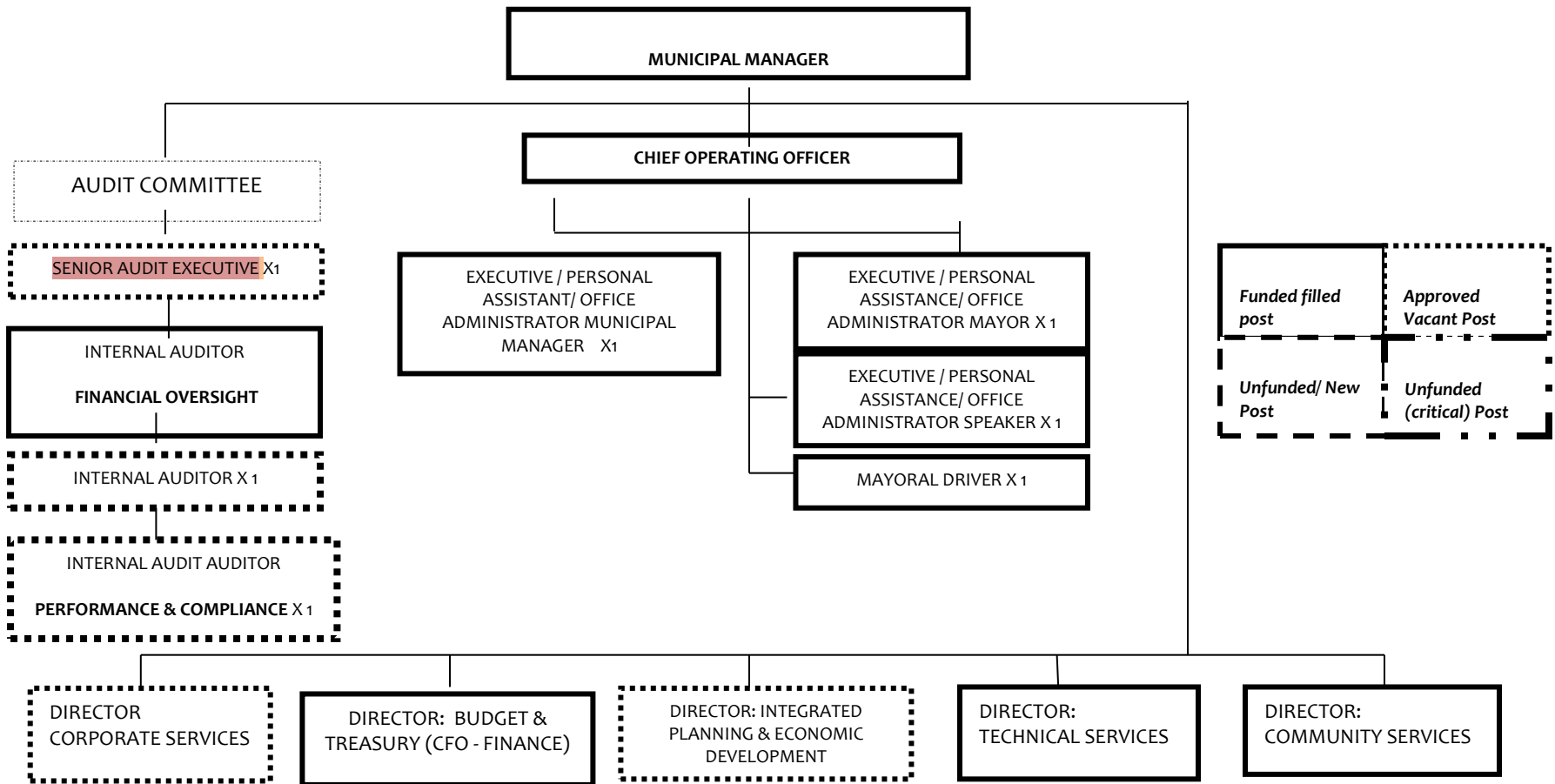
COMMUNITY SERVICES

POLICY	DATE APPROVED	REVIEWAL DATE	RESPONSIBLE DEPARTMENT / PERSON
71. Pauper Burial	18 March 2010		Community and Corporate Services
72. Waste Management Policy			Community and Corporate Services
73. Catering Policy	30 September 2011		Community Services
74. Use of Municipal Facilities	Still to be approved by the Council.		Community Services

