# PERFORMANCE AGREEMENT

entered into by and between

Mbhashe Local Municipality, as represented by the Municipal Manager

MKHULULI NAKO ('the employer')

and

TEMBELA BACELA ('the employee')

for the financial year : 1 July 2021 – 30 June 2022

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## PERFORMANCE AGREEMENT

# **ACRONYMS**

SDBIP - Service Delivery and Budget Implementation Plan

BEE - Black Economic Empowerment

**KPA** - Key Performance Area

**KPI** - Key Performance Indicator

PDP - Personal Development Plan

PA - Performance Agreement

**CCR** - Core Competency Requirements

PMS - Performance Management System

PAC - Performance Audit Committee

# **DEFINITIONS**

Official Language - Refers to the language parties to the contract

choose to use as medium for formal

communication between themselves.

Financial Year - Refers to the 12-month period which the

organisation determines as its budget year.

Employee - means a person employed by a municipality as a

municipal manager or as a manager directly

accountable to a municipal manager.

**Employer** - means the municipality employing a person as a

municipal manager or as a manager directly accountable to a municipal manager and as represented by the mayor, executive mayor or

municipal manger as the case may be;

Employment contract - means a contract as contemplated in Section 57 of

SENIOR MANAGERS PERFORMANCE AGREEMENT - 1st JULY 2021 - 30 JUNE 2022

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the Act;

Performance agreement -

means an agreement as contemplated in Section

57 of the Act; and

the Act

means the Local Government: Municipal Systems

Act, 2000.

## PERFORMANCE AGREEMENT

## ENTERED INTO BY AND BETWEEN

Mbhashe Local Municipality, herein represented by **MKHULULI NAKO (ID No. 750930 5768 080)** in his capacity as Municipal Manager (hereinafter referred to as 'the Employer')

and

**TEMBELA BACELA, (ID No. 79012 40403 081)** being a manager accountable to the Municipal Manager in terms of section 57 of the Local Government: Municipal Systems Act No. 32 of 2000, in his capacity as duly appointed Senior Manager: Operations (hereinafter referred to as 'the Employee').

WHEREBY IT IS AGREED AS FOLLOWS:

## 1. Introduction

- 1.1. The Employer has entered into a Contract of Employment with the Employee in terms of section 57(1) (a) of the Local Government: Municipal Systems Act 32 of 2000 ('the Municipal Systems Act'). The Employer and the Employee are hereinafter referred to as 'the parties'.
- 1.2. Section 57(1) (b) of the Municipal Systems Act, read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual Performance Agreement. That the parties hereby agree to have this contract developed in terms of the Local Government: Municipal Performance Regulations for Municipal Managers and Managers directly accountable to Municipal Managers, 2006.
- 1.3. The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Senior Manager to a set of outcomes that will secure local government policy goals.
- 1.4. The parties wish to ensure that there is compliance with Section 57(4), MN SENIOR MANAGERS PERFORMANCE AGREEMENT 1st JULY 2021 30 JUNE 2022

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#### 2. **Purpose of this Agreement**

The purpose of this Performance Agreement is to -

- comply with the provisions of Section 57(1)(b), (4B) and (5) of the Municipal 2.1. Systems Act as well as the Contract of Employment entered into between the parties;
- specify objectives and targets defined and agreed with the Employee and to 2.2. communicate to the Employee the Employer's expectations of the Employee's performance and accountabilities in alignment with the Integrated Development Plans, Service Delivery and Budget Implementation Plan ('SDBIP') and the Budget of the Employer;
- specify accountabilities as set out in the Performance Plan as set out under 2.3. paragraph 4;
- outputs; targeted against set monitor and measure performance 2.4.
- use the Performance Agreement as the basis for assessing whether the 2.5. Employee has met the performance expectations applicable to his job;
- appropriately reward the Employee in the event of outstanding performance; 2.6. and
- give effect to the Employer's commitment to a performance-orientated 2.7. relationship with the Employee in attaining equitable and improved service delivery.

