

## **COVID -19 AMENDMENTS ON THE REVISED PERFORMANCE AGREEMENT**

**IN TERMS OF THE:**

**LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT,  
2000 (32 OF 2000), AS AMENDED**

**AND**

**LOCAL GOVERNMENT: MUNICIPAL PERFORMANCE REGULATION FOR  
MUNICIPAL MANAGERS AND MANAGERS DIRECTLY ACCOUNTABLE TO  
MUNICIPAL MANAGERS, 2006**

**AND**

**LOCAL GOVERNMENT: REGULATIONS ON APPOINTMENT AND CONDITIONS  
OF EMPLOYMENT OF SENIOR MANAGERS, 2014**

**AND**

**THE DECLARATION OF A NATIONAL STATE OF DISASTER PUBLISHED IN  
GOVERNMENT GAZETTE NO 43096 OF 15 MARCH 2020 AND COVID-19  
REGULATIONS PUBLISHED UNDER GOVERNMENT NOTICE NO 318 OF 18  
MARCH 2020 AND COVID-19 REGULATIONS OF 25 MARCH 2020**

**Entered into by and between**

The **CITY OF MATLOSANA** herein represented by

**THEETSI SOLOMON ROGER NKHUMISE**

in his capacity as

**Municipal Manager**

(hereinafter referred to as the **Employer**)

and

**RATIDZAI MADIMUTSA**

as the

**Director: Technical and Infrastructure**

(hereinafter referred to as the **Employee**)

For the Period

1 July 2019 to 30 June 2020

*CD MR JEN  
BL RM S*

# PERFORMANCE AGREEMENT

## ENTERED INTO BY AND BETWEEN:

The **CITY OF MATLOSANA** herein represented by **THEETSI SOLOMON ROGER NKHUMISE (ID NR. 7212265390082)** in his capacity as the **MUNICIPAL MANAGER** (hereinafter referred to as the **Employer**) and **RATIDZAI MADIMUTSA (ID NR. 7004026454186)** in his capacity as the **DIRECTOR: TECHNICAL AND INFRASTRUCTURE** of the Municipality (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, as amended ("the Systems Act"). The **Employer** and the **Employee** are hereinafter referred to as "the Parties".
- 1.2 Section 57(1)(b) of the Systems Act, as amended read with the Contract of Employment concluded between the parties, requires the parties to conclude an annual performance agreement.
- 1.3 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the **Employee** to a set of outcomes that will secure local government policy goals.
- 1.4 The parties wish to ensure that there is compliance with Sections 57(4a), 57(4b) and 57(5) of the Systems Act and Section 57(4c) of the Systems Amendment Act.

### 2. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to -

- 2.1 comply with the provisions of Section 57(1)(b), (4a), (4b) and (5) of the Systems Act, Section 57(4c) of the Systems Amendment Act, as well as the employment contract entered into between the parties;
- 2.2 specify objectives and targets defined and agreed with the employee and to communicate to the employee the employer's expectations of the employee's performance and accountabilities in alignment with the Integrated Development Plan (IDP), Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the municipality;
- 2.3 specify accountabilities as set out in a performance plan, which forms an Annexure to the Performance Agreement;
- 2.4 monitor and measure performance against set targeted outputs and outcomes;
- 2.5 use the Performance Agreement as the basis for assessing whether the employee has met the performance expectations applicable to his or her job;
- 2.6 in the event of outstanding performance, to appropriately reward the employee; with Section 11 of this agreement and
- 2.7 give effect to the employer's commitment to a performance-orientated relationship with its employee in attaining equitable and improved service delivery.

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### **3 COMMENCEMENT AND DURATION**

- 3.1 This Agreement will commence on the **1 JULY 2019** and will remain in force until **30 JUNE 2020** thereafter a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof.
- 3.2 The parties will include a new performance agreement that replaces this agreement at least once a year not later than 31<sup>st</sup> of July of the succeeding financial year.
- 3.3 This Agreement will terminate on the termination of the **Employee's** contract of employment.
- 3.4 The content of this Agreement may be revised at any time during the above-mentioned period to determine the applicability of the matters agreed upon.
- 3.5 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.

### **4 PERFORMANCE OBJECTIVES**

- 4.1 The Performance Plan (Annexure A) sets out:
  - 4.1.1 The performance objectives and targets that must be met by the **Employee**; and
  - 4.1.2 The time frames within which those performance objectives and targets must be met.
  - 4.1.3 The Competencies (Annexure B) – definitions in terms of regulation 21 of 17 January 2014 are required, to operate effectively as senior manager in the Local Government environment.
- 4.2 The performance objectives and targets reflected in the Performance Plan (Annexure A) are set by the **Employer** in consultation with the **Employee** and based on the Integrated Development Plan (IDP), Service Delivery and Budget Implementation Plan (SDBIP) and the Budget of the **Employer**, and shall include:
  - 4.2.1 Key objectives that describe the main tasks that needs to be done.
  - 4.2.2 Key performance indicators that provide the details of the evidence that must be provided to show that a key objective has been achieved.
  - 4.2.3 Target dates that describe the timeframe in which the work must be achieved.
  - 4.2.4 Weightings that show the relative importance of the key objectives to each other.
- 4.3 The Personnel Development Plan (Annexure C) sets out the employee's personnel development requirements in line with the objectives and targets of the employer.
- 4.4 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.

### **5 PERFORMANCE MANAGEMENT SYSTEM**

- 5.1 The **Employee** agrees to participate in the performance management system that the **Employer** adopts or introduces for the **Employer**, management and municipal staff of the **Employer**.

