

THEMBELIHLE LOCAL MUNICIPALITY

2017/2018

SERVICE DELIVERY AND BUDGET IMPLEMENTATION PLAN
Complete Quarters



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1. Introduction

This document provides for the annual submission of the Service Delivery and Budget Implementation Plan (SDBIP) as required in terms of the Municipal Finance Management Act. It should be read in conjunction with the Municipality's Integrated Development Plan (IDP), Budget and Strategic Business Unit Business Plans for the financial year 2015/ 2016.

The SDBIP gives effect to the Integrated Development Plan (IDP) and budget of the municipality therefore the IDP and budget must be fully aligned with each other, as required by the MFMA. The SDBIP provides the vital link between the mayor, council (executive) and the administration, and facilitates the process for holding management accountable for its performance.

The SDBIP serves as a "contract" between the administration, council and community expressing the goals and objectives set by the council as quantifiable outcomes that can be implemented by the administration over the next twelve months. This provides the basis for measuring performance in service delivery against end-of-year targets and implementing the budget.

2. Legislative Framework in terms of MFMA

The Municipal Finance Management Act (MFMA) of 2003 is aimed to secure sound and sustainable management of the financial affairs of municipalities and to establish treasury norms and standards through continually promoting transparency, participation and accountability of municipalities.

The MFMA requires that municipalities prepare a Service Delivery and Budget Implementation Plan as a strategic financial management tool to ensure that budgetary decisions that are adopted by municipalities for the financial year are aligned with their Integrated Development Plan Strategy.

According to section 1 of the Act a service delivery and budget implementation plan means a detailed plan approved by the mayor of a municipality in terms of section 53(1)(c)(ii) for implementing the municipality's delivery of municipal services and its annual budget, and which must indicate-

- (a) Projections for each month of the year
 - (i) Revenue to be collected, by source; and
 - (ii) Operational and capital expenditure, by vote;
- (b) Service delivery targets and performance indicators for each quarter;
- (c) Any other matters that may be prescribed, and includes any revisions of such plan by the mayor in terms of section 54(1)(c);

In terms of Section 53 (3) of the Municipal Finance Management Act (MFMA) No. 56 of 2003. The mayor must ensure-

- (a) that the revenue and expenditure projections for each month and the service delivery targets and performance indicators for each quarter, as set out in the service delivery and budget implementation plan, are made public no later than 14 days after the approval of the service delivery and budget implementation plan; and
- (b) that the performance agreements of the municipal manager, senior managers and any other categories of officials as may be prescribed, are made public no later than 14 days after the approval of the municipality's service delivery and budget implementation plan. Copies of such performance agreements must be submitted to the council and the MEC for local government in the province.

3. Budget breakdown in terms of the IDP

| Key Performance Area | Priorities | Projects | Operating Expenditure 2017/2018 | Capital Expenditure 2017/2018 | Revenue 2017/2018 | Surplus / (Deficit) 2017/2018 |
|---|------------|----------|---------------------------------|-------------------------------|-------------------|-------------------------------|
| Basic Service Delivery (Community & Technical Departments) | 1 | | 39 398 447 | 14 055 000 | 37 504 043 | -15 959 404 |
| | | | | | | |
| Municipal Institutional Development and Transformation (Corporate Services) | 4 | | 6 584 517 | 0 | 6 584 699 | 182 |
| | | | | | | |
| Local Economic Development (LED) | 2 | | 1 775 470 | | 10 533 000 | 8 757 530 |
| | | | | | | |
| Municipal Financial Viability and Management | 3 | | 15 254 950 | 0 | 11 040 976 | -4 213 974 |
| | | | | | | |
| Good Governance and Public Participation | 5 | | 10 587 385 | - | 21 118 384 | 10 530 999 |
| | | | | | | |
| Total Budget | | | 73 600 769 | 14 055 000 | 86 781 102 | 13 180 333 |

4. The SDBIP Concept

The SDBIP is a management, implementation and monitoring tool that will assist the mayor, councillors, municipal manager, senior managers and community. It will facilitate the accountable role that managers hold to the Council and that Councillors hold to the community. It also fosters the management, implementation and monitoring of the budget, the performance of senior management and the achievement of the strategic objectives as laid out in the IDP.

Whilst the budget sets yearly service delivery and budget targets (revenue and expenditure per vote), it is imperative that in-year mechanisms are able to measure performance and progress on a continuous basis. Hence, the end-of-year targets must be based on quarterly and monthly targets, and the municipal manager must ensure that the budget is built around quarterly and monthly information. Being a start-of-year planning and target tool, the SDBIP gives meaning to both in-year reporting in terms of section 71 (monthly reporting), section 72 (mid-year report) and end-of-year annual reports.

5.Components of the SDBIP

- ./ Monthly projections of revenue to be collected for each source
- ./ Monthly projections of expenditure (operating and capital) and revenue for each vote
- ./ Quarterly projections of service delivery targets and performance indicators for each vote

5.1 Monthly projections of revenue to be collected for each source

The SDBIP information on revenue will be monitored and reported monthly by the Municipal Manager in terms of section 71 (1)(a) and (e) to ensure timeously remedial steps if necessary. Comprehensive financial policies will ensure realistic revenue projections by taking into account appropriate service and delivery levels, standards, ability to pay and collection efforts.

| R thousand | July | August | Sept. | October | November | December | January | February | March | April | May | June |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Revenue By Source | | | | | | | | | | | | |
| Property rates | 631 | 631 | 631 | 631 | 631 | 631 | 631 | 631 | 631 | 631 | 631 | 631 |
| Service charges - electricity revenue | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 | 1 105 |
| Service charges - water revenue | 467 | 467 | 467 | 467 | 467 | 467 | 467 | 467 | 467 | 467 | 467 | 467 |
| Service charges - sanitation revenue | 214 | 214 | 214 | 214 | 214 | 214 | 214 | 214 | 214 | 214 | 214 | 214 |
| Service charges - refuse revenue | 110 | 110 | 110 | 110 | 110 | 110 | 110 | 110 | 110 | 110 | 110 | 110 |
| Service charges - other | - | - | - | - | - | - | - | - | - | - | - | - |
| Rental of facilities and equipment | 67 | 67 | 67 | 67 | 67 | 67 | 67 | 67 | 67 | 67 | 67 | 67 |
| Interest earned - external investments | 49 | 49 | 49 | 49 | 49 | 49 | 49 | 49 | 49 | 49 | 49 | 49 |
| Interest earned - outstanding debtors | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 | 42 |
| Dividends received | - | - | - | - | - | - | - | - | - | - | - | - |
| Fines, penalties and forfeits | 298 | 298 | 298 | 298 | 298 | 298 | 298 | 298 | 298 | 298 | 298 | 298 |
| Licences and permits | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 | 25 |
| Agency services | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 |
| Transfers and subsidies | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 153 | 2 337 |
| Other revenue | - | - | - | - | - | - | - | - | - | - | - | - |
| Gains on disposal of PPE | 442 | 442 | 442 | 442 | 442 | 442 | 442 | 442 | 442 | 442 | 442 | 442 |
| Total Revenue (excluding capital transfers and cont | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 611 | 5 795 |

5.2 Monthly projections of expenditure (operating and capital) and revenue for each vote

| R thousand | July | August | Sept. | October | November | December | January | February | March | April | May | June | Budget Year 2017/18 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------|
| Revenue by Vote | | | | | | | | | | | | | |
| Vote 1 - Executive Council | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | 1 743 | (1 930) | 17 242 |
| Vote 2 - Budget & Treasury | 586 | 586 | 586 | 586 | 586 | 586 | 586 | 586 | 586 | 586 | 586 | 4 597 | 11 041 |
| Vote 3 - Corporate Service | 469 | 469 | 469 | 469 | 469 | 469 | 469 | 469 | 469 | 469 | 469 | 1 423 | 6 585 |
| Vote 4 - Community & Social Service | 232 | 232 | 232 | 232 | 232 | 232 | 232 | 232 | 232 | 232 | 232 | 299 | 2 846 |
| Vote 5 - Public Safety | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Vote 6 - Planning & Development | 920 | 920 | 920 | 920 | 920 | 920 | 920 | 920 | 920 | 920 | 920 | 442 | 10 566 |
| Vote 7 - Road Transport | 252 | 252 | 252 | 252 | 252 | 252 | 252 | 252 | 252 | 252 | 252 | 1 100 | 3 877 |
| Vote 8 - Electricity | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 1 231 | 2 025 | 15 562 |
| Vote 9 - Water | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 927 | 11 125 |
| Vote 10 - Waste Water Management | 357 | 357 | 357 | 357 | 357 | 357 | 357 | 357 | 357 | 357 | 357 | 1 228 | 5 159 |
| Vote 11 - Waste Management | 188 | 188 | 188 | 188 | 188 | 188 | 188 | 188 | 188 | 188 | 188 | 715 | 2 779 |
| 0 | | | | | | | | | | | | - | - |
| 0 | | | | | | | | | | | | - | - |
| Vote 14 - [NAME OF VOTE 14] | | | | | | | | | | | | - | - |
| Vote 15 - [NAME OF VOTE 15] | | | | | | | | | | | | - | - |
| Total Revenue by Vote | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 6 905 | 10 827 | 86 781 |