#### 3. **Commencement and Duration**

This Agreement will commence on 1 July 2021 and will remain in force until 30 3.1. June 2022, at the end of which the parties shall negotiate a new Performance Agreement in terms of the Provisions of Section 57(2) (a) of the Act.

- 3.2. The parties will review the provisions of this Agreement during June each year. The parties will conclude a new Performance Agreement that replaces the previous Agreement at least once a year within one month after the commencement of the new financial year.
- 3.3. This Agreement will terminate on the termination of the Employee's Contract of Employment for any reason.
- 3.4. If at any time during the validity of this Agreement the work environment alters to the extent that the contents of this Agreement are no longer appropriate, the contents must, by mutual agreement between the parties, immediately be revised.

# 4. Performance Plan

- 4.1. By their signatures hereunder, the Parties hereby accept the Performance Plan as documented below, as the basis upon which performance will be monitored and measured.
- The performance Plan consists of the following areas, forming separate Paragraphs to this Agreement:
  - 4.2.1 Performance objectives set out under paragraph 5;
  - 4.2.2 Performance management systems set out under paragraph 6;
  - 4.2.3 Evaluation of performance set out paragraph 7;
  - 4.2.4 Annual performance appraisal set out under paragraph 8;
  - 4.2.5 Schedule of performance reviews set out under paragraph 9;
  - 4.2.6 Personal development requirements set out under paragraph 10.

# 5. Performance objectives

5.1. The Parties hereto agree to set the performance objectives and targets, as reflected in the following attachments.

5.1.1 The Service Delivery and Budget Implementation Plan (SDBIP)(Departmental Scorecard) – ANNEXURE A;

And

- 5.1.2 The Personal Development Plan (PDP) ANNEXURE B.
- 5.2. The performance objectives and targets agreed to are to be achieved within the specified time frames as set out in Annexure A.
- 5.3. The performance objectives and targets as reflected in Annexure A, are based on the Integrated Development Plan and the Budget of the Employer and include:
  - 5.3.1 Key objectives which describe the main tasks that need to be done;
  - 5.3.2 Key performance indicators which provide the details of the evidence that must be provided to show that a key objective has been met;
  - 5.3.3 Target dates within which the objective and targets must be met; and
  - 5.3.4 Weightings which show the relative importance of the key objectives to each other.
- 5.4 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

# 6. Performance Management System

- 6.1 The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employer.
- The Employee accepts that the purpose of the performance management system is to provide a comprehensive system with specific performance standards to assist the Employer, management and municipal staff to perform to the standard required.

SENIOR MANAGERS PERFORMANCE AGREEMENT – 1st JULY 2021 – 30 JUNE 2022

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- The Employer will consult the Employee in respect of any specific 6.3 performance standards that will be included in the performance management system that are applicable to the Employee.
- The Employee undertakes to actively focus towards the promotion and 6.4 Implementation of the Key Performance Areas (KPAs) (including special projects relevant to the Employee's responsibilities) within the local government framework.
- The criteria upon which the performance of the Employee is to be 6.5 assessed consist of two components, namely KPAs and Core Competency Requirement (CCRs), with a weighting of 80:20 allocated to the KPAs and the CCRs respectively.
- Each area of assessment will be weighted and will contribute a specific 6.6 part to the total score.
- KPAs covering the main areas of work will account for 80% and CCRs 6.7 will account for 20% of the final assessment.
- The Employee's assessment will be based on performance in terms of 6.8 the outputs/outcomes (performance indicators), identified as per Annexure A, which are linked to the KPAs and which constitutes 80% of the overall assessment result as per the weightings agreed to be between the Employer and Employee as follows:

Key Performance Areas (KPA's)	Weighting
Basic Service Delivery	0%
Municipal Institutional Development and	30%
Transformation	
Local Economic Development (LED)	0%
Municipal Financial Viability and Management	0%
Good Governance and Public Participation	70%
Total	100%

The CCRs will make up the other 20% of the Employee's assessment 6.9 score. CCRs which are competencies that cuts across all levels of work in a municipality are agreed to between the Employer and Employee.

