

ADJUSTED 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

Entered into by and between

The CITY OF MATLOSANA herein represented by

LESEGO SEAMETSO

in her capacity as

Acting 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 2021 to 30 June 2022

S.B. [Signature]
R.M. [Signature]
[Signature]

ADJUSTED PERFORMANCE AGREEMENT

ENTERED INTO BY AND BETWEEN:

The **CITY OF MATLOSANA** herein represented by **LESEGO SEAMETSO** (ID NR. 8703010275080) in her capacity as the **ACTING 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.

S.S. RM
LHR

3 COMMENCEMENT AND DURATION

- 3.1 This Agreement will commence on the **1 JULY 2021** and will remain in force until **30 JUNE 2022** 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 31st 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**.

30 July
del R. m

- 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	58%
Municipal Institutional Development and Transformation	5%
Local Economic Development (LED)	0%
Municipal Financial Viability and Management	0%
Good Governance and Public Participation	37%
Total	100%

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

S.B. P. ...

Program and Project Management	<ul style="list-style-type: none"> • Program and Project Planning and Implementation • Service Delivery Management • Program and Project Monitoring and Evaluation 	8.33%
Financial Management	<ul style="list-style-type: none"> • Budget Planning and Execution • Financial Strategy and Delivery • Financial Reporting and Monitoring 	8.33%
Change Leadership	<ul style="list-style-type: none"> • Change Vision and Strategy • Process Design and Improvement • Change Impact Monitoring and Evaluation 	8.33%
Governance Leadership	<ul style="list-style-type: none"> • Policy Formulation • Risk and Compliance Management • Cooperative Governance 	8.33%
CORE COMPETENCIES		WEIGHTING
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%
TOTAL PERCENTAGE		100%

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 **Employee** will submit quarterly performance reports on the implementation of the Financial Recovery Plan, on approved thereof.
- 6.7 The annual performance appraisal will involve:
- 6.7.1 **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.

5.8
 R. -
 #

- (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.

6.7.2 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.

6.7.3 Overall rating

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

6.8 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

Level	Terminology	Description
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.
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.

S.B
See R.2
al
#

Level	Terminology	Description
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

Level	Terminology	Description
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.

- 6.9 For purposes of evaluating the annual performance of the Municipal Manager, an evaluation panel constituted of the following persons must be established: -
- 6.9.1 Executive Mayor;
 - 6.9.2 Chairperson of the performance audit committee or the audit committee in the absence of a performance audit committee;
 - 6.9.3 Member of the Mayoral Committee;
 - 6.9.4 Mayor and/or Municipal Manager from another municipality; and
 - 6.9.5 Member of a ward committee as nominated by the Executive Mayor.
- 6.10 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:-
- 6.10.1 Municipal Manager;
 - 6.10.2 Chairperson of the performance audit committee or the audit committee in the absence of a performance audit committee;
 - 6.10.3 Municipal Manager from another municipality.
- 6.11 The Performance Management Unit of the municipality must provide secretariat services to the evaluation panels referred to in paragraphs 6.9 and 6.10.

S.B
 M.P
 R.M
 al
 R.M
 [Signature]

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:

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

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

S.B
R.~
H. H. H.

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:

Performance Score		Performance Bonus Percentage
From	To	
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.

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

S.B. [Signature] ad
del [Signature] R.~

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 2020 Performance Management System Framework document and Local Government Municipal Staff Regulations in terms of Gazette 45181, September 2021.

15. MINIMUM COMPETENCY LEVELS

- 15.1 The **Employee** shall ensure to attain the minimum competency levels required for the position within 18 months after the date of appointment, published in the Local Government Finance Management Act, 2003 Amendments to Municipal Regulations on Minimum Competency Levels 2007, Government Notice 41996 of 26 October 2018.