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- 5.2 The **Employee** accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the **Employer**, management and municipal staff to perform to the standards required.
- 5.3 The **Employer** will consult the **Employee** about the specific performance standards and targets that will be included in the performance management system as applicable to the **Employee**.
- 5.4 The **Employee** undertakes to actively focus towards the promotion and implementation of the KPA's (including special projects relevant to the employee's responsibilities) within the local government framework.
- 5.5 The criteria upon which the performance of the **Employee** shall be assessed shall consist of two components, both of which shall be contained in the Performance Agreement.
- 5.5.1 The **Employee** must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPA's) and the Competencies respectively.
- 5.5.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 5.5.3 KPA's covering the main areas of work will account for 80% and Competencies will account for 20% of the final assessment.
- 5.6 The **Employee**'s assessment will be based on his / her performance in terms of the outputs / outcomes (performance indicators) identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80% of the overall assessment result as per the weightings agreed to between the **Employer** and **Employee**:

Key Performance Areas (KPA's)	Weighting
Service Delivery & Infrastructure Development	61.4%
Municipal Institutional Development and Transformation	4.5%
Local Economic Development (LED)	0.0%
Municipal Financial Viability and Management	0.0%
Good Governance and Public Participation	34.1%
<b>Total</b>	<b>100%</b>

- 5.7 In the case of Senior Managers directly accountable to the Municipal Manager, key performance areas related to the functional area of the relevant manager must be subject to negotiation between the municipal manager and the relevant manager.
- 5.8 The competencies will make up the other 20% of the **Employee**'s assessment score. The competencies are split into two groups, Leading competencies that drive strategic intent and direction and Core competencies which drive the execution of the leading competencies.

LEADING COMPETENCIES		WEIGHTING
Strategic Direction and Leadership	<ul style="list-style-type: none"> <li>• Impact and Influence</li> <li>• Institutional Performance Management</li> <li>• Strategic Planning and Management</li> <li>• Organisational Awareness</li> </ul>	8.33%
People Management	<ul style="list-style-type: none"> <li>• Human Capital Planning and Development</li> <li>• Diversity Management</li> <li>• Employee Relations Management</li> <li>• Negotiation and Dispute Management</li> </ul>	8.33%

Program and Project Management	<ul style="list-style-type: none"> <li>• Program and Project Planning and Implementation</li> <li>• Service Delivery Management</li> <li>• Program and Project Monitoring and Evaluation</li> </ul>	8.33%
Financial Management	<ul style="list-style-type: none"> <li>• Budget Planning and Execution</li> <li>• Financial Strategy and Delivery</li> <li>• Financial Reporting and Monitoring</li> </ul>	8.33%
Change Leadership	<ul style="list-style-type: none"> <li>• Change Vision and Strategy</li> <li>• Process Design and Improvement</li> <li>• Change Impact Monitoring and Evaluation</li> </ul>	8.33%
Governance Leadership	<ul style="list-style-type: none"> <li>• Policy Formulation</li> <li>• Risk and Compliance Management</li> <li>• Cooperative Governance</li> </ul>	8.33%
<b>CORE COMPETENCIES</b>		<b>WEIGHTING</b>
Moral Competence		8.33%
Planning and Organising		8.33%
Analysis and Innovation		8.33%
Knowledge and Information Management		8.33%
Communication		8.33%
Results and Quality Focus		8.33%
<b>TOTAL PERCENTAGE</b>		<b>100%</b>

## 6. EVALUATING PERFORMANCE

- 6.1 The Performance Plan (Annexure A) to this Agreement sets out -
- 6.1.1 The standards and procedures for evaluating the **Employee's** performance; and
  - 6.1.2 The intervals for the evaluation of the **Employee's** performance.
- 6.2 Despite the establishment of agreed intervals for evaluation, the **Employer** may in addition review the **Employee's** performance at any stage while the contract of employment remains in force.
- 6.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan (Annexure C) as well as the actions agreed to and implementation must take place within set time frames.
- 6.4 The **Employee's** performance will be measured in terms of contributions to the goals and strategies set out in the **Employer's** SDBIP as described in 6.6 below.
- 6.5 The **Employee** will submit quarterly performance reports (SDBIP) and a comprehensive annual performance report prior to the performance assessment meetings to the evaluation panel chairperson for distribution to the panel members for preparation purposes.
- 6.6 The annual performance appraisal will involve:

### 6.6.1 Assessment of the achievement of results as outlined in the Performance Plan:

- (a) Each KPA should 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.
- (b) A rating on the five-point scale described in 6.7 below shall be provided for each KPI or group of KPI's which will then be multiplied by the weighting to calculate the score.

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- (c) The **Employee** will submit his/her self – evaluation to the **Employer** prior to the final assessment.
- (d) In the instance where the employee could not perform due to reasons outside the control of the employer and employee, the KPI will not be considered during the evaluation. The **Employee** should provide sufficient evidence in such instances.
- (e) An overall score will be calculated based on the total of the individual scores calculated above.
- (f) The applicable assessment rating calculator must be used to add the scores and calculate a final KPA score.

#### **6.6.2 Assessment of the Competencies**

- (a) Each competency will be assessed in terms of the description provided in (Annexure B).
- (b) An indicative rating on the five-point scale should be provided for each competency.
- (c) This rating should be multiplied by the weighting given to each competency during the contracting process, to provide a score.
- (d) The applicable assessment rating calculator must be used to add the scores and calculate a final competency score.

#### **6.6.3 Overall rating**

An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating represents the outcome of the performance appraisal.

- 6.7** The assessment of the performance of the **Employee** will be based on the following rating scale for KPA's and Competencies:

#### **Rating scale for KPA's**

<b>Level</b>	<b>Terminology</b>	<b>Description</b>
5	Outstanding performance	Performance far exceeds the 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 significantly above expectations	Performance is significantly higher than the standard expected in 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.
3	Fully effective	Performance fully meets the standards expected in all areas of the job. The appraisal indicates that the Employee has fully achieved effective results against all significant performance criteria and indicators as specified in the PA and Performance Plan.



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<b>Level</b>	<b>Terminology</b>	<b>Description</b>
2	Not fully effective	Performance is below the standard required for the job in 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	Performance does not meet the standard expected for the job. The 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 despite management efforts to encourage improvement.

#### **Rating scale for Competencies**

<b>Level</b>	<b>Terminology</b>	<b>Description</b>
1	Basic	Applies basic concepts, methods, and understanding of local government operations, but requires supervision and development intervention.
2	Competent	Develops and applies more progressive concepts, methods and understanding. Plans and guides the work of others and executes progressive analysis.
3	Advanced	Develops and applies complex concepts, methods and understanding. Effectively directs and leads a group and executes in-depth analysis.
4	Superior	Has a comprehensive understanding of local government operations, critical in strategic shaping direction and change, develops and applies comprehensive concepts and methods.