Below is a list of Leading and Core competencies as stipulated in the Local Government: Regulations on appointment and conditions of Employment of Senior Managers:

SENIOR MANAGERS PERFORMANCE AGREEMENT – 1st JULY 2021 – 30 JUNE 2022 TB

COMPETENCY FRAMEWOR	K FOR SENIOR MANAGERS	
Leading Competencies :		Weight
	Impact and Influence	20%
Strategic Direction and	Institutional Performance Management	
Leadership	Strategic Planning and Management	
·	Organisational Awareness	
	Human Capital Planning and Development	10%
D 1-14	Diversity Management	
People Management	Employee Relations Management	
	Negotiation and Dispute Management	
	Program and Project Planning and	10%
December of Decises	Implementation	
Programme and Project	Service Delivery Management	
Management	Program ad Project Monitoring and	
	Evaluation	
	Budget Planning and Execution	10%
Financial Management	Financial Strategy and Delivery	
	Financial Reporting and Monitoring	
	Change Vision and Strategy	10%
Change Leadership	Process Design and Improvement	
	<ul> <li>Change Impact Monitoring and Evaluation</li> </ul>	
	Policy Formulation	20%
Governance Leadership	Risk and Compliance Management	
	Cooperative Governance	
Core Competencies:		
Moral Competence		_
Planning and Organising		2004
Analysis and Innovation		20%
Knowledge and Information		
Management		
Communication		-
Results and Quality focus		100%
Total		100%

#### 7. **Evaluating performance**

- The following standards and procedures shall apply in the evaluation of 7.1. performance of the Employee:
  - The Employer shall, for every quarter of the financial year, on the basis 7.1.1. of a self evaluation written report from the Employee, and his own assessment evaluate the Employee's performance. The reports may be subjected to further review by the Performance Audit Committee of Mbhashe Local Municipality.

- 7.1.2. The said report from the Employee must be made available to the Employer within **(5) five working days** after the last day of the quarter (three month period).
- 7.1.3 The said report shall indicate any problems or impediments encountered by the Employee in meeting the targets provided for within the timeframes of the KPA and CCR's scorecards.
- 7.1.4 Should the problems or impediments not be the fault of the Employee, the report should propose new timeframes for the achievement of the said objectives.
- 7.1.5 The Employer shall within fourteen (14) days upon the receipt of a report indicating such impediments as described in paragraph 7.1.3. above, respond in writing to the Employee either the acceptance or rejection of the revised target timeframes.
- 7.1.6 The Employee must ensure any new time-frames or variances and corrective measures agreed to in terms of this paragraph, are where appropriate, correctly reflected in the monthly reports submitted to the Employer so as to allow the Municipal Manager to comply with the reporting requirements under section 71(1) of the Municipal Finance Management Act 56 of 2003.
- 7.1.7 The Employer shall, in the event of substandard performance by the Employee convene a meeting with the Employee where he will:
  - (a) give feedback in respect of the substandard performance;
  - (b) explain the requirements, levels, skills and nature of the posts;
  - (c) evaluate the Employees performance in relation to this Agreement;
  - (d) afford the Employee an opportunity to respond to the substandard performance outcomes.
- 7.1.8 After considering the submissions made by the Employee in terms of subparagraph 7.1.7(e) above the Employee may, if necessary –