Thus done and signed at KLERKSDORP on this the 01 day of May 2022

AS WITNESSES:
1. [Signature]
2. [Signature]

[Signature]
EMPLOYEE

Thus done and signed at KLERKSDORP on this the 01 day of May 2022

AS WITNESSES:
1. [Signature]
2. [Signature]

[Signature]
EMPLOYER

S.B. d
R.M.H.P.
#

Adjusted Performance Plan

DIRECTOR: TECHNICAL AND INFRASTRUCTURE R MADIMUTSA

CITY OF MATLOSANA
Period 1 July 2021 to 30 June 2022

S.B
MR
R.M
#

PERATIONAL	Top Layer / Bottom Layer	IPD Linkage / Project ID	Budget Linkage	Item No.	Responsible Person	Key Performance Indicators (KPI) and Info	Objective	Key Performance Indicators (KPI) and Info	Annual Performance Target	Budget	Revised Target / Adjustment Budget	Base Line	Quarter	Quarterly Projected Target	Rating Key	Quarterly Actual Achievement	Actual Expenditure / Revenue	Reason for Deviation	Planned Remedial Action	Comments	Portfolio of Evidence
							To enhance an effective revenue collection systems in terms of section 64 (1) of the Municipal Finance Management Act No 56 of 2004, as amended (Municipal Finance Recovery Act).	Percentage of the activities as per the Council's approved Financial Recovery Plan by 30 June 2022	Reviewing at least 50% of all the activities as per the Council's approved Financial Recovery Plan by 30 June 2022	R0	Municipal Performance Assessment (MPPA) for 2021/2022	1	50% # of activities received / # of activities received	10 Activities received / 10 activities received	1	0%		Depending on the budget allocation the assigned activities will be implemented	No funding for assigned activities (an amount of R357 million is required for the activities to be achieved)	Approved Financial Recovery Plan, Management response / progress, Updated FRP report	
							To ensure that all the programmes RFPs are closed	Discontinue SDDIP inputs provided before the 2022/23 SDDIP is rolled	Providing the director's SDDIP inputs before the 2022/23 SDDIP is submitted by 25 May 2022	R0	Credible 2022/23 SDDIP	2	50% # of activities received / # of activities received	43% Activities received / 15 Activities received	2			Request for funding for the unfunded activities during budget adjustment	Request for funding for the unfunded activities during budget adjustment	Signed off SDDIP planning template, Attendance Register	
							To attend to all LIF meetings to ensure industrial harmony	Attending 11-12 LIF meetings by 30 June 2022	Attending 11-12 LIF meetings by 30 June 2022	R0	Municipal Performance Assessment (MPPA) for 2021/2022	3	50% # of activities received / # of activities received	4 Meetings attended	3			The one meeting was postponed as it did not form a quorum.	Notes, Agenda, Attendance registers, Minutes		
							To ensure that the set goals of council are achieved	Number of LIF meetings attended	Conducting 29 SDDIP meetings with senior personnel in own electorate conducted	R0	Municipal Performance Assessment (MPPA) for 2021/2022	4	50% # of activities received / # of activities received	2 Meetings attended / 3 Meetings attended	4			Meetings are being held weekly due to monitoring on progress and service delivery within the Directorate.	Notes, Agenda, Attendance Register, Minutes		
							To grade roads to maintain the existing road infrastructure	Kilometres roads graded in the CoM municipal area	Grading of 106 km roads in the ICOSH as per maintenance programme by 30 June 2022	R7 753 485 R2 846 445	Adjustment CC302022 18032022	1	15 km Graded R2 719	15 km Graded	1			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance Monthly reports, Recorisation spreadsheet, GO40 Lay-out plan		
							To address cleaned bogholes to ensure reactive maintenance of channels throughout the year	Kilometres of open storm-water channels cleaned	Cleaning 25 km of open storm-water channels as per maintenance programme in the CoM municipal area by 30 June 2022	R3 000 000 R40 000-137 458 431 - R3 500 000 for open storm-water channels + 3100/2022 R5 500 000 for other (general maintenance) 1803/2022	Municipal Performance Assessment (MPPA) for 2021/2022	2	30 km Graded R4474 980 - R3 445 440	25 km Graded R2 326 695	2			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance programme, Maintenance report Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	3	50% # of activities received / # of activities received	7 Meetings attended	3			Meetings are being held weekly due to monitoring on progress and service delivery within the Directorate.	Notes, Agenda, Attendance Register, Minutes		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	4	50% # of activities received / # of activities received	7 Meetings attended	4			Meetings are being held weekly due to monitoring on progress and service delivery within the Directorate.	Notes, Agenda, Attendance Register, Minutes		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	1	50% # of activities received / # of activities received	15 km Graded R2 719	1			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance Monthly reports, Recorisation spreadsheet, GO40 Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	2	50% # of activities received / # of activities received	25 km Graded R2 326 695	2			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance Monthly reports, Recorisation spreadsheet, GO40 Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	3	50% # of activities received / # of activities received	30 km Graded R4474 980 - R3 445 440	3			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance Monthly reports, Recorisation spreadsheet, GO40 Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	4	50% # of activities received / # of activities received	30 km Graded R5 815 845	4			Due to insufficient find on Grading of Roads Vets, the Section had to use the funds from Roads Maintenance Vote to top up the cost of the roads. The total cost of grading of roads and an amount of R1 289 902,86 from Roads Maintenance Vote which the total for Expenditure is R2 108 052, 16	Annual maintenance Monthly reports, Recorisation spreadsheet, GO40 Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	1	50% # of activities received / # of activities received	53 km Cleaned R2 400 000	1			The item listed was needed to Kxame to assist with the removal of soil from the PAU Project.	Annual maintenance programme, Maintenance report Lay-out plan		
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	2	50% # of activities received / # of activities received	7,1 km cleaned R5 200 000	2						
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	3	50% # of activities received / # of activities received	6 km Cleaned R2 500 000	3						
										R0	Municipal Performance Assessment (MPPA) for 2021/2022	4	50% # of activities received / # of activities received	5 km open storm-water channels cleaned R40 000 000 - R3 500 000	4						