- 6.8 For purposes of evaluating the annual performance of the Municipal Manager, an evaluation panel constituted of the following persons must be established:
- 6.8.1 Executive Mayor;
  - 6.8.2 Chairperson of the performance audit committee or the audit committee in the absence of a performance audit committee;
  - 6.8.3 Member of the Mayoral Committee;
  - 6.8.4 Mayor and/or Municipal Manager from another municipality; and
  - 6.8.5 Member of a ward committee as nominated by the Executive Mayor.
- 6.9 For purposes of evaluating the annual Performance of Senior Managers directly accountable to the Municipal Manager, an evaluation panel constituted of the following persons must be established:
- 6.9.1 Municipal Manager;
  - 6.9.2 Chairperson of the performance audit committee or the audit committee in the absence of a performance audit committee;
  - 6.9.3 Municipal Manager from another municipality.
- 6.10 The Performance Management Unit of the municipality must provide secretariat services to the evaluation panels referred to in paragraphs 6.8 and 6.9.

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## **7. SCHEDULE FOR PERFORMANCE REVIEWS**

7.1 The performance of each **Employee** in relation to his / her performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

<b>First quarter</b>	:	July – September 2019
<b>Second quarter</b>	:	October – December 2019
<b>Third quarter</b>	:	January – March 2020
<b>Fourth quarter</b>	:	April – June 2020

7.2 The **Employer** shall keep a record of the mid-year review and annual assessment meetings.

7.3 Performance feedback shall be based on the **Employer's** assessment of the **Employee's** performance.

7.4 The **Employer** will be entitled to review and make reasonable changes to the provisions of (Annexure A) from time to time for operational reasons. The **Employee** will be fully consulted before any such change is made.

7.5 The **Employer** may amend the provisions of (Annexure A) whenever the performance management system is adopted, implemented and / or amended as the case may be. In that case the **Employee** will be fully consulted before any such change is made.

## **8. DEVELOPMENTAL REQUIREMENTS**

The Personal Development Plan (PDP) for addressing developmental gaps is attached as (Annexure C). Such plan may be implemented and/or amended as the case may be after each assessment.

## **9. OBLIGATIONS OF THE EMPLOYER**

9.1 The **Employer** shall –

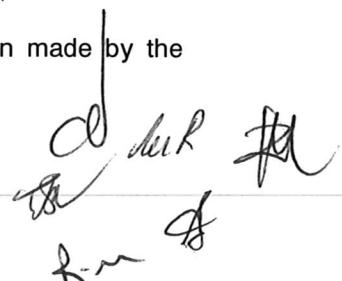
- 9.1.1 Create an enabling environment to facilitate effective performance by the employee;
- 9.1.2 Provide access to skills development and capacity building opportunities;
- 9.1.3 Work collaboratively with the **Employee** to solve problems and generate solutions to common problems that may impact on the performance of the **Employee**;
- 9.1.4 On the request of the **Employee** delegate such powers reasonably required by the **Employee** to enable him / her to meet the performance objectives and targets established in terms of this Agreement; and
- 9.1.5 Make available to the **Employee** such resources as the **Employee** may reasonably require from time to time to assist him / her to meet the performance objectives and targets established in terms of this Agreement.

## **10. CONSULTATION**

10.1 The **Employer** agrees to consult the **Employee** timeously where the exercising of the powers will have amongst others –

10.1.1 A direct effect on the performance of any of the **Employee's** functions;

10.1.2 Commit the **Employee** to implement or to give effect to a decision made by the **Employer**; and



- 10.1.3 A substantial financial effect on the **Employer**.
- 10.2 The **Employer** agrees to inform the **Employee** of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 10.1 as soon as is practicable to enable the **Employee** to take any necessary action without delay.

## **11. MANAGEMENT OF EVALUATION OUTCOMES**

- 11.1 The evaluation of the **Employee**'s performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 11.2 A performance bonus of between 5% to 14% of the all-inclusive annual remuneration package may be paid to the **Employee** in recognition of outstanding performance to be constituted as follows:

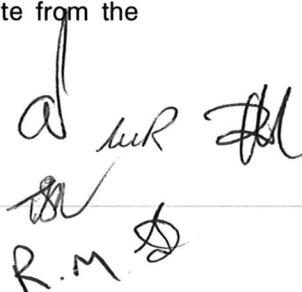
<b>Performance Score</b>		<b>Performance Bonus Percentage</b>
<b>From</b>	<b>To</b>	
130%	133%	5%
134%	137%	6%
138%	141%	7%
142%	145%	8%
146%	149%	9%
150%	153%	10%
154%	157%	11%
158%	161%	12%
162%	165%	13%
166%	169%	14%

- 11.3 In the case of unacceptable performance, the **Employer** shall –
- 11.3.1 Provide systematic remedial or developmental support to assist the **Employee** to improve his or her performance; and
- 11.3.2 After appropriate performance counselling and having provided the necessary guidance and/ or support as well as reasonable time for improvement in performance, the **Employer** may consider steps to terminate the contract of employment of the **Employee** on grounds of unfitness or incapacity to carry out his or her duties.

## **12. DISPUTE RESOLUTION**

- 12.1 Any disputes about the nature of the **Employee**'s performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/ or any other matter provided for, shall be mediated by –
- 12.1.1 The MEC for local government in the province within thirty (30) days of receipt of a formal dispute from the **Employee**; or
- 12.1.2 Any other person appointed by the MEC.
- 12.1.3 In the case of Senior Managers directly accountable to the Municipal Manager, a member of the municipal council, provided that such member was not part of the evaluation panel provided for in sub-regulation 27(4)(e) of the Municipal Performance Regulations, 2006, within thirty (30) days of receipt of a formal dispute from the employee;

whose decision shall be final and binding on both parties.



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- 12.2 In the event that the mediation process contemplated above fails, clause relevant of the Contract of Employment shall apply.

### 13. GENERAL

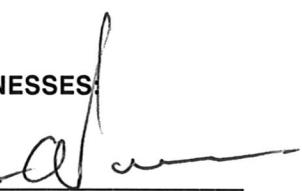
- 13.1 The contents of this agreement and the outcome of any review conducted in terms of (Annexure A) may be made available to the public by the **Employer**.
- 13.2 Nothing in this agreement diminishes the obligations, duties or accountabilities of the **Employee** in terms of his/ her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.
- 13.3 The performance assessment results of the **Employee** must be submitted to the municipal council by the **Employer** within fourteen (14) days after the conclusion of the assessment for information purposes.