5.3 Quarterly Projections of Service Delivery Targets and Performance indicators for each vote

5.3.1 Department – Office of the Municipal Manager Vote: Council & Executive

FIRST QUARTER

| Key Performance Indicator | Vote / Indicator | Unit of measurement | Annual Target | Baseline | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|---------------------------|---|---|---------------|----------|---------------|------------------------------------|--------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | To effectively support external political interfaces | Intergovernmental Relation Forum attended Mayoral Forum 1 per Quarter | 4 | | | Invitation Minutes | | | 1 forum meeting | | | |
| | | Intergovernmental Relation Forum attended Speakers Forum | 4 | | | Invitation Minutes | | | 1 forum meeting | | | |
| | | Council meets the people – Imbizo 1 per unit per year | 4 | | | Notice Attendance Register | | | | | 1 Mayoral Imbizo convened | |
| | | Community Development Workers Meetings | 12 | | | Notice Minutes Attendance Register | 1 meeting | | 1 meeting | | 1 meeting | |
| | | Ward Meetings 1 per ward per month (9 wards) | 108 | | | Notice Attendance Register Minutes | 9 ward meeting | | 9 ward meeting | | 9 ward meeting | |
| | Oversight by Council Ensure effective administrative management and internal controls Ensure effective technical management | .Section 79 report monthly per department | 48 | | | | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |

SECOND QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|---|---|---------------|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To effectively support external political interfaces | Intergovernmental Relation Forum attended Mayoral Forum 1 per Quarter | 4 | | Invitation Minutes | | | 1 forum meeting | | | |
| | Council meets the people – Imbizo 1 per unit per year | 2 | | Notice Attendance Register | | | | | 1 Mayoral Imbizo convened | |
| | Community Development Workers Meetings | 12 | | Notice Minutes Attendance | 1 meeting | | 1 meeting | | 1 meeting | |
| | Ward Meetings 1 per ward per month (3 wards) | 36 | | Notice Attendance Register Minutes | 3 ward meeting | | 3 ward meeting | | 3 ward meeting | |
| | .Section 79 report monthly per department | 48 | | | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |
| Oversight by Council Ensure effective administrative management and internal controls Ensure effective technical management | | | | | | | | | | |

THIRD QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|---|--|---------------|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|---------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To effectively support external political interfaces | Intergovernmental Relation Forum attended Mayoral Forum 1 per Quarter | 4 | | Invitation Minutes | | | 1 forum meeting | | | |
| | Intergovernmental Relation Forum attended Speakers Forum 1 per Quarter | 4 | | Invitation Minutes | | | 1 forum meeting | | | |
| | Council meets the people – Imbizo 1 per unit per year | 4 | | Notice Attendance Register | | | | | 1 Mayoral Imbizo convened | |
| | Community Development Workers Meetings | 12 | | Notice Minutes Attendance Register | 1 meeting | | 1meeting | | 1 meeting | |
| | Ward Meetings 1 per ward per month (9 wards) | 48 | | Notice Attendance Register Minutes | 3 ward meeting | | 3 ward meeting | | 3 ward meeting | |
| Oversight by Council Ensure effective administrative management and internal controls Ensure effective technical management | .Section 79 report monthly per department | 48 | | | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |

FOURTH QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|---|--|---------------|---------------|------------------------------------|--------------------------|--------|--------------------------|--------|---------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To effectively support external political interfaces | Intergovernmental Relation Forum attended Mayoral Forum 1 per Quarter | 4 | | Invitation Minutes | | | 1 forum meeting | | | |
| | Intergovernmental Relation Forum attended Speakers Forum 1 per Quarter | 4 | | Invitation Minutes | | | 1 forum meeting | | | |
| | Council meets the people – Imbizo 1 per unit per year | 4 | | Notice Attendance Register | | | | | 1 Mayoral Imbizo convened | |
| | Community Development Workers Meetings | 12 | | Notice Minutes Attendance Register | 1 meeting | | 1meeting | | 1 meeting | |
| | Ward Meetings 1 per ward per month (9 wards) | 36 | | Notice Attendance Register Minutes | 3 ward meeting | | 3 ward meeting | | 3 ward meeting | |
| Oversight by Council Ensure effective administrative management and internal controls Ensure effective technical management | .Section 79 report monthly per department | 48 | | | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |

5.3.2 Department – Office of the Municipal Manager

Vote:Executive and Admin

FIRST QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--|--|---------------|---------------|--|---|---|---|---|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To ensure Performance Management and Reporting | Completion of 2015/16 Annual reports | 1 | | Document | Preparation of Annual report Preparation of Performance Report | | (Submission to AG) | | Preparation of Annual report (Attend AG's findings on the report) | |
| | Compile SDBIP 2016/2017 | 2 | | Document Council Resolution | Compile SDBIP 12/13 MM submit to Mayor | | Submit to council for approval | | | |
| | Performance Agreements Municipal Manager and Section 57 Managers 2016/2017 | 6 | | Agreements | 6 | | Develop Performance Agreements for Section 57 managers & submit to council for approval | | Appointment of MM | |
| Ensure the development of a credible Integrated Development Plan | Approval of an MSA compliant IDP by Council – March | 1 | | Process Plan Notice Attendance Register Minutes: Steering Committee Rep Forum | Preparation of an IDP process plan | | Steering Committee Rep Forum Meeting Process Plan tabled to Council | | Convene IDP steering Committee meeting Ward Consultation Sector Department Consultation Rep Forum Consultation | |
| Ensure effective customer care | Number of Customer complains satisfactory attended to/resolved MM | 12 | | Monthly Report of Complaints | | Report on customer care as per register | | Report on customer care as per register | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|----------------------|--|---|---------------|------------------------------------|--------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Monthly Departmental reports Section 79 report | 48monthly departmental reports presented at Management meetings | | Reports | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |
| | Number of Audit Committee meetings | 4 | | Notice Attendance Register Minutes | 1 | | | | | |
| | Implement Annual Audit operational plan | On going. | | Reports | Ongoing | | Ongoing | | Ongoing | |
| Public Participation | Number of IDP Rep meetings | 3 | | Notice Attendance Register Minutes | | | | | IDP Rep Forum meeting | |
| | Number of Budget Consultation meetings | 4 | | Notice Attendance Register Minutes | | | | | | |

SECOND QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--|--|---------------|---------------|--|------------------------------------|---|--------------------------------------|---|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To ensure Performance Management and Reporting | Completion of 2015/16 Annual reports | 1 | | Document | | | Preparation of Annual report Layout | | Preparation of Annual report & Appointment of Oversight Committee | |
| | Compile SDBIP 2016/2017 | 2 | | Document Council Resolution | | | | | | |
| | Performance Agreements Municipal Manager and Section 57 Managers 2016/2017 | 6 | | Agreements | | | | | | |
| Ensure the development of a credible Integrated Development Plan | Approval of an MSA compliant IDP by Council – March | 1 | | Process Plan Notice Attendance Register Minutes: Steering Committee Rep Forum | Preparation of an IDP process plan | | Steering Committee Rep Forum Meeting | | Convene IDP steering Committee Rep Forum Meeting | |
| Ensure effective customer care | Number of Customer complains satisfactory attended to/resolved MM | 12 | | Monthly Report of Complaints | | Report on customer care as per register | | Report on customer care as per register | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|----------------------|--|--|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Monthly Departmental reports Section 79 report | 48 monthly departmental reports presented at Management meetings | | Reports | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |
| | Number of Audit Committee meetings | 4 | | Notice Attendance Register Minutes | 1 | | | | | |
| | Implement Annual Audit operational plan | On going. | | Reports | Ongoing | | Ongoing | | Ongoing | |
| Public Participation | Number of IDP Rep meetings | 3 | | Notice Attendance Register Minutes | | | | | IDP meeting | |
| | Number of Budget Consultation meetings | 4 | | Notice Attendance Register Minutes | | | | | | |