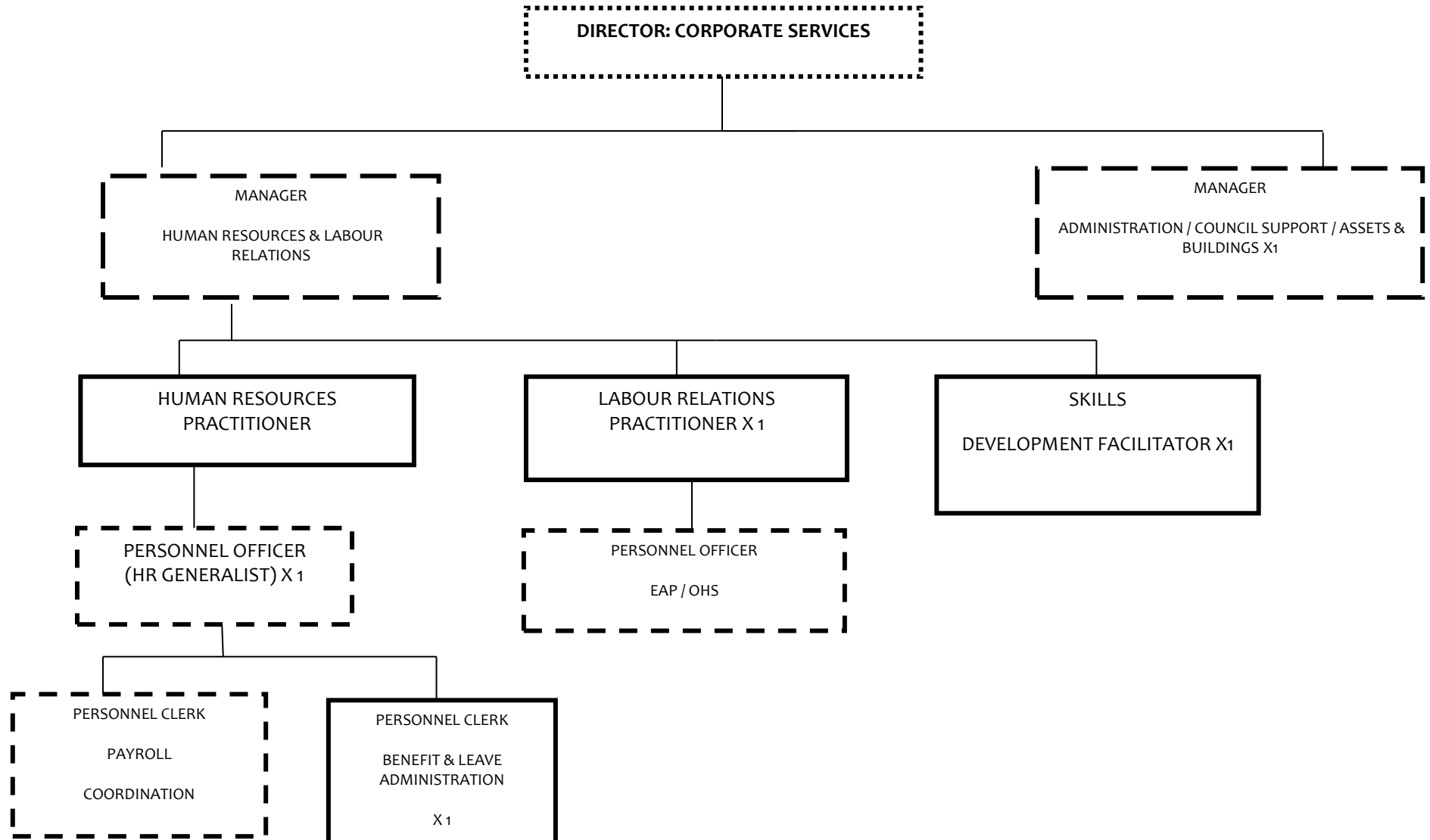
BY LAW	SUBJECT
Abattoirs	Abattoirs
Advertising signs and the disfigurement of the front or frontages of streets	Advertising signs and the disfigurement of the front or frontages of streets
Air pollution	Air pollution
Airport	Airport
Animals, birds and domestic pets	Animals, birds and domestic pets
Building control regulations	Building control regulations
Business and street trading	Business and street trading
Cemeteries	Cemeteries
Childcare services	Childcare services
Commonage	Commonage
Community Fire services	Community Fire services
Corporate Identity	Corporate Identity
Dumping and littering	Dumping and littering