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- (a) Initiate a formal programme of counselling and training to enable the Employee to reach the required standard of performance, which must include
  - i. Assessing the time that it will take for the Employee to deal with the substandard performance;
  - ii. Establish realistic timeframes within which the municipality will expect the Employee to meet the required performance standard, and
  - iii. Identify and providing appropriate training for the Employee to reach the required standard of performance.
- (b) Establish ways to address any factors that affected the Employee's performance that lay beyond the Employee's control.
- 7.1.9 If, after the application of corrective measures as set out in paragraph 7.1.8 above, and after a reasonable time has been given for the Employee to improve his performance, the Employee continues to fail to meet the required performance standard for the post, or refuses to take part in any programme intended to correct the substandard performance, the Employer shall report the allegation of substandard performance of the Employee, to Council to commence formal disciplinary proceedings as stipulated in terms of the Local Government: Disciplinary Regulations for Senior Managers 2010, with a view of terminating the employment of the Employee in accordance with the provisions of the written Contract of Employment
- 7.2. The Employer may penalise the Employee by withholding any recognition of performance in the following circumstances :
  - 7.2.1. The Employee fails to comply with this Agreement;
  - 7.2.2. The Employee's leave record in respect of absenteeism and leave without pay shows a lack of commitment to his work.
  - 7.2.3 The Employee has been found guilty of misconduct in a disciplinary hearing during the period of this Agreement.

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- 7.3 Should the Employee fail to submit his self assessment for each or any quarter within the prescribed period as set out in paragraph 7.1 above, the Employer may disregard the self assessment for that quarter and give a score of zero to the Employee.
- 7.4 The Employer shall not be entitled to give a score of zero where the Employee has failed to submit a self assessment report, as provided for under paragraph 7.3 above, where the Employee's failure to submit the self assessment is a result of any of the following events which are beyond the control of the employee:
  - (a) the Employee is on sick leave, as per the conditions outlined in the applicable municipal policy, thus losing essential time that would allow the Employee to complete and submit the self assessment timeously;
  - (b) the Employee is away from the office on official Council business for any period of time within which the self assessment is due;
  - (c) the Employee is on approved annual or any other leave at the time which the self assessment is due.
- 7.5 In the event of any of the occurrences listed under paragraph 7.4 above, the Employee must advise the Employer in writing to the effect that the self assessment cannot be submitted timeously.
- 7.6 The Employer must immediately acknowledge receipt of the Employee's submission under paragraph 7.5 above and indicate his agreement that the self assessment cannot be submitted timeously, and to then provide the Employee with an alternative date on which the self assessment report may be submitted.
- 7.7 The Employer must give the Employee notice in writing that he is contemplating not evaluating the Employees quarterly performance for reasons listed under paragraphs 7.2 and 7.4, to allow the Employee to provide further submission in this regard.
- 8. Annual performance appraisals

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- 8.1. The annual performance appraisal will involve:
  - 8.1.1 Assessment of the achievement of results as outlined in the Annexure A, as follows:
    - 8.1.1.1 Each KPA will be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to ad hoc tasks that had to be performed under the KPA;
    - 8.1.1.2 An indicative rating on the five –point scale will be provided for each KPA;
    - 8.1.1.3 The applicable assessment rating calculator will then be used to add the scores and calculate the final KPA score.
  - 8.1.2 Assessment of the CCR as follows:
    - 8.1.2.1. Each CCR will be assessed according to the extent to which the specified standards have been met;
    - 8.1.2.2 An indicative rating on the five point scale will be provided for each CCR;
    - 8.1.2.3 This rating will be multiplied by the weighting given to each CCR agreed to in this Agreement to provide a score;
    - 8.1.2.4 The applicable assessment rating calculator must then be used to add the scores and calculate the final CCR score.
  - 8.1.3 Overall rating as follows:
    - 8.1.3.1 An overall rating is calculated by using the applicable assessment rating calculator. Such overall rating represents the outcome of the performance appraisal.
    - 8.1.3.2 The assessment of the performance of the Employee will be based on the following rating scale for KPA's and CCR's