THIRD QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|--|---------------|---------------|--|--|--------|---|--------|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To ensure Performance Management and Reporting | Completion of 2015/16 Annual reports | 1 | | Document | Table Annual report to Council Appointment of Oversight Committee | | Publish Annual report for public scrutiny | | Table Annual Report & oversight report to council | |
| | Compile SDBIP 2016/2017 | 2 | | Document Council Resolution | | | | | Development of SDBIP 2016/2017 | |
| | Performance Agreements Municipal Manager and Section 57 Managers 2016/2017 | 6 | | Agreements | | | | | | |
| Ensure the development of a credible Integrated Development Plan | Approval of an MSA compliant IDP by Council – March | 1 | | Process Plan Notice Attendance Register Minutes: Steering Committee Rep Forum | | | Steering Committee Rep Forum Meeting | | Convene IDP steering Committee meeting Rep Forum meeting Table draft IDP to council Submit Draft IDP to Prov COGTA | |
| Ensure effective customer care | Number of Customer complains satisfactory attended to/resolved MM | 12 | | Monthly Report of Complaints | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|----------------------|--|---|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|--------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Monthly Departmental reports Section 79 report | 48monthly departmental reports presented at Management meetings | | Reports | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |
| | Number of Audit Committee meetings | 4 | | Notice Attendance Register Minutes | 1 | | | | | |
| | Implement Annual Audit operational plan | On going. | | Reports | Ongoing | | Ongoing | | Ongoing | |
| Public Participation | Number of IDP Rep meetings | 3 | | Notice Attendance Register Minutes | | | | | IDP meeting | |
| | Number of Budget Consultation meetings | 4 | | Notice Attendance Register Minutes | | | | | | |

FOURTH QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|--|--|---------------|---------------|--|-------------------------|---|--|---|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| To ensure Performance Management and Reporting | Completion of 2015/16 Annual reports | 1 | | Document | | | | | Preparation of Annual report 2016/2017 | |
| | Compile SDBIP 2016/2017 | 2 | | Document Council Resolution | | | | | Compile SDBIP 13/14 & submit to council for approval | |
| | Performance Agreements Municipal Manager and Section 57 Managers 2016/2017 | 6 | | Agreements | | | Develop Performance Agreements for Section 57 managers & submit to council for approval | | | |
| Ensure the development of a credible Integrated Development Plan | Approval of an MSA compliant IDP by Council – March | 1 | | Process Plan Notice Attendance Register Minutes: Steering Committee Rep Forum | | | Steering Committee Rep Forum Meeting Tabling of final IDP draft to council | | | |
| Ensure effective customer care | Number of Customer complains satisfactory attended to/resolved MM | 12 | | Monthly Report of Complaints | | Report on customer care as per register | | Report on customer care as per register | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|----------------------|--|--|---------------|------------------------------------|--------------------------|--------|--------------------------|--------|--------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Monthly Departmental reports Section 79 report | 48 monthly departmental reports presented at Management meetings | | Reports | 4 x departmental reports | | 4 x departmental reports | | 4 x departmental reports | |
| | Number of Audit Committee meetings | 4 | | Notice Attendance Register Minutes | 1 | | | | | |
| | Implement Annual Audit operational plan | On going. | | Reports | Ongoing | | Ongoing | | Ongoing | |
| Public Participation | Number of IDP Rep meetings | 3 | | Notice Attendance Register Minutes | | | | | IDP meeting | |
| | Number of Budget Consultation meetings | 4 | | Notice Attendance Register Minutes | | | | | | |

5.3.3 Department – Corporate Services
Vote: Corporate Services

FIRST QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--|---|---------------|---------------|---|-------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Development of policies and by-laws | Number of identified policies completed | 10 | | Policies Council Resolution | | | | | 2 | |
| | Number of identified By Laws completed | 3 | | By Law Gazette Council Resolution | | | | | 3 | |
| Ensure effective administrative management and internal controls | Monthly Departmental reports Section 79 Reports | 12 | | Report | 1x departmental reports | | 1x departmental report | | 1 x departmental report | |
| Human Resource Development | Review & report on Equity Plan | 2 | | Plan | | | Equity report | | | |
| | Review & report Work Skills Plan | 1 | | Plan | 1 | | | | | |
| | Training Committee Meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Review and approval of the Organogram | 1 | | Document Council Resolution | 1 | | | | | |
| | Employment Contracts for all employees | 353 | | Document | 100 | | 100 | | 148 | |
| | Job descriptions for all employees | 353 | | Document | 100 | | 100 | | 148 | |
| | Number of vacancies to be filled | 57 | | Appointment Letters | | | | | | |
| | Implementation of training plan | 239 | | Report on completed training | Training Plan report | | | | | |
| Labour Relations | Local Labour Forum meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Disciplinary Cases Reported & Completed | 100% | | Monthly Report on cases pending and completed | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--------------------------------|--|---------------|---------------|------------------------------------|------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Health, Safety and Environment | Number of Health & Safety Com. meetings | 12 | | Notice Attendance Register Minutes | Meeting | | Meeting | | Meeting | |
| | Monthly H&S reports | 12 | | Document | Report | | Report | | Report | |
| Effective Administration | Turnover in days from receipt of document until filed. | 4 days | | Photos, Reports | | | | | | |
| | Deliver all agendas 48 hours before the meeting. | 100% | | Report | | | | | | |
| | Review of contracts | 10 | | Documents | | | | | | |
| | Concluded all outstanding legal matters | 100% | | Monthly report | | | | | | |
| Communication | Publish a Newsletter | 4 | | News letter | | | | | 1 | |
| | Upgrade the functional website | 1 | | Report of changes | 1 | | | | | |

SECOND QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--|---|---------------|---------------|---|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Development of policies and by-laws | Number of identified policies completed | 10 | | Policies Council Resolution | | | | | 2 | |
| | Number of identified By Laws completed | 3 | | By Law Gazette Council Resolution | | | | | 3 | |
| Ensure effective administrative management and internal controls | Monthly Departmental reports Section 79 Reports | 12 | | Report | 1x departmental reports | | 1x departmental report | | 1 x departmental report | |
| Human Resource Development | Review & report on Equity Plan | 2 | | Plan | | | Equity report | | | |
| | Review & report Work Skills Plan | 1 | | Plan | 1 | | | | | |
| | Training Committee Meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Review and approval of the Organogram | 1 | | Document Council Resolution | 1 | | | | | |
| | Employment Contracts for all employees | 153 | | Document | 100 | | 100 | | 148 | |
| | Job descriptions for all employees | 153 | | Document | 100 | | 100 | | 148 | |
| | Number of vacancies to be filled | 57 | | Appointment Letters | | | | | | |
| | Implementation of training plan | 153 | | Report on completed training | Training Plan report | | | | | |
| Labour Relations | Local Labour Forum meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Disciplinary Cases Reported & Completed | 100% | | Monthly Report on cases pending and completed | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--------------------------------|--|---------------|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Health, Safety and Environment | Number of Health & Safety Com. meetings | 12 | | Notice Attendance Register Minutes | Meeting | | Meeting | | Meeting | |
| | Monthly H&S reports | 12 | | Document | Report | | Report | | Report | |
| Effective Administration | Turnover in days from receipt of document until filed. | 4 days | | Photos, Reports | | | | | | |
| | Deliver all agendas 48 hours before the meeting. | 100% | | Report | | | | | | |
| | Review of contracts | 10 | | Documents | | | | | | |
| | Concluded all outstanding legal matters | 100% | | Monthly report | | | | | | |
| Communication | Publish a Newsletter | 4 | | News letter | | | | | 1 | |
| | Upgrade the functional website | 1 | | Report of changes | 1 | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|---|---------------|---------------|---|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Development of policies and by-laws | Number of identified policies completed | 10 | | Policies Council Resolution | | | | | 2 | |
| | Number of identified By Laws completed | 3 | | By Law Gazette Council Resolution | | | | | 3 | |
| Ensure effective administrative management and internal controls | Monthly Departmental reports Section 79 Reports | 12 | | Report | 1x departmental reports | | 1x departmental report | | 1 x departmental report | |
| Human Resource Development | Review & report on Equity Plan | 2 | | Plan | | | Equity report | | | |
| | Review & report Work Skills Plan | 1 | | Plan | 1 | | | | | |
| | Training Committee Meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Review and approval of the Organogram | 1 | | Document Council Resolution | 1 | | | | | |
| | Employment Contracts for all employees | 353 | | Document | 100 | | 100 | | 148 | |
| | Job descriptions for all employees | 353 | | Document | 100 | | 100 | | 148 | |
| | Number of vacancies to be filled | 57 | | Appointment Letters | | | | | | |
| | Implementation of training plan | 239 | | Report on completed training | Training Plan report | | | | | |
| Labour Relations | Local Labour Forum meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Disciplinary Cases Reported & Completed | 100% | | Monthly Report on cases pending and completed | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--------------------------------|--|---------------|---------------|------------------------------------|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Health, Safety and Environment | Number of Health & Safety Com. meetings | 12 | | Notice Attendance Register Minutes | Meeting | | Meeting | | Meeting | |
| | Monthly H&S reports | 12 | | Document | Report | | Report | | Report | |
| Effective Administration | Turnover in days from receipt of document until filed. | 4 days | | Photos, Reports | | | | | | |
| | Deliver all agendas 48 hours before the meeting. | 100% | | Report | | | | | | |
| | Review of contracts | 10 | | Documents | | | | | | |
| | Concluded all outstanding legal matters | 100% | | Monthly report | | | | | | |
| Communication | Publish a Newsletter | 4 | | News letter | | | | | 1 | |
| | Upgrade the functional website | 1 | | Report of changes | 1 | | | | | |