BY LAW	SUBJECT
Electricity supply	Electricity supply
Keeping of dogs	Keeping of dogs
Liquor trading	Liquor trading
Municipal Honours	Municipal Honours
Noise pollution	Noise pollution
Preparation of foods at registered private kitchens	Preparation of foods at registered private kitchens
Prevention of nuisances	Prevention of nuisances
Public amenities	Public amenities
Public roads	Public roads
Road Traffic	Road Traffic
Street Lighting	Street Lighting
Taxi ranks and Taxi ranking	Taxi ranks and Taxi ranking
Unightly & Neglected Buildings and premises	Unightly & Neglected Buildings and premises
Ward committees	Ward committees
Water supply sanitation services	Water supply sanitation services

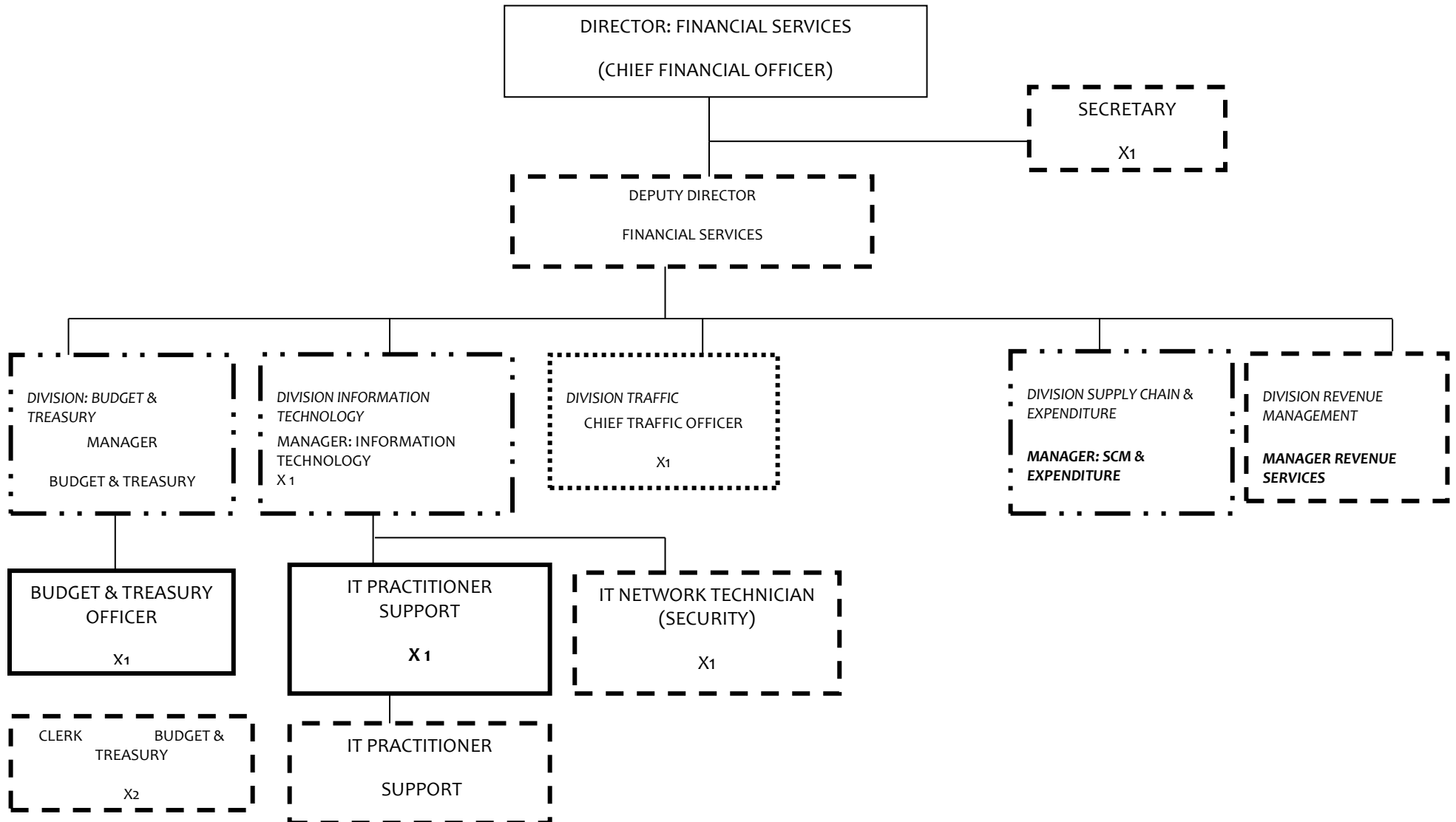
ANNEXURE 2: ABRIDGED ORGANOGRAM



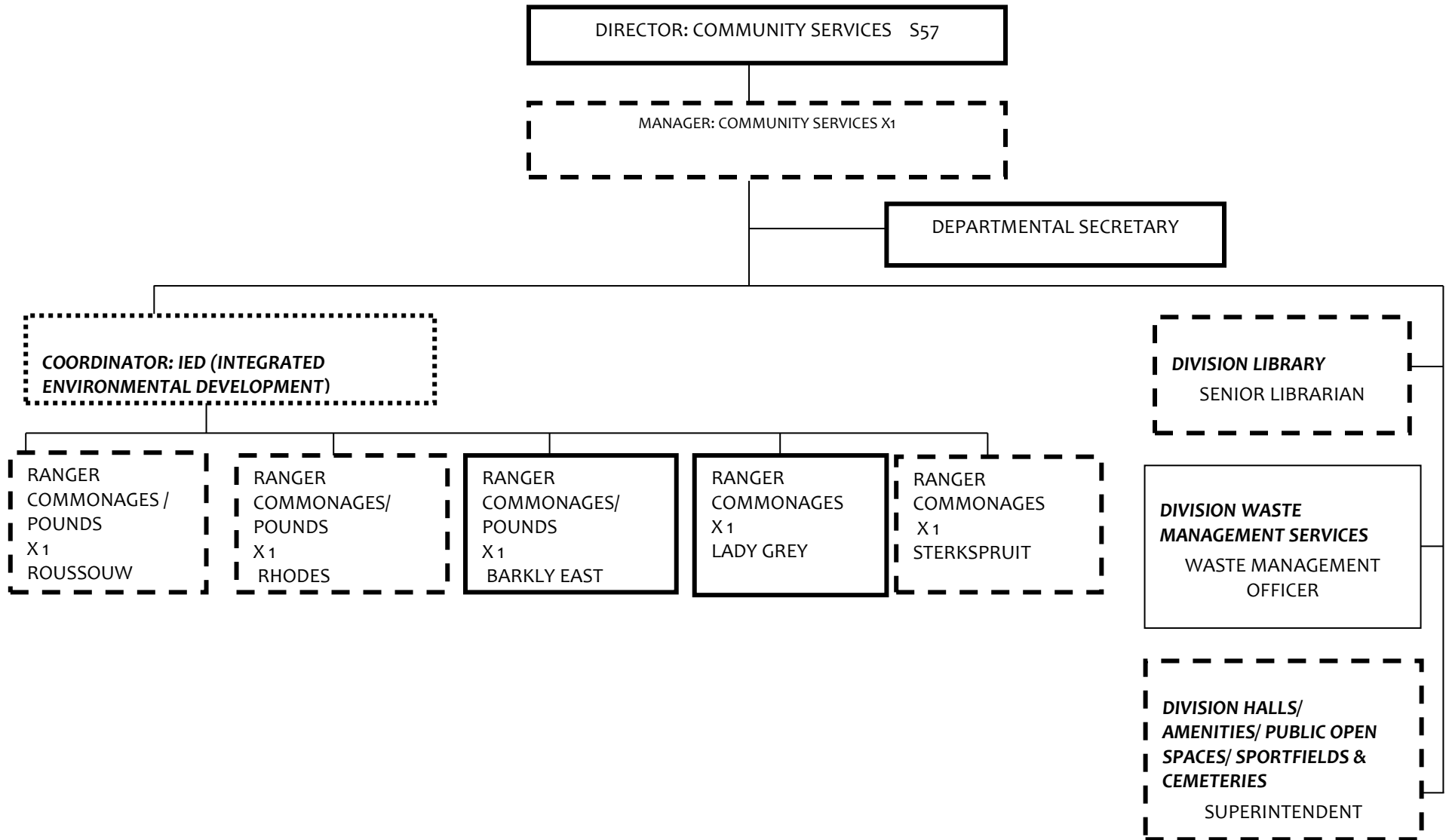
CORPORATE SERVICES