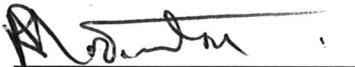
### 14. PERFORMANCE APPRAISALS

- 14.1 The **Employee** will be responsible for developing annual performance work plans and conducting performance appraisals with all staff in the Directorate as stipulated in Section 27 of the 2017 Performance Management System Framework document.

Thus done and signed at KLERKSDORP on this the 24th day of June 2020

AS WITNESSES:

1. 

  
EMPLOYEE

2. 

Thus done and signed at KLERKSDORP on this the 24th day of June 2020

AS WITNESSES:

1. 

  
EMPLOYER

2. \_\_\_\_\_

# Performance Plan

**DIRECTOR: TECHNICAL AND  
INFRASTRUCTURE  
R MADIMUTSA**

**CITY OF MATLOSANA**  
Period 1 July 2019 to 30 June 2020

*[Handwritten signatures]*

DIRECTORATOR TECHNICAL AND INFRASTRUCTURE  
MR R MADIMUTSA

DIRECTORATOR TECHNICAL AND INFRASTRUCTURE









TL	PMU19	Reduce-electrified-homes-associated-with-municipal-own-consumption. Reduce electric bills associated with municipal own consumption	Replacing 4-1565-conventional-street-lights-with-LED-lights-refitted; Number of street lighting with LED lights refitted	RfI-908-743—NT MIG roll-over approval CC136/2019 dated 26/11/2019. Covid-19 Special Adjustment Budget CC 33/2/20 dated 15 June 2020	RfI-908-743—NT MIG roll-over approval CC136/2019 dated 22/01/2020. EM1/2020 dated 23/1/20. CC6/2020 dated 31/01/2020 - Mid-Year Assessment	1 1000 Conventional street lights replaced with LED lights.	The Contractor was appointed on 30 August 2019.	R 0	The service provider to be advised to expedite the progress, once National Treasury has approved the Roll Over application.	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate
TL	PMU20	To reduce electricity losses associated with municipal own consumption in Klerksdorp (Phase 1)Wards 16, 17 and 19)	Retrofitting 456 conventional street lights with LED lights in Klerksdorp Phase 1(Wards 16, 17 and 19) retrofitted	R 3 000 000	MM15/2020 dated 22/01/2020. EM1/2020 dated 23/1/20. CC6/2020 dated 31/01/2020 - Mid-Year Assessment	1 555 Conventional street lights replaced with LED lights. Project completed. RfI-948-743—R0.	No work done.	R 0	The service provider to be advised to expedite the progress, once National Treasury has approved the Roll Over application.	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate
TL	PMU21	To provide for the increased electricity supply demand in Alabama-E4-(Ward-3)-by-combining feeding feed-line	Constructing 2.5-km-11kv-feeder-lines-from-Alabama-substation-to-Alabama-E4-(Ward-3)	RfI-900-000—R0	CC17/2020 dated 28 February 2020 - Adjustment Budget	1 456 Conventional street lights replaced with LED lights	Contractor was appointed on 10 October 2019 and site was handed over on 25 November 2019. Materials procured for execution of works	R 1 051 383	The memo has been written to the Municipal Manager to request for support to expedite the appointment of the Contractor. Tender at the adjudication stage.	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate
TL	PMU22	To construct a 2-km-in-loop-out new 88-kV medium-voltage-line-primary-and-secondary-plants-Alabama-substation-(Phase-3)-(Wards-3,-5)-to-maintain-the-current-infrastructure-and-cater-for-the-increased-electricity-supply-demand	Constructing 2km-loop-in-loop-out new 88 kV medium-voltage-line-primary-and-secondary-plants-Alabama-substation-(Phase-3)-(Wards-3,-5)-to-maintain-the-current-infrastructure-and-cater-for-the-increased-electricity-supply-demand	RfI-200-000—R0	CC17/2020 dated 28 February 2020 - Adjustment Budget	1 2km loop-in-loop-out new 88 kV medium voltage line constructed.	Contractor not appointed yet due to bid issued date set on 26 March 2020	R 0	The days in the appointment of the service provider.	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate
TL	PMU23	To reduce electricity losses associated with municipal own consumption	Supplying and installing of 36 16 anti-tampering pillars in the Matlosana area supplied and installed	RfI-900-000	MM15/2020 dated 22/01/2020. EM1/2020 dated 23/1/20. CC6/2020 dated 31/01/2020 - Mid-Year Assessment	1 No service provider appointed yet	Advertisement for contractor.	R 0	The tender was advertised for the Contractor, (24 Month Contract) on 8 February 2019. Bid Adjudication Committee finalised the recommendation to the Municipal Manager and awaits MMR's resolution .	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate
TL	PMU24	To improve the social and economic environment for the community of Jouberton	Developing a detailed design drawing for the New Youth Development Centre and SAFA Safe Hub in Jouberton Precinct by June 2020.	551064502002FCG00ZMM	Detailed Capital Outlays—Outlays 9—Outlays 1—IDP—EDSM Grant—Outcome 9—Outcome 9—Output 1	1 Covid-19 Amendments CC28/2020 dated 27/05/2020	Advertisement for contractor.	R 0	The tender was advertised for the Contractor, (24 Months Contract) on 8 February 2019. Bid Adjudication Committee finalised the recommendation to the Municipal Manager and awaits MMR's resolution .	Appointment letter. Implementation plan. Progress report. Invites, vote number, GO40. Reconciliation spreadsheet. Photos. Completion report and certificate