FOURTH QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|--|---|---------------|---------------|---|-------------------------|--------|------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Development of policies and by-laws | Number of identified policies completed | 10 | | Policies Council Resolution | | | | | 2 | |
| | Number of identified By Laws completed | 3 | | By Law Gazette Council Resolution | | | | | 3 | |
| Ensure effective administrative management and internal controls | Monthly Departmental reports Section 79 Reports | 12 | | Report | 1x departmental reports | | 1x departmental report | | 1 x departmental report | |
| Human Resource Development | Review & report on Equity Plan | 2 | | Plan | | | Equity report | | | |
| | Review & report Work Skills Plan | 1 | | Plan | 1 | | | | | |
| | Training Committee Meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Review and approval of the Organogram | 1 | | Document Council Resolution | 1 | | | | | |
| | Employment Contracts for all employees | 133 | | Document | 100 | | 100 | | 148 | |
| | Job descriptions for all employees | 133 | | Document | 100 | | 100 | | 148 | |
| | Number of vacancies to be filled | 57 | | Appointment Letters | | | | | | |
| | Implementation of training plan | 239 | | Report on completed training | Training Plan report | | | | | |
| Labour Relations | Local Labour Forum meetings | 4 | | Notice Attendance Register Minutes | | | 1 | | | |
| | Disciplinary Cases Reported & Completed | 100% | | Monthly Report on cases pending and completed | | | | | | |
| Health, Safety and Environment | Number of Health & Safety Com. meetings | 12 | | Notice Attendance Register | Meeting | | Meeting | | Meeting | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|--------------------------|--|---------------|---------------|-------------------|-------------------------|--------|-----------------------|--------|------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | | | | Minutes | | | | | | |
| | Monthly H&S reports | 12 | | Document | Report | | Report | | Report | |
| Effective Administration | Turnover in days from receipt of document until filed. | 4 days | | Photos, Reports | | | | | | |
| | Deliver all agendas 48 hours before the meeting. | 100% | | Report | | | | | | |
| | Review of contracts | 10 | | Documents | | | | | | |
| | Concluded all outstanding legal matters | 100% | | Monthly report | | | | | | |
| Communication | Publish a Newsletter | 4 | | News letter | | | | | 1 | |
| | Upgrade the functional website | 1 | | Report of changes | 1 | | | | | |

5.3.4 Department: Finance
Vote: Finance

FIRST QUARTER

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--|--|---------------|---------------|---------------------------------|------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Ensure accurate and timeously reporting and Planning | Monthly budget control. reconciliation of general ledger accounts and report accordingly | 12 | | Report | Monthly report | | Monthly report | | Monthly report | |
| | Clear suspense accounts monthly Number of suspense accounts with balances per month | 0 | | Copy of suspense accounts | 0 | | 0 | | 0 | |
| | MFMA quarterly reports to Council, National Treasury, Provincial Treasury | 4 | | Report | | | | | 1 | |
| | MFMA section 71 reports - monthly | 12 | | Report | Report submitted | | Report submitted | | Report submitted | |
| | Timeously submission of Mid-Year report to Council. National & Provincial Treasury and Mayor as per MFMA requirement | 1 | | Report | | | | | | |
| | Compile five year financial plan | 1 | | Plan | 1 | | | | | |
| | Qualified staff members in terms of Treasury requirements | 10 | | Progress Report per quarter | 1 | | 1 | | 1 | |
| | Comply with all legislations and regulations | All | | Audit Report | | | | | | |
| | Improve audit opinion - Clean Audit | Audit Report | | Audit Reports Internal External | | | | | | |
| To develop a compliant budget and financial statements | Timeously preparation and submission of Annual Financial Statements to Auditor-General in newly accepted GRAP format | 1 | | Statements | | | AFS submitted to AG | | | |
| | Timeously approval of annual budget as per required timeframe of MFMA | 1 | | Budget Council resolution | | | | | | |
| | Preparation and approval of Adjusted Budget | 1 | | Budget Council Resolution | | | | | | |
| | Approval of Electricity tariffs by NERSA | 1 | | Approval by NERSA | 1 | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|---|---|---------------|---------------|---|------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Establish and maintain financial systems and policies | Ensure 100% collection and receipt of grant funding as per DoRA allocations | 12 | | Proof of receipt | Monthly report | | Monthly report | | Monthly report | |
| | Create electronic files for consumers | All | | Progress report on electronic file creation | | | | | | |
| | Bill consumers monthly before the 25 th of the month. | 12 | | Report | 1 | | 1 | | 1 | |
| | Accurate Billing Farms Residential Sites Business Sites | 12 | | Report | | | | | | |
| | Register all indigent households | All | | Monthly report on indigent registrations | | | | | | |
| | Increase revenue by 15% | 100% | | Report of revenue per quarter | | | | | | |
| | Decrease debtors book by 30% | 100% | | Report | Debts recovered | | Debts recovered | | Debts recovered | |
| | Establish a Customer Care Centre | 1 | | Report | | | | | 1 | |
| | Respond to customer queries within 24 hours | All | | Report | All | | All | | All | |
| | Settling creditors within 30 days Number of creditors older than 30 days | 0 | | Report | | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--|---------------------|---------------|------------------------------------|--------------------------------|------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Improve time-around-time at SC regarding orders, quotations and requests | 1 | | Goods received note | Policy and regulations for SCM | | | | | | |
| Adjudicate bids within 60 days | 60 days | | Notice Attendance Register Minutes | | | | | | | |
| Increase local spending to 50% in Thembelihle and 80% in the Northern Cape | 100% | | Monthly report | | | | | | | |
| Apply an effective cash flow and investment management as per approved policy requirements | 1 | | Report | Investment policy approved | | | | | | |
| Counting inventory | 12 | | Report | 1 | | 1 | | 1 | | |
| Counting Assets | 4 | | Report | | | | | 1 | | |
| Develop and implement an IT policy and strategy | 1 | | Policy | IT policy developed | | | | | | |