Handwritten notes:
 4025232062RPO3ZZMM
 R. R.
 5.5

Top Layer / Bottom Layer	EP / Strategic / Project ID	Budget / Change	Item No.	Responsible Person	Key Performance Area (KPA)	Objective	Key Performance Indicators (KPI) and Type	Annual Performance Target	Budget	Revised Target / Adjustment	Base Lins	Quarter	Quarterly Projected Target	Rolling Key	Quarterly Actual Achievement	Actual Expenditure / Revenue	Reason for Deviation	Planned Remedial Action	Comments	Portfolio of Evidence								
Operational	N/A	N/A	WAT1	MT Thilo	Service Delivery & Infrastructure	To address main sewer blockages to ensure reactive maintenance of main sewers throughout the year	Kilometres of under ground storm-water pipe cleaned	Cleaning 20km of storm-water pipes as per maintenance programme in the CoM municipal area by 30 June 2022	R 0		180 453 km underground storm-water pipes cleaned	1	10km of storm-water pipes cleaned		10km of storm-water pipes cleaned						Annual maintenance programme Maintenance report Log-out plan							
									2	2km of storm-water pipes cleaned		2.03 km of storm-water pipes cleaned																
									3	8km of storm-water pipes cleaned																		
									4	20.5km of storm-water pipes cleaned																		
Operational	N/A	N/A	WAT2	MT Thilo	Service Delivery & Infrastructure	To provide basic municipal services	Percentage of households in the CoM area provided with access to basic level of water	Providing at least 97% of households in the CoM area with access to basic level of water by 30 June 2022	R 0		97%	1	97%								Registers of Hs with services Urban areas Water meter register with new installations.							
									2																			
									3																			
									4																			
Operational	N/A	N/A	WAT3	MT Thilo	Service Delivery & Infrastructure	To clean reservoirs to comply with legislation	Number of reservoirs cleaned	Cleaning 28 reservoirs according to the programme in the Midsigma area by 30 June 2022	R 334 134	Adjustment	29 Reservoirs cleaned	1	2 Reservoirs cleaned		4 Reservoirs cleaned	R 85 116					Annual programme: Cleaning check list GDMA Photos							
									2	10 Reservoirs cleaned		2 Reservoirs cleaned																
									3	10 Reservoirs cleaned																		
									4	10 Reservoirs cleaned																		
Operational	N/A	N/A	WAT4	MT Thilo	Good Governance and Public Participation	To obtain at least 95% of quality compliance working towards achieving the Blue Drop Award and to comply with the environmental health protection regulation	A minimum score of 95% of quality compliance obtained	Obtaining a minimum score of 95% of quality compliance on the Department of Water and Sanitation and IRIS water compliance system by 30 June 2022	R 0		98.15% on the Department of Water and Sanitation and IRIS water compliance system	1	Monthly compliance documentation submitted to DWS. Obtaining 96% on IRIS water compliance system		Obtaining 97% on IRIS water compliance system						Blue Drop Assessment Report Monthly Blue Drop System Report Blue Drop Score Report Feedback report							
									2	Monthly compliance documentation submitted to DWS. Obtaining 96% on IRIS water compliance system																		
									3	Monthly compliance documentation submitted to DWS. Obtaining 96% on IRIS water compliance system																		
									4	Monthly compliance documentation submitted to DWS. Obtaining 96% on IRIS water compliance system																		
Operational	N/A	N/A	WAT4	MT Thilo	Good Governance and Public Participation	To maintain existing infrastructure	Percentage of water losses reduced	Reducing water losses from 41% to 40% by replacing 40 malfunctioning municipal building consumption points and replacing 3 070 consumer stock water meters by 30 June 2022	R 0		700 Consumer meters (with compliance score added to 41%) to 41.9%	1	Replacing 10 malfunctioning municipal building consumption points. Replacement of 750 consumer stock water meters. 0.25% reduction in water losses (41% to 39.75%)		Replacing 10 malfunctioning municipal building consumption points. Replacement of 837 consumer stock water meters. 8.9% increase in water losses (41% to 49.9%)						Water replacement schedule. PRU installation report. Resendation spreadsheet. COAO. Photos							
									2	Replacing 10 malfunctioning municipal building consumption points. Replacement of 750 consumer stock water meters. 0.25% reduction in water losses (41% to 39.75%)																		
									3	Replacing 10 malfunctioning municipal building consumption points. Replacement of 750 consumer stock water meters. 0.25% reduction in water losses (41% to 39.75%)																		
									4	Replacing 10 malfunctioning municipal building consumption points. Replacement of 750 consumer stock water meters. 0.25% reduction in water losses (41% to 39.75%)																		