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Operational										
TL	PNU25	To refurbish electrical and mechanical equipment at several sewer pump stations in the Matosana area (Wards 1 - 39) to maintain the existing infrastructure	Number of sewer pump stations refurbished with electrical and mechanical equipment material at the Matosana area (Wards 1 - 39)	Refurbishing 21 sewer pump-stations with electrical and mechanical equipment in the Matosana area (Wards 1 - 39) by June 2020	R 19 970 341	Covid-19 Amendments CC28/2020 dated 27/05/2020	New indicator	1	-	
TL	PNU26	To install communal stand pipes in the informal settlements in the Matosana area (Wards 1 - 23) in order to provide basic services	Number of new communal stand pipes in informal settlements to be installed in the Matosana area (Wards 1 - 7, 14 and 23)	Installing 52 new communal stand pipe in informal settlements in the Matosana area (Wards 1 - 7, 14 and 23) by June 2020	R 5 000 000	Covid-19 Amendments CC28/2020 dated 27/05/2020	New indicator	1	-	
TL	PNU27	To provide basic water services and to increase the water supply capacity to the community in the Matosana area (Ward 1 - 39)	Number of pressure reducing valves, bulk water meters and ancillary works in the Matosana area (Wards 1 - 39) to be supplied and installed	Supplying and installing 10 pressure reducing valves, 20 bulk water meters and ancillary works in the Matosana area (Wards 1 - 39) by June 2020	R 5 000 000	Covid-19 Amendments CC28/2020 dated 27/05/2020	New indicator	1	-	
BL	DT11	To ensure an effective external audit process (Exception report / communications)	Percentage of external audit queries answered within required time frame	Answering 100% of all the directorate's audit queries (exception report / communication) received from the Auditor-General within the required time frame by November 2019	R 0	Received / Nr answered 100% 100% of 15 answered	1	100% Nr. received / Nr answered	No AG communications received	
TL	DT12	To ensure good governance by ensuring the mandate of council	Percentage of resolutions- implemented-within-required-timeframe	Implementing 97% of the directorate's- Municipal Management / Executive Manager- May/OC+Co-Council-resolutions-by-June-2020	R:0	MM/15/2020 dated 20/01/2020, EM/17/2020 dated 23/1/20 CGC/2020 dated 31/07/2020 - Mid-Year Assessment	1	87% Nr received / Nr implemented	100% Received / 0 RFIs and answered 0 = 100% 100% of RFIs and answered 0 = 100% Querries and answered 2 = 100%	Only received 4 RFIs
BL	DT13	To reduce risk-area-and- protect the municipality- against legal actions	Percentage of all identified- high-risk-area-and- extreme- risks mitigated by- implementing corrective- measures	Mitigating 50% of the directorate's- identified-high-risk-area-and-extreme-risks by-implementing corrective-measures-by-June-2020	R:0	MM/15/2020 dated 20/01/2020, EM/17/2020 dated 23/1/20 CGC/2020 dated 31/07/2020 - Mid-Year Assessment	1	50% Nr received / Nr mitigated	100% Received / 1 implemented 87% Nr received / Nr implemented	Only received 3 RFIs
BL	DT14	To ensure that the quality of the information is- on-an-acceptable-standard	Directorate's IDP-inputs- provided-before-the-annual-report-is-tabled	Providing IDP-Inputs before-2019/16- Annual-Report input before-the-draft- annual-report-is-tabled-by-October-2019	R:0	MM/15/2020 dated 20/01/2020, EM/17/2020 dated 23/1/20 CGC/2020 dated 31/07/2020 - Mid-Year Assessment	1	50% Nr received / Nr mitigated	100% Draft information submitted	Only received 2 RFIs
BL	DT15	To ensure that the programme-and-project-of- the-directorate-are- incorporated	Directorate's IDP-Inputs- provided-before-the-IDP-is-tabled	Providing the directorate's IDP-Inputs before-the-IDP-is-tabled-by-May-2020	R:0	MM/15/2020 dated 20/01/2020, EM/17/2020 dated 23/1/20 CGC/2020 dated 31/07/2020 - Mid-Year Assessment	1	50% Nr received / Nr mitigated	100% Draft information submitted	Only received 2 RFIs
BL	DT16	To ensure that all the directorates KPI's are catered for	Directorate's SDBIP Inputs provided before the draft 2020/21 SDBIP is submitted by 25 May 2020	Providing the directorate's SDBIP inputs before the draft 2020/21 SDBIP is submitted by 25 May 2020	R 0	MM/15/2020 dated 20/01/2020, EM/17/2020 dated 23/1/20 CGC/2020 dated 31/07/2020 - Mid-Year Assessment	1	50% Nr received / Nr mitigated	100% Draft information submitted	Only received 2 RFIs
BL	DT17	SDBIP inputs provided	Annual report input	Annual report input	10	IP inputs provided	1	100% Nr received / Nr mitigated	Credible 2018/19 Annual Report	Signed-off SDBIP template and priority list
BL	DT18	SDBIP inputs provided	Annual report input	Annual report input	2	IP inputs provided	2	100% Nr received / Nr mitigated	Credible 2018/19 Annual Report	Signed-off SDBIP template and priority list
BL	DT19	SDBIP inputs provided	Annual report input	Annual report input	3	IP inputs provided	3	100% Nr received / Nr mitigated	Credible 2018/19 Annual Report	Signed-off SDBIP template and priority list
BL	DT20	SDBIP inputs provided	Annual report input	Annual report input	4	IP inputs provided	4	100% Nr received / Nr mitigated	Credible 2018/19 Annual Report	Signed-off SDBIP template and priority list