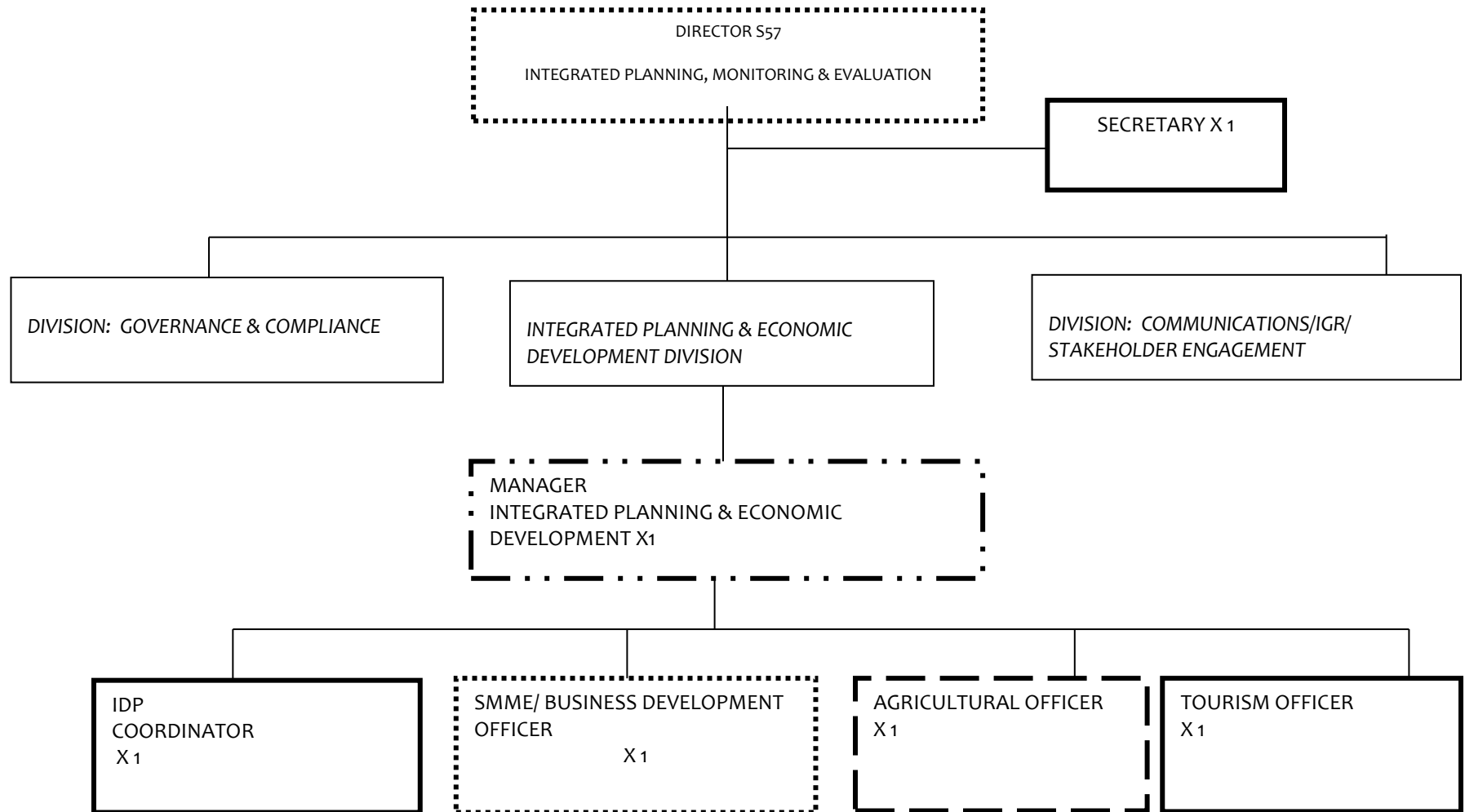
FINANCIAL SERVICES



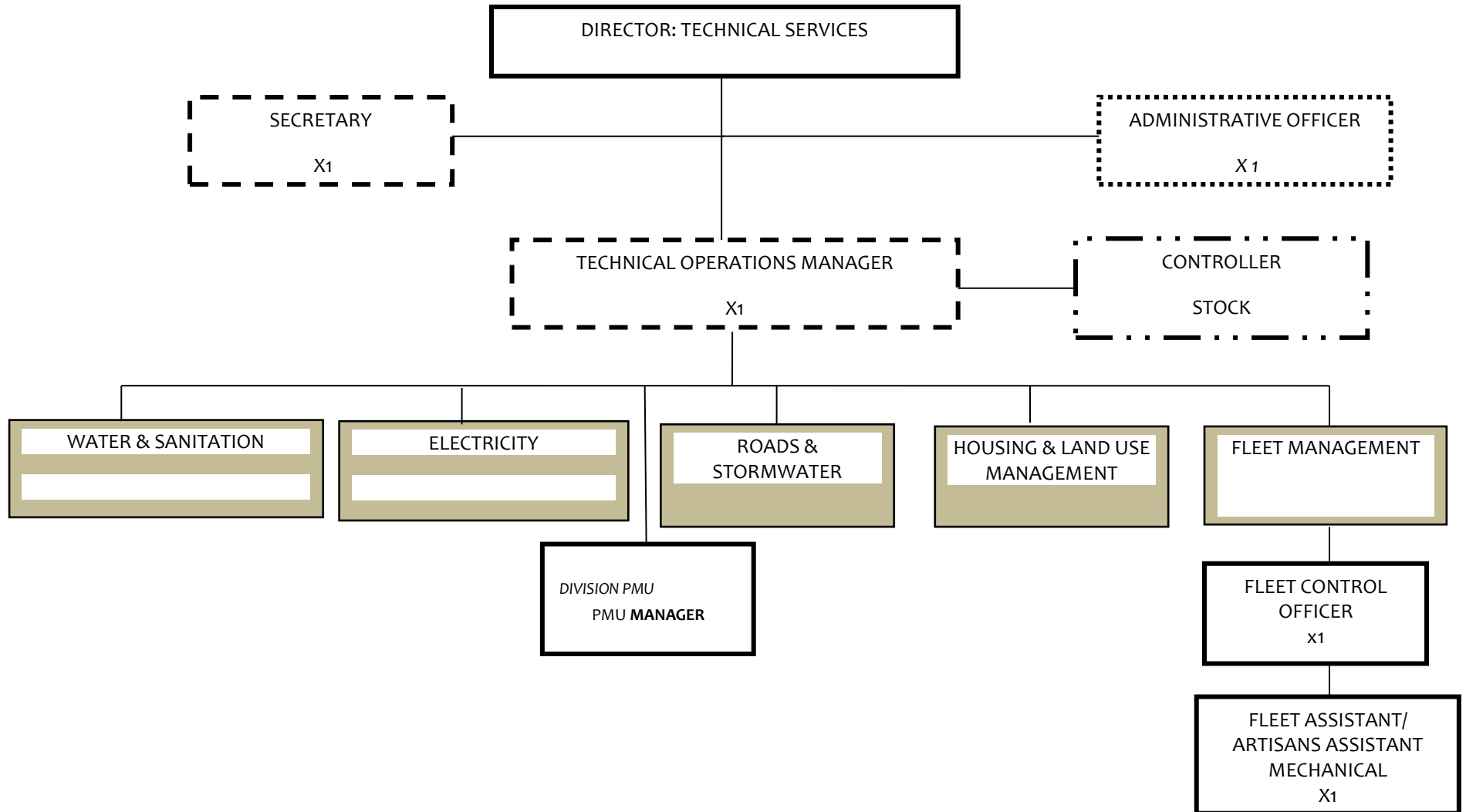
COMMUNITY SERVICES



INTEGRATED PLANNING MONITORING & EVALUATION



TECHNICAL SERVICES



ANNEXURE 3: STAKEHOLDER REGISTER**Senqu Community Stakeholder Register****2013/14**