Handwritten notes:
 W.P.S.
 R.M.
 (Signature)

Top Layer / Bottom Layer	IDP Linkage / Project ID	Linkage	Item Nr.	Responsible Person	Key Performance Indicators (KPIs)	Performance Measurement (KPIs)	Weighting	Objectives	Key Performance Indicators (KPI) and Type	Annual Performance Target	Budget	Revised Target / Adjustment Budget	Base Line Quarter	Quarterly Projected Target	Rating / Key	Quarterly Actual Achievement	Actual Expenditure / Revenue	Reason for Deviation	Planned Remedial Action	Comments	Portfolio of Evidence
Operational	Operational	N/A	SMTS	KFT Trade	To maintain existing infrastructure	Percentage of all water leaks and burst pipe complaints resolved (telephonic, written and verbal) received by 30 June 2022	2,50%	To maintain existing infrastructure	Percentage of all water leaks and burst pipe complaints resolved (telephonic, written and verbal) received by 30 June 2022	Resolving at least 75% of all water leaks and burst pipe complaints in the Matiesana area (telephonic, written and verbal) received by 30 June 2022	R 0	Mid-Year Performance Assessment CC30/2022 dated 31/01/2022	13 827 below	70% Nr. Complaints received / Nr. resolved	1	46% 1 651 Complaints received / 533 resolved / 333 Complaints rolled over / 1 422 Resolved	R 485 048	Lack of resources to respond in time to the complaints.	Engage Finance Directorate regularly to procure material, increase fleet by 10 (5) trucks by 30 March 2022.	Complaints Register: Monthly reports to Council	
											2	70% Nr. Complaints received / Nr. resolved	2	85% 1 395 resolved / 800 resolved / 531 Complaints rolled over /		Lack of resources to respond in time to the complaints.	Prepare Minimum Stock Level list to SCM to procure required materials. Hold bi-weekly				
											3	70% Nr. Complaints received / Nr. resolved									
											4	70% Nr. Complaints received / Nr. resolved									
Operational	Operational	N/A	SANT	JJ Puses	To provide basic municipal services	Percentage of households in the CSM area provided with access to basic level of sanitation by 30 June 2022	2,50%	To provide basic municipal services	Providing at least 80% - 82% of households in the CSM area with access to basic level of sanitation by 30 June 2022	Providing at least 80% - 82% of households in the CSM area with access to basic level of sanitation by 30 June 2022	R 0	Mid-Year Performance Assessment CC30/2022 dated 31/01/2022	170 545 / 15 125 below	1	100% Nr. of HH with access / Nr. of HH below minimum level	R 485 048	The use of Plant Hire wasted in over achieving.	Register of HH with access to sewer house connection register with new installations.			
										2	100% Nr. of HH with access / Nr. of HH below minimum level										
										3	100% Nr. of HH with access / Nr. of HH below minimum level										
										4	100% Nr. of HH with access / Nr. of HH below minimum level										