Bl.	Bl.	Number of LLF meetings attended	Attending 14 LLF meetings by June 2020	R 0	Covid-19 Amendments dated 27/05/2020	1 3 Meetings attended	3 Meetings attended	2 Meetings attended	2 Meetings attended	3rd meeting postponed due to COVID-19 pandemic. National Lockdown from 27 March 2020 to 30 April 2020	KPI to be amended	Only 2 meetings were called on. Meeting Minutes	
DT17	To attend to all LLF meetings to ensure industrial harmony	N/A	Operating	DT18	Percentage of Audit Committee resolutions implemented within required timeline	Implementing 50% of all directives in Audit Committee resolutions by June 2020	R 0	MM 15/2020 dated 22/07/2020, EM 17/2020 dated 23/11/2020, CG 16/2020 dated 23/11/2020	1 Nr received / Nr implemented	1 Nr received / Nr implemented	No Audit Committee resolutions received during 1st Quarter	No Audit Committee resolutions received during 2nd Quarter	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To ensure that the set goals of council are achieved	N/A	Operating	DT19	Number of SDBIP meetings with senior personnel in own directorate conducted	Conducting 22 70 SDBIP meetings with senior personnel in own directorate by June 2020	R 0	EM 17/2020 dated 27/05/2020	2 90% / Nr implemented	2 90% / Nr implemented	No Audit Committee resolutions received during 1st Quarter	No Audit Committee resolutions received during 2nd Quarter	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
TL	To grade roads to maintain the existing road infrastructure	N/A	Operating	ROA1	Kilometres roads graded in the CoM municipal area	Grading of 2000 km 125 km roads in the CoS as per maintenance programme by June 2020	R 0	RA 028-000 Special Adjustment Budget CG 14/2019 dated 05/12/2019, MM 15/2020 dated 20/05/2020	1 9 070 km roads graded	1 9 070 km roads graded	4 Meetings conducted	5 Meetings conducted	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To address cleaned blockages to ensure reactive maintenance of cleaned throughout the year	N/A	Operating	ROA2	Kilometres of open storm-water channels cleaned	Cleaning 30 km 22.5 km of storm-water channels as per maintenance programme in the CoM municipal area by June 2020	R 0	RA 3-000-000 Special Adjustment Budget CG 14/2019 dated 05/12/2019, MM 15/2020 dated 20/05/2020	1 9.253 km storm-water channels cleaned	1 9.253 km storm-water channels cleaned	6 1 Meeting conducted	7 Meetings conducted	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To address storm-water blockages to ensure reactive maintenance of main-sewers throughout the year	N/A	Operating	ROA3	Number of storm-water catch-pit-repairs-to ensure reactive maintenance of main-sewers throughout the year	Cleaning 300+4 storm-water catch-pit-repairs-to ensure reactive maintenance of the CoM municipal area by June 2020	R 0	RA 10 H 2020 dated 22/07/2020, EM 17/2020 dated 23/11/2020, CG 16/2020 dated 23/11/2020, MM 15/2020 dated 20/05/2020	1 90 25230605PRQ37Z	1 90 25230605PRQ37Z	7 Meetings conducted	8 Meetings conducted	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
TL	To provide basic municipal services (National Key Performance Indicator)	N/A	Operating	WA11	Percentage of households with access to basic level of water—Urban Settlements	99% 95% of Households with access to basic level of water by June 2020—Urban Settlements	R 0	EM 17/2020 dated 22/07/2020, CG 16/2020 dated 23/11/2020, MM 15/2020 dated 20/05/2020	1 99% 95%	1 99% 95%	1 Nr Hh with access / Nr Hh below minimum level	1 Nr Hh with access / Nr Hh below minimum level	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To eliminate water-blockages—Urban Settlements—Settlements—unpermited land	N/A	Operating	WA12	Percentage of households with access to basic level of water—Rural Settlements	Zero-water-blockage eliminated—Urban Settlements—Settlements—unpermited land	R 0	MM 15/2020 dated 22/07/2020, EM 17/2020 dated 23/11/2020, CG 16/2020 dated 23/11/2020, MM 15/2020 dated 20/05/2020	1 99% 95%	1 99% 95%	1 Nr Hh with access / Nr Hh below minimum level	1 Nr Hh with access / Nr Hh below minimum level	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To provide basic municipal services (National Key Performance Indicator)	N/A	Operating	WA13	Percentage of households with access to basic level of water—Urban Settlements—Settlements—unpermited land	85%+ of Households with access to basic level of water by June 2020—Urban Settlements—Settlements—unpermited land	R 0	MM 15/2020 dated 22/07/2020, EM 17/2020 dated 23/11/2020, CG 16/2020 dated 23/11/2020, MM 15/2020 dated 20/05/2020	1 95% 95%	1 95% 95%	1 Nr Hh with access / Nr Hh below minimum level	1 Nr Hh with access / Nr Hh below minimum level	Reduction in paperless copies of audit committee resolutions reported to the audit committee.
BL	To eliminate water-blockages—Rural Settlements—Settlements—unpermited land	N/A	Operating	WA14	Percentage of households with access to basic level of water—Rural Settlements—Settlements—unpermited land	Zero-water-blockage eliminated—Rural Settlements—Settlements—unpermited land	R 0	MM 15/2020 dated 22/07/2020, EM 17/2020 dated 23/11/2020, CG 16/2020 dated 23/11/2020, MM 15/2020 dated 20/05/2020	1 95% 95%	1 95% 95%	1 Nr Hh with access / Nr Hh below minimum level	1 Nr Hh with access / Nr Hh below minimum level	Reduction in paperless copies of audit committee resolutions reported to the audit committee.