Organisation	Contact Person	Contact details
AGRICULTURE		
Clanville Boere Vereeniging	JVA Greyling M.J.Greyling	045 9421005 045 9421009 ricksu@nokwi.co.za mjakang@ananzi.co.za
Hershel Farmers Support Centre	B.W.Mafantir	076 1304682
Transvaal Agricultural Union (TAU SA)	J.Schoeman	083 6510739 P.O.Box 263 Barkly East 9786 jacoschoeman@telkomsa.net
Small Farmers	Ntsokolo Dyasi	078 7589522
Barkly East Small Farmers	Thobile Yalezo Thembinkosi	073 1902622 078 2089281
NAFU SA	Siyanda Chitha Caleb Nxele	079 0319110 sgsiyanda@webmail.co.za 072 5526357
Senqu Farmers Association	Mr. Gielie Greyvenstein	082 921 7061 or 0459719100 (F) gpgboerdery@xsinet.co.za
COMMUNITY ORGANISATIONS		
Council of Churches	Nombuyiselo Mjobo-Spambo	076 9119032 P.O.Box 124

Organisation	Contact Person	Contact details
		lady grey 9755
SACC - YF	Mxolisi Sonti	mxolisisontis28@gmail.com 072 4221753
JSC	Wiseman Ntshwaxu Zabevuya Matyebo	072 1328781 tawise@webmail.co.za 078 3999461
LGCBO	Mbulelo Nomaxhayi S.Makafani	079 8401315 073 2222379
LGTA	Porelo Dikobo	073 8609255
Sport Forum	Phumla F.N. Dawule Bongeka Mzangwe F.Mzangwe Z.Khoba	078 3624731 073 6437962 078 1845903 072 4876820
Senqu Youth Council	Mr. Velile Stokwe Chair Nomfundo Gcinisa (Deputy) Siyabulela Mei (Sec)	073 9678083 074 7307571 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 Sterkspruit 9762 Luvuyo.busakwe@impilo.ecprov.gov.za
Khula Bhele	B.T Mpelwane	08 7323405
Sakhikamva Co-op	Matsepang Mandrew	072 1356228
Sterkspruit brick makers	A.K.Gebuza Mlamli Kongisa	073 8327084 073 0715534
Masiphilisane	Ntombizanele Matuka	073 6127158
Thusanang	Deneo Potlaki	073 0305589

Organisation	Contact Person	Contact details
Senqu WEE	P.C.K.Oldjohn	073 0353634
Aligeo guest House		073 6298642
BMS Pollaspot Complex Projects Co-op	Ras Luther	083 4221659
Lady Grey	S,Mputhi M.Mkmethwa	072 1902328 078 4610678
Masabelane	N.P.Kongisa Z.L.Bikizana	073 3816836 076 406260
Refefgotso Construction	E. Moketsi	072 9107195
Sterkspruit Business Forum	Welile Mbolekwa Chairman	Tel: 051 004 0053 Fax: 086 542 9381 Email: welile@sharpaxemedia.co.za welile@msn.com Mobile/cell : +2783 692 6514
WARDS		
Community Development Workers	Nomnqophiso Shumane (Ward 1) Nomfundiso Mvula (Ward 2) <i>Deceased</i> (Ward 3) Sichumile Ndluzele (Ward 4) Thekanti Lamani (Ward 5) Poelo Dikobo (Ward 6) Sindiswa Tyesi (Ward 7) Coceka Mpu (Ward 8) Noluthando Mqungquthu (Ward 9) Thembeka Setlai (Ward 10) Hlalele Sereba (Ward 11) Caswell Nyongwana (Ward 12) <i>Deceased</i> (Ward 13) Lieketseng J.Marai (Ward 14) Mongezi Motleleng (Ward 15) Vuyani Letlaka (Ward 16)	073 8380516 083 9580116 073 730 7230 073 273 9407 073 860 9255 073 730 7230 079 656 1123 079 206 0924 072 315 0112 078 757 2858 078 571 9823 078 652 4089 072 959 7488 079 260 3899
Senqu Ward Committee	M.V.Odendaal V.D.Mngezana	083 4032376 073 20552136
Traditional Leaders	Chief Manxeba	084 7477 313

Organisation	Contact Person	Contact details
	Chief Nkopane	078 119 3777
	Chief Vukani	078 253 4011
	Chief Kakudi	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 licence
- 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.

CUSTOMER CARE POLICY (condensed)

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

ANNEXURE 6: COUNCIL RESOLUTION FOR IDP ADOPTION

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

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.

ANNEXURE 8: SDBIP