Operational	Operational	7510230802MWP232ZNM	SANT	JJ Puses	To address main / outfall sewer blockages to ensure a healthy environment for the community	Kilometers of main / outfall sewers and blockages cleaned	2,50%	To address main / outfall sewer blockages to ensure a healthy environment for the community	Cleaning 40 km of main / outfall sewers as per program in the CSM municipal area by 30 June 2022	Obtaining 40 km of main / outfall sewers as per program in the CSM municipal area by 30 June 2022	R 0	Mid-Year Performance Assessment CC30/2022 dated 31/01/2022	170 545 / 15 125 below	1	100% Nr. of main / outfall sewers cleaned	R 485 048	The use of Plant Hire assisted in over achieving.	Register of HH with access to sewer house connection register with new installations.			
										2	100% Nr. of main / outfall sewers cleaned										
										3	100% Nr. of main / outfall sewers cleaned										
										4	100% Nr. of main / outfall sewers cleaned										
Operational	Operational	N/A	SANT	JJ Puses	To improve the Green Drop score in improved waste water quality management	A percentage of the minimum score of the IRIS Green Drop score obtained by Water & Sanitation (IRIS Green Drop compliance system) by 30 June 2022	2,50%	To improve the Green Drop score in improved waste water quality management	Obtaining a minimum score of 75% - 79% of IRIS Green Drop score obtained by Water & Sanitation (IRIS Green Drop compliance system) by 30 June 2022	Obtaining a minimum score of 75% - 79% of IRIS Green Drop score obtained by Water & Sanitation (IRIS Green Drop compliance system) by 30 June 2022	R 0	Mid-Year Performance Assessment CC30/2022 dated 31/01/2022	170 545 / 15 125 below	1	73% Monthly compliance documents submitted to DWS. Obtaining 61% IRIS wastewater effluent compliance system	R 485 048	The use of Plant Hire assisted in over achieving.	Register of HH with access to sewer house connection register with new installations.			
										2	73% Monthly compliance documents submitted to DWS. Obtaining 61% IRIS wastewater effluent compliance system										
										3	73% Monthly compliance documents submitted to DWS. Obtaining 61% IRIS wastewater effluent compliance system										
										4	73% Monthly compliance documents submitted to DWS. Obtaining 61% IRIS wastewater effluent compliance system										
Operational	Operational	N/A	SANT	JJ Puses	To maintain existing infrastructure and respond to all complaints related to sewer blockages	A percentage of all main / outfall sewers blockage complaints in the Matiesana area resolved	2,50%	To maintain existing infrastructure and respond to all complaints related to sewer blockages	Resolving at least 80% - 85% of all main / outfall sewers blockage complaints in the Matiesana area (telephonic, written and verbal) received by 30 June 2022	Resolving at least 80% - 85% of all main / outfall sewers blockage complaints in the Matiesana area (telephonic, written and verbal) received by 30 June 2022	R 0	Mid-Year Performance Assessment CC30/2022 dated 31/01/2022	170 545 / 15 125 below	1	89% Nr. Complaints received / Nr. resolved	R 485 048	The use of Plant Hire assisted in over achieving.	Register of HH with access to sewer house connection register with new installations.			
										2	89% Nr. Complaints received / Nr. resolved										
										3	89% Nr. Complaints received / Nr. resolved										
										4	89% Nr. Complaints received / Nr. resolved										