BL	WATS	To clean reservoirs to comply with legislation	Number of reservoirs cleaned	Cleaning 28 18 reservoirs according to the programme in the Matlosana area by June 2020	R4566-874— R1-167 788 R444 821 Budget CC143/2019 dated R16 042 + R14-980— R17 310 + R529-568— R390 415 + R1-000-400— R750 000)	Special Adjustment Budget CC143/2019 dated 03/12/2019. Covid-19 Amendments CC28/2020 dated 27/05/2020	1	R 0 8 Reservoirs cleaned R444 821	2 Reservoirs Cleared	R 0 Non availability of right equipment for reservoir cleaning which needed SCM process.	Annual programme. Cleaning check list. GO40. Photos.
BL	WAT6	To obtain at least 95% of quality compliance working towards achieving the Blue Drop Award and to comply with the environmental health protection regulation	Percentage of water losses reduced	Obtaining a minimum score of 95% of quality compliance on the Department of Water and Sanitation and IRIS water compliance system by June 2020.	R 0	R 0 55% Obtained on the Department of Water and Sanitation and IRIS water compliance system	Monthly compliance documentation submitted to DWS. Obtaining 95% on IRIS water compliance system	R 0 1 Two reservoirs cleaned R566-874 R1-167 788	R 0 Two reservoirs could not be cleaned due to theft of Access Ladders	R 0 The Reservoir Cleaning schedule has been revised to address the backlog. Security to be tightened at the Reservoirs to avoid or prevent theft.	R 0 The Reservoir Cleaning schedule has been revised to address the backlog. Security to be tightened at the Reservoirs during Q1, during Q2 (4) and Q3 (15).
BL	WAT7	To maintain existing infrastructure	Percentage of water losses reduced	Replacing water losses by installing & testing pressure-control valves in Klerksdorp un-metered buildings -verifying of 120 possible un-metered buildings-reducing water loss and replacing 2 400 consumer stuck water meters-reducing water losses from 41% to 37% by installing of 2 pressure control valves in Klerksdorp, metering / verifying of 120 possible un-metered municipal consumption points and replacing 2 440 2 600 consumer stuck / blocked too deep / unreadable water meters by June 2020	R 0	R 0 MM15/2020 dated EM1/2020 dated 23/12/20 C05/2020 dated 31/05/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 27/05/2020	1	R 0 131 Stuck Meters replaced MM15/2020 dated EM1/2020 dated 23/12/20 C05/2020 dated 31/05/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 27/05/2020	R 0 131 Stuck Meters replaced	R 0 Challenges experienced due to the inadequacy of operational vehicles within the department. Department has operations vehicles at all times. Engage SCM to expedite the procurement of Vehicles. Request Council to resolve to lease to buy and mitigate the non availability of vehicles.	R 0 The 120 municipal meters will be verified and updated after national lock down
BL	WAT8	To maintain existing infrastructure	Percentage of water losses reduced	Replacing water losses by installing & testing pressure-control valves in Klerksdorp un-metered buildings -verifying of 120 possible un-metered buildings-reducing water loss and replacing 2 400 consumer stuck water meters-reducing water losses from 41% to 37% by installing of 2 pressure control valves in Klerksdorp, metering / verifying of 120 possible un-metered municipal consumption points and replacing 2 440 2 600 consumer stuck / blocked too deep / unreadable water meters by June 2020	R 0	R 0 41% Water Losses 41% Water Losses	Replacement of 600 consumer stuck water meters. Appointment of Service Provider for supply of valves. Installation of 4 pressure control valves in City of Matlosana area. Metering verification of 30 possible un-metered municipal buildings - 1310	R 0 158 Stuck Meters replaced. Service Provider for the supply of 2 Pressure Reducing Valves has been appointed.	R 0 158 Stuck Meters replaced and 17 meters confirmed working but consumers using boreholes. Service Provider has supplied 2 Pressure Reducing Valves on the 28th March 2020. 34.5% of Water Losses	R 0 The 120 municipal meters will be verified and updated in the fourth quarter.	R 0 Delay in SCM processes on the procurement of PRVs. Closed Court date submitted SCM on 5 December 2019 but appointment only done on 6 December 2019
BL	WAT9	To provide basic municipal services (National Key Performance Indicator)	N/A	Operational	N/A	N/A	Replacement of 600 consumer stuck water meters. Metering verification of 30 possible un-metered municipal buildings will be metered - 624	R 0 624 Stuck Meters replaced and 17 meters confirmed working but consumers using boreholes. Service Provider has supplied 2 Pressure Reducing Valves on the 28th March 2020. 34.5% of Water Losses	R 0 The 120 municipal meters will be verified and updated after national lock down	R 0 Due to COVID-19 pandemic the verification of un-metered municipal buildings were postponed. National Lockdown from 27 March 2020 to 30 April 2020	R 0 Complaints received 771 received
BL	WAT10	To maintain existing infrastructure	Percentage of water losses reduced	Resolving all at least 50% 60% of all water leaks and burst pipe complaints in the Matlosana area (telephone, written and verbal) received by June 2020	R 0	R 0 MM15/2020 dated EM1/2020 dated 23/12/20 C05/2020 dated 31/05/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 27/05/2020	1	R 0 50% Nr. received / Nr resolved	R 0 66.35% Complaints received 1 162	R 0 Register of Hh with access Urban areas.	R 0 Register of Hh with new connections register with new installations.
TL	Outcome 9 - Output 2	Operational	N/A	Operational	N/A	N/A	R 0 99% 93% of Households with access to basic level of sanitation-Urban-Settlements-Urban-Settlements-	R 0 17 151 HH with 96% access 1 140 HH	R 0 Nr. received / Nr resolved	R 0 60%- 60% Nr. received / Nr resolved	R 0 60%- 60% Nr. received / Nr resolved