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Level	Terminology	Description		Ratin	<del></del>	
			1 2	3	4	5
5	Outstanding	Performance far exceeds the				
	performance	standard expected of an employee				
		at this level. The appraisal				
		indicates that the Employee has				
		achieved above fully effective				
		results against all performance				
		criteria and indicators as specified				
		in the PA and Performance Plan				
		and maintained this in all areas of				
		responsibility throughout the year				
4	Performance	Performance is significantly higher				
	significantly	than the standard expected in the				
	above	job. The appraisal indicates that				
	expectation	the Employee has achieved above				
	oxpootation	fully effective results against more				
		than half of the performance				
		criteria and indicators and fully				
		achieved all others throughout the				
		_				
3	Fully effective	year. Performance fully meets the				
J	i uny checave	standards expected in all areas of				
		the job. The appraisal indicates				
	'	that the Employee has achieved				
		above fully effective results against				
		more than half of the performance				
		criteria and indicators and fully				
•		achieved all others throughout the				
_		year.				
2	Performance not	Performance is below the standard				
	fully effective	required for the job to key areas.				
		Performance meets some of the				
		standards expected for the job.				
		The review/ assessment indicates				
		that the employee has achieved				
		below fully effective results against				
		more than half the key				
		performance criteria and indicators				
		as specified in the PA and				
		Performance Plan.				
1	Unacceptable	Performance does not meet the				
•	performance	standard expected for the job. The				
	poilo/ilianoo	review/assessment indicates that				
		the Employee has achieved below				
		fully effective results against almost				
		all of the performance criteria and				
		indicators as specified in the PA and Performance Plan. The				
		Employee has failed to				
		demonstrate the commitment or				
		ability to bring performance up to				
		the level expected in the job			1	
		despite management efforts to		ß/	M	
		encourage improvement.			′′ *	
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8.2 The evaluation of the annual performance of the Employee, shall be conducted by a panel consisting of the following:

- · Municipal Manager;
- Chairperson of the Performance Audit Committee or Audit committee in the absence of a Performance Audit Committee
- · Portfolio Head of the Department, and
- The Municipal Manager from another Municipality.

# 9. Schedule for performance reviews

9.1. The performance of the Employee in relation to his Performance Agreement shall be reviewed on the following dates:

First quarter July September: 14 October 2021 Second quarter October December: 20 January 2021 Third quarter January March 21 April 2022 Fourth quarter April June: 21 July 2022

- 9.2. The performance panels will sit annually as in line with the Performance Management Framework.
- 9.3. The Employer must keep a record of the mid-year review and quarterly assessment meetings.
- 9.4. Performance feedback must be based on the Employer's assessment of the Employee's performance.
- 9.5. The Employee will be entitled to review and make reasonable changes to the provisions of the Performance Plan from time to time for operational reasons on agreement between both parties.

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- The Employer may amend the provisions of the Performance Plan whenever 9.6. the performance management system is adopted, implemented and/or amended as the case may be on agreement between both parties.
- Despite the establishment of agreed intervals for evaluation, the Employer may 9.7. in addition review the Employee's performance at any stage while the Contract of Employment remains in force.

#### **Developmental requirements** 10.

- 10.1 A Personal Development Plan (PDP) (Annexure B) for addressing developmental gaps must form part of the Performance Agreement.
- 10.2 Personal growth and development needs identified during any performance review discussion must be documented in the PDP as well as the actions agreed to as well as implementation time frames.

#### Obligations of the Employer 11.

- 11.1. The Employer must -
  - 11.1.1 create an enabling environment to facilitate effective performance by the Employee;
  - 11.1.2. provide access to skills development and capacity building opportunities;
  - 11.1.3. work collaboratively with the Employee to solve problems and generate solutions to common problems that may impact on the performance of the Employee;
  - 11.1.4. on the request of the Employee delegate such powers reasonably required by the Employee to enable him to meet the performance objectives and targets established in terms of this Agreement; and
  - 11.1.5. make available to the Employee such resources as the Employee may reasonably require from time to time.

    SENIOR MANAGERS PERFORMANCE AGREEMENT – 1st JULY 2021 – 30 JUNE 2022 MM reasonably require from time to time to assist him to meet the

performance objectives and targets established in terms of this Agreement.