50000 Rm
20000 Rm

Top Layer / Bottom Layer	DP (Strategic / Project ID)	Budget (Change)	Item No.	Responsible	Key Performance Area (KPA)	Back to Basics	Weighting	Objectives	Key Performance Indicators (KPI) and Type	Annual Performance Target	Budget	Revised Budget Adjustment	Bare Line	Quarterly	Quarterly Projected Target	Rolling Key	Quarterly Actual Achievement	Actual Expenditure / Revenue	Reason for Deviation	Planned Remedial Action	Comments	Portfolio of Evidence		
Operational	EL13	N/A		D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Percentage of electricity losses reduced	Reducing non-technical electrical losses from 31% to 32% by replacing at least 480 faulty conventional / pre-paid meters, carrying out 600 scheduled inspection on suspect emptying and illegal connections and replacement of 200 transformers & RMUs in municipal supplied areas by 30 June 2022.	R 0		731 tampering	1	Replanning 120 building conventional / pre-paid meters and carry out 150 tampering inspections and servicing 20 Transformers and RMUs in the CoM area. 0.5% electricity losses	Replaced 136 faulty conventional / pre-paid meters and 197 tampering inspections conducted and serviced 19 Transformers and RMUs in the CoM area. Awaiting info from finance on electricity losses		Design in developing of SLA for the contractor supplied	Program will be revised to accommodate the outstanding services	more inspections were done due to amnesty implementation	Appointment letter, RMU and transformer maintenance schedule, Monthly report, Layout plan, Photos.			
Operational	EL13	N/A		D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Percentage of low voltage complaints resolved	Resolving 100% of all low voltage complaints in the CoM licensed area (telephone, written and verbal) received in accordance to NRS-347-1 Electricity Supply Quality of Service (Minimum Standard) by 30 June 2022 (Time to resolve customer complaints received in person/telephone - 24 hours. Time to resolve customer written complaints - 2 weeks)	R 0		Electricity losses increased with 9% (from 28% to 34%) 454 faulty meters replaced	2	Replanning 120 building conventional / pre-paid meters and carry out 150 tampering inspections and servicing 30 Transformers and RMUs in the CoM area. 0.5% electricity losses	Replaced 145 faulty conventional/pre-paid meters and 185 tampering inspections conducted and serviced 13 Transformers and RMUs in the CoM area. Electrical losses increased with 2% from 34% to 35%		Underachievement on setting of balancing of target on of the 3rd quarter, which reflect total target of 90 against actual achievement of 87. Aging infrastructure contributed to increased technical losses and an increase number in meter tampering contributed to increase in non technical losses.	Investment in network rehabilitation, installation of anti-tampering boxes and replacement of manual metering with smart meters	The overachievement on replacement of faulty meters include addressing the backlog of metering boxes and replacement of manual metering with smart meters	Complaints Register, Monthly reports to Council			
Operational	EL14	N/A		D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Proportion of medium voltage forced interruptions complaints resolved	Resolving at least 80%-85% of all medium voltage forced interruptions within industry planned timeframe (8 hours) in the CoM licensed area in accordance to NRS-487-1 Electricity Supply Quality of Service (Minimum Standard) by 30 June 2022 (Time to restore supply after a forced interruption - 24 hours. Time to resolve customer written complaints received in person/telephone - 2 weeks)	R 0		Low voltage complaints resolved 100%	3	Nr. resolved / Nr. resolved	1239 Resolved/ 1238 Resolved								
Operational	EL14	N/A		D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Proportion of medium voltage forced interruptions complaints resolved	Resolving at least 80%-85% of all medium voltage forced interruptions within industry planned timeframe (8 hours) in the CoM licensed area in accordance to NRS-487-1 Electricity Supply Quality of Service (Minimum Standard) by 30 June 2022 (Time to restore supply after a forced interruption - 24 hours. Time to resolve customer written complaints received in person/telephone - 2 weeks)	R 0		Medium voltage forced interruptions resolved 100%	4	Nr. received / Nr. resolved	1239 Resolved/ 1238 Resolved								