SECOND QUARTER

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--|--|---------------|---------------|---------------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Ensure accurate and timely reporting and Planning | Monthly budget control. reconciliation of general ledger accounts and report accordingly | 12 | | Report | Monthly report | | Monthly report | | Monthly report | |
| | Clear suspense accounts monthly Number of suspense accounts with balances per month | 0 | | Copy of suspense accounts | 0 | | 0 | | 0 | |
| | MFMA quarterly reports to Council, National Treasury, Provincial Treasury | 4 | | Report | | | | | 1 | |
| | MFMA section 71 reports - monthly | 12 | | Report | Report submitted | | Report submitted | | Report submitted | |
| | Timeously submission of Mid-Year report to Council. National & Provincial Treasury and Mayor as per MFMA requirement | 1 | | Report | | | | | | |
| | Compile five year financial plan | 1 | | Plan | 1 | | | | | |
| | Qualified staff members in terms of Treasury requirements | 10 | | Progress Report per quarter | 1 | | 1 | | 1 | |
| | Comply with all legislations and regulations | All | | Audit Report | | | | | | |
| | Improve audit opinion - Clean Audit | Audit Report | | Audit Reports Internal External | | | | | | |
| To develop a compliant budget and financial statements | Timeously preparation and submission of Annual Financial Statements to Auditor-General in newly accepted GRAP format | 1 | | Statements | | | AFS submitted to AG | | | |
| | Timeously approval of annual budget as per required timeframe of MFMA | 1 | | Budget Council resolution | | | | | | |
| | Preparation and approval of Adjusted Budget | 1 | | Budget Council Resolution | | | | | | |
| | Approval of Electricity tariffs by NERSA | 1 | | Approval by NERSA | 1 | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|---|---|---------------|---------------|---|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Establish and maintain financial systems and policies | Ensure 100% collection and receipt of grant funding as per DoRA allocations | 12 | | Proof of receipt | Monthly report | | Monthly report | | Monthly report | |
| | Create electronic files for consumers | All | | Progress report on electronic file creation | | | | | | |
| | Bill consumers monthly before the 25 th of the month. | 12 | | Report | 1 | | 1 | | 1 | |
| | Accurate Billing Farms Residential Sites Business Sites | 12 | | Report | | | | | | |
| | Register all indigent households | All | | Monthly report on indigent registrations | | | | | | |
| | Increase revenue by 15% | 100% | | Report of revenue per quarter | | | | | | |
| | Decrease debtors book by 30% | 100% | | Report | Debts recovered | | Debts recovered | | Debts recovered | |
| | Establish a Customer Care Centre | 1 | | Report | | | | | 1 | |
| | Respond to customer queries within 24 hours | All | | Report | All | | All | | All | |
| | Settling creditors within 30 days Number of creditors older than 30 days | 0 | | Report | | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--|---------------------|---------------|------------------------------------|--------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Improve time-around-time at SC regarding orders, quotations and requests | 1 | | Goods received note | Policy and regulations for SCM | | | | | | |
| Adjudicate bids within 60 days | 60 days | | Notice Attendance Register Minutes | | | | | | | |
| Increase local spending to 50% in Thembelihle and 80% in the Northern Cape | 100% | | Monthly report | | | | | | | |
| Apply an effective cash flow and investment management as per approved policy requirements | 1 | | Report | Investment policy approved | | | | | | |
| Counting inventory | 12 | | Report | 1 | | 1 | | 1 | | |
| Counting Assets | 4 | | Report | | | | | 1 | | |
| Develop and implement an IT policy and strategy | 1 | | Policy | IT policy developed | | | | | | |

THIRD QUARTER

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|--|---------------|---------------|---------------------------------|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Ensure accurate and timeously reporting and Planning | Monthly budget control. reconciliation of general ledger accounts and report accordingly | 12 | | Report | Monthly report | | Monthly report | | Monthly report | |
| | Clear suspense accounts monthly Number of suspense accounts with balances per month | 0 | | Copy of suspense accounts | 0 | | 0 | | 0 | |
| | MFMA quarterly reports to Council, National Treasury, Provincial Treasury | 4 | | Report | | | | | 1 | |
| | MFMA section 71 reports - monthly | 12 | | Report | Report submitted | | Report submitted | | Report submitted | |
| | Timeously submission of Mid-Year report to Council. National & Provincial Treasury and Mayor as per MFMA requirement | 1 | | Report | | | | | | |
| | Compile five year financial plan | 1 | | Plan | 1 | | | | | |
| | Qualified staff members in terms of Treasury requirements | 10 | | Progress Report per quarter | 1 | | 1 | | 1 | |
| | Comply with all legislations and regulations | All | | Audit Report | | | | | | |
| | Improve audit opinion - Clean Audit | Audit Report | | Audit Reports Internal External | | | | | | |
| To develop a compliant budget and financial statements | Timeously preparation and submission of Annual Financial Statements to Auditor-General in newly accepted GRAP format | 1 | | Statements | | | AFS submitted to AG | | | |
| | Timeously approval of annual budget as per required timeframe of MFMA | 1 | | Budget Council resolution | | | | | | |
| | Preparation and approval of Adjusted Budget | 1 | | Budget Council Resolution | | | | | | |
| | Approval of Electricity tariffs by NERSA | 1 | | Approval by NERSA | 1 | | | | | |
| Establish and maintain financial systems and policies | Ensure 100% collection and receipt of grant funding as per DoRA allocations | 12 | | Proof of receipt | Monthly report | | Monthly report | | Monthly report | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|------------------|---|---------------|---------------|---|--------------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Create electronic files for consumers | All | | Progress report on electronic file creation | | | | | | |
| | Bill consumers monthly before the 25 th of the month. | 12 | | Report | 1 | | 1 | | 1 | |
| | Accurate Billing Farms Residential Sites Business Sites | 12 | | Report | | | | | | |
| | Register all indigent households | All | | Monthly report on indigent registrations | | | | | | |
| | Increase revenue by 15% | 100% | | Report of revenue per quarter | | | | | | |
| | Decrease debtors book by 30% | 100% | | Report | Debts recovered | | Debts recovered | | Debts recovered | |
| | Establish a Customer Care Centre | 1 | | Report | | | | | 1 | |
| | Respond to customer queries within 24 hours | All | | Report | All | | All | | All | |
| | Settling creditors within 30 days Number of creditors older than 30 days | 0 | | Report | | | | | | |
| | Improve time-around-time at SC regarding orders, quotations and requests | 1 | | Goods received note | Policy and regulations for SCM | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|---------------------|---------------|---------------|------------------------------------|----------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Adjudicate bids within 60 days | 60 days | | | Notice Attendance Register Minutes | | | | | | |
| Increase local spending to 50% in Thembelihle and 80% in the Northern Cape | 100% | | | Monthly report | | | | | | |
| Apply an effective cash flow and investment management as per approved policy requirements | 1 | | | Report | Investment policy approved | | | | | |
| Counting inventory | 12 | | | Report | 1 | | 1 | | 1 | |
| Counting Assets | 4 | | | Report | | | | | 1 | |
| Develop and implement an IT policy and strategy | 1 | | | Policy | IT policy developed | | | | | |

FOURTH QUARTER

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|--|--|---------------|---------------|---------------------------------|-------------------------|--------|-----------------------|--------|------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Ensure accurate and timeously reporting and Planning | Monthly budget control. reconciliation of general ledger accounts and report accordingly | 12 | | Report | Monthly report | | Monthly report | | Monthly report | |
| | Clear suspense accounts monthly Number of suspense accounts with balances per month | 0 | | Copy of suspense accounts | 0 | | 0 | | 0 | |
| | MFMA quarterly reports to Council, National Treasury, Provincial Treasury | 4 | | Report | | | | | 1 | |
| | MFMA section 71 reports - monthly | 12 | | Report | Report submitted | | Report submitted | | Report submitted | |
| | Timeously submission of Mid-Year report to Council. National & Provincial Treasury and Mayor as per MFMA requirement | 1 | | Report | | | | | | |
| | Compile five year financial plan | 1 | | Plan | 1 | | | | | |
| | Qualified staff members in terms of Treasury requirements | 10 | | Progress Report per quarter | 1 | | 1 | | 1 | |
| | Comply with all legislations and regulations | All | | Audit Report | | | | | | |
| To develop a compliant budget and financial statements | Improve audit opinion - Clean Audit | Audit Report | | Audit Reports Internal External | | | | | | |
| | Timeously preparation and submission of Annual Financial Statements to Auditor-General in newly accepted GRAP format | 1 | | Statements | | | AFS submitted to AG | | | |
| | Timeously approval of annual budget as per required timeframe of MFMA | 1 | | Budget Council resolution | | | | | | |
| | Preparation and approval of Adjusted Budget | 1 | | Budget Council Resolution | | | | | | |
| | Approval of Electricity tariffs by NERSA | 1 | | Approval by NERSA | 1 | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|---|---|---------------|---------------|---|-------------------------|--------|-----------------------|--------|------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Establish and maintain financial systems and policies | Ensure 100% collection and receipt of grant funding as per DoRA allocations | 12 | | Proof of receipt | Monthly report | | Monthly report | | Monthly report | |
| | Create electronic files for consumers | All | | Progress report on electronic file creation | | | | | | |
| | Bill consumers monthly before the 25 th of the month. | 12 | | Report | 1 | | 1 | | 1 | |
| | Accurate Billing Farms Residential Sites Business Sites | 12 | | Report | | | | | | |
| | Register all indigent households | All | | Monthly report on indigent registrations | | | | | | |
| | Increase revenue by 15% | 100% | | Report of revenue per quarter | | | | | | |
| | Decrease debtors book by 30% | 100% | | Report | Debts recovered | | Debts recovered | | Debts recovered | |
| | Establish a Customer Care Centre | 1 | | Report | | | | | 1 | |
| | Respond to customer queries within 24 hours | All | | Report | All | | All | | All | |
| | Settling creditors within 30 days Number of creditors older than 30 days | 0 | | Report | | | | | | |