# 12. Consultation

- 12.1. The Employer agrees to consult the Employee timeously where the exercising of the powers will have amongst others -
  - 12.1.1. a direct effect on the performance of any of the Employee's functions;
  - 12.1.2. commit the Employee to implement or to give effect to a decision made by the Employer; and
  - 11.1.3 have a substantial financial effect on the Employer.
- 12.2. The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 11.1 as soon as is practicable to enable the Employee to take any necessary action without delay.

# 13. Management of evaluation outcomes

- 13.1. The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 13.2. A performance bonus ranging from 5% to 14% of the all inclusive remuneration package may be paid to the Employee in recognition of outstanding performance. In determining the performance bonus the relevant percentage is based on the overall rating, calculated by using the applicable assessment-rating calculator; provided that
  - 13.2.1. a score of 130% to 149% is awarded a performance bonus ranging from 5% to 9%; and
  - 13.2.2. a score of 150% and above is awarded a performance bonus ranging from 10% to 14%.

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- 13.3. Should the awarding of performance bonus be appropriate as provided for under paragraph 13.2 above, such performance bonus will be subject to the following conditions:
  - 13.3.1. The Employee having completed 2 consecutive quarters in full for the applicable performance year.
  - 13.3.2. Should the Employee have been appointed for less than 12 months, a pro rata performance bonus will apply.
- 13.4. In the case of unacceptable performance, the Employer shall:
  - 13.4.1 provide systematic remedial or developmental support to assist the Employee to improve his/her performance in line with the provision of paragraph 7.1.8; and,
  - 13.4.2 after appropriate performance counselling and having provided the necessary guidance or support and reasonable time for improvement in performance, ad performance does not improve, the Employer may consider steps as provided for this Agreement to terminate the Contract of Employment of the Employee on ground of unfitness or incapacity to carry out his duties.

# 14. Dispute resolution

- 14.1. Any disputes about the nature of the Employee's performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/or salary increment in the Agreement, must be mediated by the Executive Mayor within thirty (30) days of receipt of a formal dispute from the Employee, whose decision shall be final and binding on both parties.
- 14.2. Any disputes about the outcome of the Employee's performance evaluation, must be mediated by a member of the Municipal Council, provided that such member was not part of the evaluation panel provided for in 7.5, within thirty (30) days of receipt of a formal dispute from the Employee, whose decision shall be final and binding on both parties.

SENIOR MANAGERS PERFORMANCE AGREEMENT – 1st JULY 2021 – 30 JUNE 2022

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## 15. General

- 15.1. The contents of the Performance Agreement will be made available to the public by the Employer in accordance with the Municipal Finance Management Act, 2003 and Section 46 of the Municipal Systems Act.
- 15.2. Nothing in this Agreement diminishes the obligations, duties or accountabilities of the Employee in terms of his Contract of Employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

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Thus done and signed at Dutywa on this 20 day of 2021.

AS WITNESSES:

MUNICIPAL MANAGER

AS WITNESSES

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SENIOR MANAGER: OPERATIONS

# **APPENDIX 1**

# Commitment of Managers directly reporting to the Head of Department (Sec 56 Manager reporting directly to the Municipal Manager)

This appendix serves as a commitment from managers reporting directly to the HOD (Section 56 Manager reporting directly to the Municipal Manager) in support of achieving targets as set in the SDBIP Scorecard attached hereto as Annexure A. This is to fulfil the support and cooperation on responsibilities allocated towards the attainment of the set targets for the units in the department contributing to the departmental overall performance. This is done according to the adopted establishment plan.