Handwritten notes:
 al
 R
 5.0
 al

PERFORMANCE	Top Layer / Bottom Layer	IDP Project ID	Budget Lineage	Item Nr.	Responsible Person	Key Performance Area (KPA)	Back to Basics	Weighting	Objectives	Key Performance Indicators (KPI) and Type	Annual Performance Target	Budget	Revised Target / Adjustment Budget	Score Line	Quarter	Quarterly Projected Target	Rating Key	Quarterly Actual Achievement	Actual Expenditure / Revenue	Reason for Deviation	Planned Remedial Action	Comments	Portfolio of Evidence			
A	Operational	Operational	NA	ELES	D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Percentage of street lights complaints resolved	Resolving at least 80%-90% of all street lights complaints in the Malibon licensed area from received by 30 June 2022	R 0	Mid-Year Performance Assessment C30/2022 dated 31/01/2022	82%	1	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	28% 131 Received / 297 roll over / 45 resolved	23%	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program	Prepare Minimum Stock Level list to SCM to procure required materials. Engage Finance Directorate regularly to procure material. Increase Fleet by four (4) cherry pickers by 30 March 2022.		Complaints Register. Monthly reports to Council	
											2	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	68% 130 Received / 398 roll over / 46 resolved	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program	Prepare Minimum Stock Level list to SCM to procure required materials. Hold bi-weekly materials meetings with Finance								
											3	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	31% 819 Received/239 Resolved / 558 roll over/152 roll over resolved	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program. The equipment has been repaired and awaiting to address backlog	The Site Directorate has submitted a list for procurement of materials to the stores for critical streetlights maintenance. The equipment has been repaired and awaiting to address backlog								
											4	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	72% 92 Received / 42 Resolved / 124 roll over / 0 resolved	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program	Prepare Minimum Stock Level list to SCM to procure required materials		Complaints Register. Monthly reports to Council						
B	Operational	Operational	NA	ELES	D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Percentage of high mast light complaints resolved	Resolving at least 80%-90% of all high mast light complaints within 30 days in the Cool licensed area (telephonic, written and verbal) within a month from received by 30 June 2022	R 0	Mid-Year Performance Assessment C30/2022 dated 31/01/2022	80%	1	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	25% 20 Received / 10 Resolved. Backlog 134 and backlog resolved 35	25%	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program	Prepare Minimum Stock Level list to SCM to procure required materials. Hold bi-weekly materials meetings with Finance	POE TO BE SUBMITTED		Complaints Register. Monthly reports to Council
											2	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	60% 92 Received/59 Resolved / 108/70 roll over resolved	This is due to shortage of material at municipal central stores which affects the developed Maintenance Program	Prepare Minimum Stock Level list to SCM to procure required materials. Hold bi-weekly materials meetings with Finance	POE TO BE SUBMITTED	More repairs were done during week in February 2022, and Eskom switch on lights that they switch off due to network.						
											3	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	91% 31 Received / 29 Resolved / 1 roll over / 0 resolved	Out of outstanding traffic lights complaints, 29 resolved and 1 not covered by insurance	Awaiting approval of two new devices request for repair of two unutilised traffic control signals.	REPAIRS OF TRAFFIC LIGHTS (20 DEVIATIONS)							
											4	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	95% 50 Received / 48 Resolved / 3 roll over/ 2 resolved	Increase in fault and vandalism of cables on traffic lights which has been worsen by non-availability of material.									
B	Operational	Operational	NA	ELES	D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To maintain existing infrastructure	Percentage of traffic control signals complaints resolved	Resolving 80%-90% of all traffic control signals complaints within 7 days in the Cool licensed area (telephonic, written and verbal) received by 30 June 2022	R 0	Mid-Year Performance Assessment C30/2022 dated 31/01/2022	92.5%	1	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	58% 146 Received / 10 Resolved / 7 roll over / 0 resolved	58%	Roll over not yet resolved		Complaints Register. Monthly reports to Council		
											2	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	95% 50 Received / 48 Resolved / 3 roll over/ 2 resolved	Increase in fault and vandalism of cables on traffic lights which has been worsen by non-availability of material.									
											3	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	92% 58 Received / 54 Resolved / 3 roll over/ 2 resolved	Increase in fault and vandalism of cables on traffic lights which has been worsen by non-availability of material.									
											4	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	80% Nr. received / Nr. resolved	58% 146 Received / 10 Resolved / 7 roll over / 0 resolved	Roll over not yet resolved									
B	Operational	Operational	NA	ELES	D Ramona	Good Governance and Public Participation	Infrastructure Services	2.5%	To reduce possible fraud and illegal tampering to Council's electricity network assets	Percentage of electricity meter tampering investigations complaints resolved	Conducting at least 90% of all electricity meter tampering investigations, as received from finance and community up-to 30 June 2022	R 0	Mid-Year Performance Assessment C30/2022 dated 31/01/2022	98%	1	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	100% 5 Resolved / 7 roll over / 1 resolved	100%	The current negative financial position of the Municipality has directed us to no more work on		Complaints Register. Monthly reports to Council. Resolution.		
											2	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	100% 5 Resolved / 7 roll over / 1 resolved	The current negative financial position of the Municipality has directed us to no more work on									
											3	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	100% 5 Resolved / 7 roll over / 1 resolved	The current negative financial position of the Municipality has directed us to no more work on									
											4	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	80% Nr. received / Nr. investigated	100% 5 Resolved / 7 roll over / 1 resolved	The current negative financial position of the Municipality has directed us to no more work on									

102%

KPI's 40 TL 22 BL 18

[Signature]
R. MADONISA
DIRECTOR TECHNICAL AND INFRASTRUCTURE

[Signature]
L. SEAMEISO
ACTING MUNICIPAL MANAGER

[Handwritten]
LMP 5.5