| Vote / indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|------------------|--|---------------|---------------|------------------------------------|--------------------------------|--------|-----------------------|--------|------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Improve time-around-time at SC regarding orders, quotations and requests | 1 | | Goods received note | Policy and regulations for SCM | | | | | |
| | Adjudicate bids within 60 days | 60 days | | Notice Attendance Register Minutes | | | | | | |
| | Increase local spending to 50% in Thembelihle and 80% in the Northern Cape | 100% | | Monthly report | | | | | | |
| | Apply an effective cash flow and investment management as per approved policy requirements | 1 | | Report | Investment policy approved | | | | | |
| | Counting inventory | 12 | | Report | 1 | | 1 | | 1 | |
| | Counting Assets | 4 | | Report | | | | | 1 | |
| | Develop and implement an IT policy and strategy | 1 | | Policy | IT policy developed | | | | | |

**5.3.5 Department: Technical Service.
Vote: Planning & Development**

FIRST QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|---|--|---------------|---------------|--------------------------------|------------------------|--------|--------------------------|--------|-----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Provision of temporary services | Provide farms with water Temporary | 100% | | Job card | 100% | 100% | 100% | | 100% | |
| Provision of sustainable basic services | Provide basic sanitation to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic electricity to households New sites | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic water to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Maintenance of public facilities | Maintenance of water and networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of electricity networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of water purification plants | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance and upgrade of sewerage systems | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Planning and strategies | Develop a water strategy and management plan | 0 | | Water Service Development Plan | | | | | | |
| | Develop and compile a road and storm water master plan | 0 | | Plan | | | | | | |
| Water | Install communal taps in Goutrou | 10 | | Job Card | | | | | 4 | |
| | Install communal taps in 7 De laan | 5 | | | | | | | 3 | |
| | Install communal taps Hillside | 10 | | Job Card | | | | | 5 | |
| | Install communal taps in Dettlesville | 5 | | Job Card | | | | | 3 | |
| | Install watermeters Steynville | 550 | | Job Card | | | 20 | | 30 | |
| | Install watermeters Dettlesville | 200 | | Job Card | | | | | 20 | |
| | Connect individual sites to water network + water meters | 10 | | Job Card | | | | | As it comes | |
| | Maintenance: 250 taps Dettlesville and Steynville | 250 | | Job Card | | | | | 20 | |
| | Supply clean water in all towns Number of samples tested per month 21 per month | 253 | | Copy of results | 21 | | 21 | | 21 | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|----------------------------|--|--|---------------|---|------------------------|------------|--------------------------|------------|-----------------------------|------------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Improve Blue Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| | Resolve all customer complaints regarding water Number of complaints unresolved per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |
| | Resolve all waste related complaints Number of unresolved complaints per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |
| Waste Water/ Sewer Service | Build VIP toilets Hillside and Dettlesville | 100 | | Photos Certificate of complete project | | | | | 10 | |
| | Maintenace: Toilets | 600 | | Job cards | Ongoing | | Ongoing | | Ongoing | |
| | Clean all manholes quarterly | 1000 | | Job card | 84 | | 84 | | 84 | |
| | Cleaning of VIP toilets in Goutrou, 7 De Laan, Hillside and Strydenburg | 600 | | Job card | | | | | 600 | |
| | Improve on Green Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| | | Maintenance of municipal roads job cards | 100% | | Photos Job card | Continuous | | Continuous | | Continuous |
| Roads and Storm water | Maintenance of storm water channels | 100% | | Photos Job cards | | | | | 1.3km | |
| Mechanical Services | Maintain all vehicles regularly | 15 | | Job card | Continuous | | Continuous | | Continuous | |
| | Install Pre-paid Electricity meters in Strydenburg | 50 | | Job card | | | | | 10 | |
| | Maintain all street lights to working order | 36 | | Job card | Continuous | | Continuous | | Continuous | |
| | Clean all substations monthly | 2 | | Job card | 2 | | 2 | | 2 | |
| PMU | Register all MIG Projects Number of projects registered per month | All | | Report | | | | | | |
| | Report monthly to MIG (12 reports) | 12 | | Report | 1 | | 1 | | 1 | |
| | Update the MIG System | All Projects | | Report | 1 | | 1 | | 1 | |
| | Complete all projects within set time frames Number of projects completed per month | All | | Report | | | | | | |

SECOND QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|---|--|---------------|---------------|--------------------------------|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Provision of temporary services | Provide farms with water Temporary | 100% | | Job card | 100% | 100% | 100% | | 100% | |
| Provision of sustainable basic services | Provide basic sanitation to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic electricity to households New sites | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic water to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Maintenance of public facilities | Maintenance of water and networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of electricity networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of water purification plants | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance and upgrade of sewerage systems | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Planning and strategies | Develop a water strategy and management plan | 0 | | Water Service Development Plan | | | | | | |
| | Develop and compile a road and storm water master plan | 0 | | Plan | | | | | | |
| Water | Install communal taps in Goutrou | 10 | | Job Card | 2 | | 2 | | 2 | |
| | Install communal taps in 7 De laan | 5 | | | | | 2 | | | |
| | Install communal taps Hillside | 10 | | Job Card | | | | | 5 | |
| | Install communal taps in Dettlesville | 5 | | Job Card | 2 | | | | | |
| | Install watermeters Steynville | 550 | | Job Card | 50 | | 50 | | 50 | |
| | Install watermeters Dettlesville | 200 | | Job Card | | | 20 | | 20 | |
| | Connect individual sites to water network + water meters | 10 | | Job Card | | | | | As it comes | |
| | Maintenance: 250 taps Dettlesville and Steynville | 250 | | Job Card | 20 | | 20 | | 20 | |
| | Supply clean water in all towns Number of samples tested per month 21 per month | 253 | | Copy of results | 21 | | 21 | | 21 | |
| | Improve Blue Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| | Resolve all customer complaints regarding water Number of complaints unsolved per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |
| Waste Water/ Sewer Service | Resolve all waste related complaints Number of unresolved complaints per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|-----------------------|--|---------------|---------------|---|---------------------------|--------|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Build VIP toilets Hillside and Dettlesville | 100 | | Photos Certificate of complete project | | | | | 10 | |
| | Maintenance: Toilets | 600 | | Job cards | Ongoing | | Ongoing | | Ongoing | |
| | Clean all manholes quarterly | 1000 | | Job card | 84 | | 84 | | 84 | |
| | Cleaning of VIP toilets in Goutrou, 7 De Laan, Hillside and Strydenburg | 600 | | Job card | | | | | 600 | |
| | Improve on Green Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| Roads and Storm water | Maintenance of municipal roads job cards | 100% | | Photos Job card | Continuous | | Continuous | | Continuous | |
| | Maintenance of storm water channels | 100% | | Photos Job cards | | | | | 1.3km | |
| Mechanical Services | Maintain all vehicles regularly | 15 | | Job card | Continuous | | Continuous | | Continuous | |
| | Install Pre-paid Electricity meters in Strydenburg | 50 | | Job card | 10 | | | | 10 | |
| | Maintain all street lights to working order | 36 | | Job card | Continuous | | Continuous | | Continuous | |
| | Clean all substations monthly | 2 | | Job card | 2 | | 2 | | 2 | |
| PMU | Register all MIG Projects Number of projects registered per month | All | | Report | | | | | | |
| | Report monthly to MIG (12 reports) | 12 | | Report | 1 | | 1 | | 1 | |
| | Update the MIG System | All Projects | | Report | 1 | | 1 | | 1 | |
| | Complete all projects within set time frames Number of projects completed per month | All | | Report | | | | | | |