The following are the signatories for HEADS OF SECTIONS (Managers and Officers reporting to HOD)

Unit	:	Communications		
Title	:	<b>Communications Manager</b>		
Name & Surname	;	Mrs Nomakhulu Dingane		
Signature	:		Date	: 21 07 2021
Unit	:	PMS		·
Title	:	PMS Coordinator		
Name & Surname		Ms Nobesutu Ngqola		
Signature	;		Date	:
Unit	:	IDP		
Title	:	IDP Coordinator		
Name & Surname	:	Ms Buyiswa Jafta		
Signature	:		Date	
Unit	:	SPU		
Title	:	SPU Officer		
Name & Surname	:	Mr D Manci		1 /
Signature	:		Date	: 31/07/2021

Unit

Elliotdale Unit

Title

**Unit Manager Elliotdale** 

Name & Surname

Mr S. Tyhali

**Signature** 

Unit

Willowvale Unit

Title

**Unit Manager Willowvale** 

Name & Surname

**Signature** 

Unit

**IA Unit** 

Title

**IA Manager** 

Name & Surname

Mr A. Mtyhida

Signature

Unit

Legal & Compliance Unit

Title

Legal & Compliance Manager

Name & Surname

Mrs I Goniwe Mafanya

**Signature** 

Date: 28 07 2021

Date : 29/07/2021

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		To ensure that all stakeholders participate in the affairs of the interropality by June 2022						scal To enhance and promote communication and financing activates by June 2022.	
		- G8 11						9 0GP 10	
		By strengthening community participation	By improving branding Eminding of and signage of municipal Municipal proporties facilities	By managing customer quantes				By implanmening communication plan as por communication plan as por communication similarity;	By coordinating the downloans and alignment of SDBIP with IDP
Fora Medings	Public Partepation Programmes/Ne olings	Ward Committee reports	Branding of Municipal facilities	Customer Cara Managemont	Development of newsletter			implementation of a communication plan as per communication plan as per communication or strategy	Implementation of SDBIP
Number of fara meetings (LCF) held in 2021/22 FY	Numbor of Public Purples of Public Parlicipation of Public Parlicipation of Public Parlicipation of Public Parlicipation of Public Publ	e Number of status quo reports on functionality of Ward Committees	Numbor of munappal assects branded	Turnaround time taken to attend and taken to attend and take quence from communities	Nambar of developed noveletter	Number of Regulated adverts/nobces published	Number of media interviewalativitied Conducted	Number of programs supported as per the communication plan based on the communication stategy	Number of days by which GGP 9.2 the 2022/2023 SDBIP is submitted to the Mayor for approval after approval of the IDP and Budgel
903-114	96P 11.2	GQP 11.1	GGP 10.5	o.e.≥0	GGP 10.2	GGP 1012	02°101.8	GGP 10 1	
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in 1 Fora meating held in the quarter ( LCF)	1 Public Participation 4 program coordinated 4 (IOP Rep Forum) 1s.	1 report on functionality of word committees	d NAV	to 72 hours time to recipional and setter developed to departments (infernal and external)	Development of 1 newsetter	4 Advorts/noliced (Council meoling x2.) Draft Arenal Report x1 and Final SDBIPx1	1 quarterly media Interviews/factivities Conducted	7 pregrams   supported for  observation of  observation of  coult, "Person with  Doubley, "Older  Persons", (Women, 1,  Wellers, Agrouthmab  1, ShiME-1)	Submozion of the approved 2021/22 sDBP to COGTA, National mad Provincel Tracally by the 31st of July 2022
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1 Foto meeting held in that quener ( LCF)	3 Public Parlicipation program coordinated (IDP Rep Fourmand MAYCRAL Imbizo's & MPAC Roadshows)	1 report on functionality of ward committees	5 Municipal accesses branded	72 hours time to respond and refor quesies to department [interest and celorate (interest and extensity)]	Development of 1 newsletter	3 Adverts/inthces (Councils/2, Audited Annual Reports*!)	1 quartesty meda: 2. Interviewe/activitios sie Conducted .	7 programes suppossed in designated groups (1 Yoult, 1 Person (1 Yoult, 1 Person (1 Hernor, 1 Clear Person).  1. SMME-1)  1. SMME-1)	₩,
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