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Bl.	N/A	SAN2	To eliminate sanitation backlog and provide basic municipal services	Number-of-sanitation-backlog-eliminated--Urban-Settlements-	Zero-sanitation-backlog-eliminated--according-to-minimum-budget-for-urban-settlements-estimated--Urban-Settlements-	R:0	MM15/2020 dated 22/01/2020. EM17/2020 dated 23/01/2020.	Sanitation backlog eliminated 0 Sanitation backlog eliminated	4 2 4	Sign-off Report Report - Register of-Hh-with-access-to-electricity Hh-with-access-to-electricity Urban areas - Sewer House-connection Reported-to-Hh-with-access-to-electricity House-connection Total Hh-in-Matlosana Total areas-Sewer House-connection coupled-with-Hh-with-access-to-electricity Signed-Happy-Signing Completion Report	
Bl.	N/A	SAN3	To provide basic municipal services - National Key Performance Indicator	Percentage-of-households-with-access-to-basic-sanitation--Urban-Settlements-	75%+Households-with-access-to-basic-level-of-sanitation-by-June-2020 - Runi-Settlements- Settlements-	R:0	MM15/2020 dated 22/01/2020. EM17/2020 dated 23/01/2020.	Sanitation backlog eliminated 0 Sanitation backlog eliminated	4 2 3	Sign-off Report Report - Register of-Hh-with-access-to-electricity Hh-with-access-to-electricity Urban areas - Sewer House-connection Reported-to-Hh-with-access-to-electricity House-connection Total Hh-in-Matlosana Total areas-Sewer House-connection coupled-with-Hh-with-access-to-electricity Signed-Happy-Signing Completion Report	
Bl.	N/A	SAN4	To eliminate sanitation backlog and provide basic municipal services	Number-of-sanitation-backlog-eliminated--Runi-Settlements-	Zero-Sanitation-backlog-eliminated--Runi-Settlements-	R:0	MM15/2020 dated 22/01/2020. EM17/2020 dated 23/01/2020.	Sanitation backlog eliminated 0 Sanitation backlog eliminated	4 2 3	Sign-off Report Report - Register of-Hh-with-access-to-electricity Hh-with-access-to-electricity Urban areas - Sewer House-connection Reported-to-Hh-with-access-to-electricity House-connection Total Hh-in-Matlosana Total areas-Sewer House-connection coupled-with-Hh-with-access-to-electricity Signed-Happy-Signing Completion Report	
BL	N/A	SANS	To address main / outfall sewer blockages to ensure a healthy environment for the community	Kilometre of main / outfall sewers cleaned	Cleaning-282-km-27-km-19-km-15 km of main / outfall sewers to program in the CoM municipal area by June 2020	R:697-434- R:496-576- R:457-424- R:466-576- R:235-576- R:690-900- R3 000 000 - only R1 800	R:697-434- R:496-576- R:457-424- R:466-576- R:235-576- R:690-900- R3 000 000 - only R1 800	Special Adjustment Budget Cleared Cleared Cleared Cleared Cleared Cleared	6.687 30 km of main / outfall sewers cleaned - 6.687 30 km of main / outfall sewers cleaned - 5.5 30 km of main / outfall sewers cleaned - 5.5 30 km of main / outfall sewers cleaned - 5.5 30 km of main / outfall sewers cleaned - 5.5 30 km of main / outfall sewers cleaned - 5.5 30 km of main / outfall sewers cleaned - 5.5 0 Km cleaned	6.687 km cleaned R 901222 5.5 km cleaned R 1 53 149 0 Km cleaned	Awaiting short of Tender for cleaning of sewer lines with SCM. To Due to frequent break down of the jetting truck and reduced budget this created an impact on the condition.
BL	N/A	SANS	To improve the Green Drop score for improved waste water quality management	A percentage of the minimum score of the Green Drop score obtained	Obtaining a minimum score of 50% of effluent quality compliance on the Department of Water and Sanitation and IRIS water compliance system by June 2020.	R:0	and IRIS water compliance system and DWS water compliance system	and IRIS water compliance system and DWS water compliance system	47% 1	The refurbishment of Klerksdorp Waste Water and Oleya Waste Water led to the improvement of the sewage effluent.	
BL	N/A	SAN7	To maintain existing infrastructure	A percentage of all main / outfall sewers blockage complaints in the Matlosana area resolved	Resolving at least 65% 30% of all main / outfall sewers blockage complaints in the Matlosana area (telephonic, written and verbal) received by June 2020	R:0	MM15/2020 dated 22/01/2020. EM17/2020 dated 23/01/2020. 31/01/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 27/05/2020	New Indictor New Indictor	131% 3	Purchasing of new Rotting Machines Rotting Machines Complaints Righter, Monthly reports to Council	
T.	N/A	ELE1	To provide basic municipal services - National Key Performance Indicator	Percentage-of-households-with-access-to-basic-level-of-electricity--Urban-Settlement	90% of Households with access to basic level of electricity by June 2020 - Urban-Settlement	R:0	MM15/2020 dated 22/01/2020. EM17/2020 dated 23/01/2020. CC28/2020 dated	95% 3 4	Register of Hh-with-access-to-electricity Report - Register of Hh-with-access-to-electricity Hh-with-access-to-electricity Urban areas - Sewer House-connection Reported-to-Hh-with-access-to-electricity House-connection Total Hh-in-Matlosana Total areas-Sewer House-connection coupled-with-Hh-with-access-to-electricity Signed-Happy-Signing Completion Report		



BL	ELE8	To maintain existing infrastructure	Percentage of street lights complaints resolved	Resolving at least 85%: 70%: 60% of all street lights complaints in the Malolosana licensed area (telephonic, written and verbal) received by June 2020	R 0	MM15/2020 dated 22/01/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 31/01/2020 - Mid-Year	1	85% Nr. received / Nr resolved	69% 058 Received/ 730 Resolved	1	None availability of vehicles and materials.	Complaints Register. Monthly reports to Council
BL	ELE9	To maintain existing infrastructure	Percentage of high mast light complaints resolved	Resolving at least 20%: 60%: 55% of all high mast lights complaints in the CoM licensed area (telephonic, written and verbal) received by June 2020	R 0	MM15/2020 dated 22/01/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 31/01/2020 - Mid-Year	2	85% Nr. received / Nr resolved	65% 100! Received/ 100! Resolved			
BL	ELE10	To maintain existing infrastructure	Percentage of traffic control signals complaints resolved	Resolving 100% of all traffic control signals complaints in the CoM licensed area (telephonic, written and verbal) received by June 2020	R 0	MM15/2020 dated 22/01/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 31/01/2020 - Mid-Year	3	85% Nr. received / Nr resolved	65% 70%+ 70%+ 60%			
BL	ELE11	To investigate possible fraud and illegal tampering to Council's assets	Percentage of electricity meter tampering investigations complaints resolved	Resolving at least 80% of all electricity meter tampering investigations, as received from finance by June 2020	R 0	MM15/2020 dated 22/01/2020 - Mid-Year Assessment. Covid-19 Amendments CC28/2020 dated 31/01/2020 - Mid-Year	4	85% Nr. received / Nr resolved	65% 60% 60% 80%			
BL	ELE12	To ensure effective fleet operations	Percentage of all vehicles complaints received resolved	Resolving 50%+ 50% of all vehicles complaints received by June 2020	R 0	GC07/2020 dated 28 February 2020 - Adjustment Budget	1	50% Nr. received / Nr resolved	50% 75% Received/ 144 Received	191	Implementation in monitoring of performance of the service providers by site visits and regular monthly meetings.	Monthly Fleet Repair report. Council Resolution.
BL		Operation					2	50% Nr. received / Nr resolved	50% 61% Received/ 313 Received		Continuous monitoring of performance of the service providers by site visits and regular monthly meetings.	
BL		Operation					3	50% 40% Nr. received / Nr resolved	50% 43% Received/ 119 Received/ 45 Received/ Backlogresolved 103		Continuous monitoring of performance of the service providers by site visits and regular monthly meetings.	
BL		Operation					4	50% 40% 50% Nr. received / Nr resolved	50% 190 Received/ 51			

  
R. RADIMUTSA  
DIRECTOR TECHNICAL AND INFRASTRUCTURE

  
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MUNICIPAL MANAGER

  
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