THIRD QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|---|--|---------------|---------------|--------------------------------|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Provision of temporary services | Provide farms with water Temporary | 100% | | Job card | 100% | 100% | 100% | | 100% | |
| Provision of sustainable basic services | Provide basic sanitation to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic electricity to households New sites | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic water to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Maintenance of public facilities | Maintenance of water and networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of electricity networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of water purification plants | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance and upgrade of sewerage systems | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Planning and strategies | Develop a water strategy and management plan | 0 | | Water Service Development Plan | | | | | | |
| | Develop and compile a road and storm water master plan | 0 | | Plan | | | | | | |
| Water | Install communal taps in Goutrou | 10 | | Job Card | | | | | | |
| | Install communal taps in 7 De laan | 5 | | | | | | | | |
| | Install communal taps Hillside | 10 | | Job Card | | | | | | |
| | Install communal taps in Dettlesville | 5 | | Job Card | | | | | | |
| | Install watermeters Steynville | 550 | | Job Card | 50 | | 50 | | 50 | |
| | Install watermeters Dettlesville | 200 | | Job Card | 20 | | 20 | | 20 | |
| | Connect individual sites to water network + water meters | 10 | | Job Card | | | | | As it comes | |
| | Maintenance: 250 taps Dettlesville and Steynville | 250 | | Job Card | 20 | | 20 | | 20 | |
| | Supply clean water in all towns Number of samples tested per month 21 per month | 253 | | Copy of results | 21 | | 21 | | 21 | |
| | Improve Blue Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| | Resolve all customer complaints regarding water Number of complaints unsolved per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |
| Waste Water/ Sewer Service | Resolve all waste related complaints Number of unresolved complaints per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|-----------------------|--|---------------|---------------|---|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Build VIP toilets Hillside and Dettlesville | 100 | | Photos Certificate of complete project | | | | | 10 | |
| | Maintenance: Toilets | 600 | | Job cards | Ongoing | | Ongoing | | Ongoing | |
| | Clean all manholes quarterly | 1000 | | Job card | 84 | | 84 | | 84 | |
| | Cleaning of VIP toilets in Goutrou, 7 De Laan, Hillside and Strydenburg | 600 | | Job card | | | | | 600 | |
| | Improve on Green Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| Roads and Storm water | Maintenance of municipal roads job cards | 100% | | Photos Job card | Continuous | | Continuous | | Continuous | |
| | Maintenance of storm water channels | 100% | | Photos Job cards | | | | | 1.3km | |
| Mechanical Services | Maintain all vehicles regularly | 15 | | Job card | Continuous | | Continuous | | Continuous | |
| | Install Pre-paid Electricity meters in Strydenburg | 50 | | Job card | 10 | | | | 10 | |
| | Maintain all street lights to working order | 36 | | Job card | Continuous | | Continuous | | Continuous | |
| | Clean all substations monthly | 2 | | Job card | 2 | | 2 | | 2 | |
| PMU | Register all MIG Projects Number of projects registered per month | All | | Report | | | | | | |
| | Report monthly to MIG (12 reports) | 12 | | Report | 1 | | 1 | | 1 | |
| | Update the MIG System | All Projects | | Report | 1 | | 1 | | 1 | |
| | Complete all projects within set time frames Number of projects completed per month | All | | Report | | | | | | |

FOURTH QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|--|---------------|----------------------|--------------------------------|---------------------------|-------------|----------------------------|-------------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Provision of temporary services | Provide farms with water Temporary | 100% | | Job card | 100% | 100% | 100% | | 100% | |
| Provision of sustainable basic services | Provide basic sanitation to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic electricity to households New sites | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Provide basic water to households | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Maintenance of public facilities | Maintenance of water and networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of electricity networks | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance of water purification plants | 100% | | Section 79 Report (Job Cards) | | | | | | |
| | Maintenance and upgrade of sewerage systems | 100% | | Section 79 Report (Job Cards) | | | | | | |
| Planning and strategies | Develop a water strategy and management plan | 0 | | Water Service Development Plan | | | | | | |
| | Develop and compile a road and storm water master plan | 0 | | Plan | | | | | | |
| Water | Install communal taps in Goutrou | 10 | | Job Card | | | | | | |
| | Install communal taps in 7 De laan | 5 | | | | | | | | |
| | Install communal taps Hillside | 10 | | Job Card | | | | | | |
| | Install communal taps in Dettlesville | 5 | | Job Card | | | | | | |
| | Install watermeters Steynville | 550 | | Job Card | 60 | | 70 | | 70 | |
| | Install watermeters Dettlesville | 200 | | Job Card | 20 | | 30 | | 30 | |
| | Connect individual sites to water network + water meters | 10 | | Job Card | | | | | As it comes | |
| | Maintenance: 250 taps Dettlesville and Steynville | 250 | | Job Card | 40 | | 35 | | 35 | |
| | Supply clean water in all towns Number of samples tested per month 21 per month | 253 | | Copy of results | 21 | | 21 | | 22 | |
| | Improve Blue Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| Resolve all customer complaints regarding water Number of complaints unsolved per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|----------------------------|--|---------------|---------------|---|---------------------------|--------|----------------------------|--------|-------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Waste Water/ Sewer Service | Resolve all waste related complaints Number of unresolved complaints per month | Ongoing | | Customer care Report | As it comes | | As it comes | | As it comes | |
| | Build VIP toilets Hillside and Dettlesville | 100 | | Photos Certificate of complete project | | | | | 10 | |
| | Maintenance: Toilets | 600 | | Job cards | Ongoing | | Ongoing | | Ongoing | |
| | Clean all manholes quarterly | 1000 | | Job card | 84 | | 84 | | 84 | |
| | Cleaning of VIP toilets in Goutrou, 7 De Laan, Hillside and Strydenburg | 600 | | Job card | | | | | 600 | |
| | Improve on Green Drop Status | Continuous | | Report | Continuous | | Continuous | | Continuous | |
| Roads and Storm water | Maintenance of municipal roads job cards | 100% | | Photos Job card | Continuous | | Continuous | | Continuous | |
| | Maintenance of storm water channels | 100% | | Photos Job cards | | | | | 1.3km | |
| Mechanical Services | Maintain all vehicles regularly | 15 | | Job card | Continuous | | Continuous | | Continuous | |
| | Install Pre-paid Electricity meters in Strydenburg | 50 | | Job card | | | | | | |
| | Maintain all street lights to working order | 36 | | Job card | Continuous | | Continuous | | Continuous | |
| | Clean all substations monthly | 2 | | Job card | 2 | | 2 | | 2 | |
| PMU | Register all MIG Projects Number of projects registered per month | All | | Report | | | | | | |
| | Report monthly to MIG (12 reports) | 12 | | Report | 1 | | 1 | | 1 | |
| | Update the MIG System | All Projects | | Report | 1 | | 1 | | 1 | |
| | Complete all projects within set time frames Number of projects completed per month | All | | Report | | | | | | |

**5.3.6 Department: Community Services
Vote: Planning & Development**

FIRST QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|----------------------------------|--|---------------|---------------|----------------|---|--------|---|--------|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Cemeteries | Maintenance of all Cemeteries | All | | Job Card | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | |
| | Procure weed killer. | All units | | Job card | | | | | Procure weed killer for all units | |
| | Provision of fencing to existing cemeteries | 2 | | Photos | | | | | | |
| Maintenance of public facilities | Maintenance of recreation and sports facilities | All | | Job card | All | | All | | All | |
| | Maintenance of gardens/parks around municipal buildings | All | | Job card | All | | All | | All | |
| | Refuse removal and cleaning at facilities | All | | Job card | All | | All | | All | |
| Waste management | Refuse removal and cleaning 2600 per month Number of removals per month as per job cards Once a week 2600 Residential Business | 31 200 | | | 10 400 | | 10 400 | | 10 400 | |
| | Dustbins for new developments | 160 | | | | | | | 40 | |
| | Clean Up campaigns 1 per town per quarter | 8 | | Photos Report | | | | | 2 | |
| | Procurement of a new Compactor truck | 0 | | | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending July 2017 | | Month Ending August 2017 | | Month Ending September 2017 | |
|--|---|--|---------------|---------------------|--|---|--|--------|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Removal of illegal dumping | All | | Photos Job Card | | | | | | |
| Maintenance of recreational facilities | Maintenance of gardens around municipal buildings | All | | Photos Job Cards | All | | All | | All | |
| | Greening of Thembelihle – Planting of trees, shrubs, perennials and annual plants | 40 | | Photos Job cards | | | | | | |
| | Maintenance of parks, sidewalks edges and open spaces | All parks, sidewalks edges and open spaces | | Photos Job Cards | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | |
| | Grass cutting and fertilizing | All units | | Photos Job Cards | All units | | All units | | All units | |
| | Alien and invader vegetation removal | All units | | Photos Job Cards | All units | | All units | | All units | |
| Planning and strategies | Develop Waste Management Plan | 1 | | Plan | | Tender for appointment of a service provider for the development of a waste management plan | | | | |

SECOND QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|------------------|-------------------------------|---------------|---------------|----------------|--|--------|--|--------|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Cemeteries | Maintenance of all Cemeteries | All | | Job Card | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|--|--|--|---------------|---------------------|--|--------|--|--------|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | | | | | has never been lawn) | | has never been lawn) | | has never been lawn) | |
| | Procure weed killer. | All units | | Job card | | | | | Procure weed killer for all units | |
| | Provision of fencing to existing cemeteries | 2 | | Photos | | | | | | |
| Maintenance of public facilities | Maintenance of recreation and sports facilities | All | | Job card | All | | All | | All | |
| | Maintenance of gardens/parks around municipal buildings | All | | Job card | All | | All | | All | |
| | Refuse removal and cleaning at facilities | All | | Job card | All | | All | | All | |
| Waste management | Refuse removal and cleaning 2600 per month Number of removals per month as per job cards Once a week 2600 Residential Business | 31 200 | | | 10 400 | | 10 400 | | 10 400 | |
| | Dustbins for new developments | 160 | | | | | | | 40 | |
| | Clean Up campaigns 1 per town per quarter | 8 | | Photos Report | | | | | 2 | |
| | Procurement of a new Compactor truck | 0 | | | | | | | | |
| | Removal of illegal dumping | All | | Photos Job Card | | | | | | |
| Maintenance of recreational facilities | Maintenance of gardens around municipal buildings | All | | Photos Job Cards | All | | All | | All | |
| | Greening of Thembelihle – Planting of trees,shrubs, perennials and annual plants | 40 | | Photos Job cards | | | | | | |
| | Maintenance of parks, sidewalks edges and open spaces | All parks, sidewalks edges and open spaces | | Photos Job Cards | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | |
| | Grass cutting and fertilizing | All units | | Photos Job Cards | All units | | All units | | All units | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending October 2017 | | Month Ending November 2017 | | Month Ending December 2017 | |
|-------------------------|--------------------------------------|---------------|---------------|---------------------|---------------------------|---|----------------------------|--------|----------------------------|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Alien and invader vegetation removal | All units | | Photos Job Cards | All units | | All units | | All units | |
| Planning and strategies | Develop Waste Management Plan | 1 | | Plan | | Tender for appointment of a service provider for the development of a waste management plan | | | | |

THIRD QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|----------------------------------|---|---------------|---------------|----------------|---|--------|---|--------|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Cemeteries | Maintenance of all Cemeteries | All | | Job Card | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | |
| | Procure weed killer. | All units | | Job card | | | | | Procure weed killer for all units | |
| | Provision of fencing to existing cemeteries | 2 | | Photos | | | | | 2 | |
| Maintenance of public facilities | Maintenance of recreation and sports facilities | All | | Job card | All | | All | | All | |
| | Maintenance of gardens/parks around municipal buildings | All | | Job card | All | | All | | All | |
| | Refuse removal and cleaning at facilities | All | | Job card | All | | All | | All | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending January 2018 | | Month Ending February 2018 | | Month Ending March 2018 | |
|--|--|--|---------------|------------------|--|---|--|--------|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Waste management | Refuse removal and cleaning 2600 per month Number of removals per month as per job cards Once a week 2600 Residential Business | 31 200 | | | 10 400 | | 10 400 | | 10 400 | |
| | Dustbins for new developments | 160 | | | | | | | 40 | |
| | Clean Up campaigns 1 per town per quarter | 8 | | Photos Report | | | | | 2 | |
| | Procurement of a new Compactor truck | 0 | | | | | | | | |
| | Removal of illegal dumping | All | | Photos Job Card | | | | | | |
| Maintenance of recreational facilities | Maintenance of gardens around municipal buildings | All | | Photos Job Cards | All | | All | | All | |
| | Greening of Thembelihle – Planting of trees, shrubs, perennials and annual plants | 40 | | Photos Job cards | | | 40 | | | |
| | Maintenance of parks, sidewalks edges and open spaces | All parks, sidewalks edges and open spaces | | Photos Job Cards | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | |
| | Grass cutting and fertilizing | All units | | Photos Job Cards | All units | | All units | | All units | |
| | Alien and invader vegetation removal | All units | | Photos Job Cards | All units | | All units | | All units | |
| Planning and strategies | Develop Waste Management Plan | 1 | | Plan | | Tender for appointment of a service provider for the development of a waste management plan | | | | |

FOURTH QUARTER

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|----------------------------------|--|---------------|---------------|-----------------|---|--------|---|--------|---|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| Cemeteries | Maintenance of all Cemeteries | All | | Job Card | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | | All cemeteries (Establishment of access roads; Cutting grass inside the cemeteries; laying of lawn in cemeteries where there has never been lawn) | |
| | Procure weed killer. | All units | | Job card | | | | | Procure weed killer for all units | |
| | Provision of fencing to existing cemeteries | 2 | | Photos | | | | | | |
| | Maintenance of recreation and sports facilities | All | | Job card | All | | All | | All | |
| Maintenance of public facilities | Maintenance of gardens/parks around municipal buildings | All | | Job card | All | | All | | All | |
| | Refuse removal and cleaning at facilities | All | | Job card | All | | All | | All | |
| | Refuse removal and cleaning 2600 per month Number of removals per month as per job cards Once a week 2600 Residential Business | 31 200 | | | 10 400 | | 10 400 | | 10 400 | |
| Waste management | Dustbins for new developments | 160 | | | | | | | 40 | |
| | Clean Up campaigns 1 per town per quarter | 8 | | Photos Report | | | | | 2 | |
| | Procurement of a new Compactor truck | 0 | | | | | | | | |
| | Removal of illegal dumping | All | | Photos Job Card | | | | | | |

| Vote / Indicator | Unit of measurement | Annual Target | Annual Budget | Measuring Tool | Month Ending April 2018 | | Month Ending May 2018 | | Month Ending June 2018 | |
|--|---|--|---------------|------------------|--|---|--|--------|--|--------|
| | | | | | Proj | Actual | Proj | Actual | Proj | Actual |
| | Maintenance of gardens around municipal buildings | All | | Photos Job Cards | All | | All | | All | |
| Maintenance of recreational facilities | Greening of Thembelihle – Planting of trees, shrubs, perennials and annual plants | 40 | | Photos Job cards | | | | | | |
| | Maintenance of parks, sidewalks edges and open spaces | All parks, sidewalks edges and open spaces | | Photos Job Cards | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | | All parks, sidewalks edges and open spaces | |
| | Grass cutting and fertilizing | All units | | Photos Job Cards | All units | | All units | | All units | |
| | Alien and invader vegetation removal | All units | | Photos Job Cards | All units | | All units | | All units | |
| | Develop Waste Management Plan | 1 | | Plan | | Tender for appointment of a service provider for the development of a waste management plan | | | 1 | |
| Planning and strategies | Number of fines issued per month | 2400 | | Report | 200 | | 200 | | 200 | |

SUBMIT TO AND APPROVED BY MAYOR ON _____

MAYOR _____

MUNICIPAL MANAGER _____