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ANNEXURE 1: MUNICIPAL SECTOR PLANS, POLICIES & BY-LAWS

No	POLICY	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT /PERSON	SIGN OFF MUNICIPAL MANAGER
GOOD GOVERNANCE AND PUBLIC PARTICIPATION						
1	Delegation Framework	November 2021		When required	Manager Strategic Support	
2	Communication & Information Disclosure	11/2005		When required	Manager Strategic Support	
3	Public Participation	4 July 2013	9.6.1	When required	Manager Stakeholder & IGR	
4	Vulnerable Groups Mainstreaming	4 July 2013	9.8.2	When required	Manager Stakeholder & IGR	
5	Customer Care Policy	2010		When required	Manager Stakeholder & IGR	
6	Customer Care Policy Statement	2010		When required	Manager Stakeholder & IGR	
7	Central Register Manual	27 March 2013	10.5 – 1.5	When required	Manager Council Support	Y
8	Records Management	27 March 2013	10.5-1.6	When required	Manager Council Support	Y
9	Communication Policy	30 July 2021		When required	Manager Strategic Support	
10	Communication Strategy 5 years	30 May 2022				
11	Social media	30 July 2021		When required	Manager Strategic Support	
12	Branding Policy	14 December 2018		When required	Manager Strategic Support	
13	Internal Audit Charter	19 March 2018		Annually	Chief Audit Executive	
14	Audit Committee Charter	18 March 2018	Approved by audit committee	When required	Chief Audit Executive	
15	PAIA Manual	30 May 2022	036/SCM/19	When required	Manager Strategic Support	
16	Anti-corruption strategy			When required	Manager Governance & Compliance	
17	Performance Management	2018		When required	Manager Governance & Compliance	
18	Risk Management Policy and Framework	30 May 2017	032/scm/17	When required	Manager Governance & Compliance	
MUNICIPAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMNET						
19	Leave	31 May 2023	010/SCM/21	When required	HR,LR & Legal Manager	Y
20	Recruitment and Selection	31 May 2023	010/SCM/21	When required	HR,LR & Legal Manager	Y
21	Skills Development	26 February 2021	010/SCM/21	When required	HR,LR & Legal Manager	Y
22	Promotion, Demotion and Transfer	31 March 2015	10.7.2.1.1	When required	HR,LR & Legal Manager	Y
23	Bereavement	31 March 2015	10.7.2.1.1	When required	HR,LR & Legal Manager	Y
24	Remuneration	26 February 2021	010/SCM/21	When required	SEM, HR, LR & Legal Manager	Y

No	POLICY	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT /PERSON	SIGN OFF MUNICIPAL MANAGER
25	Subsistence and Travelling	31 May 2023	025/SCM/21	When required	LR & Legal Manager	Y
26	Employee's assistance Programme (EAP)	28 March 2014	10.3-1.1	When required	LR & Legal Manager	Y
27	Essential user scheme	29 September 2014	10.6.1	Annually	SEM	Y
28	Relocation	6 June 2016	7.1.3.1	Annually	LR & Legal Manager	Y
29	Perks/travelling allowance	26 May 2021	025/SCM/21	Annually	LR & Legal Manager	Y
30	Scarce Skills Renumeration	6 June 2016	7.1.3.1	When Required	LR & Legal Manager	Y
31	Housing Subsidy/Allowance Scheme Home Owners and Gap Market Employees	6 June 2016	7.1.2.1	Annually	LR & Legal Manager	Y
32	Cellular Phone	31 May 2023	010/SCM/21	Annually	LR & Legal Manager	Y
33	Termination of Employment	31 may 2023	023/OCM/17	When required	LR & Legal Manager	Y
34	Training and Development	6 June 2016	7.1.3.1	When required	LR & Legal Manager	Y
35	Sexual Harassment	29 September 2015	10.1.1.1	When required	LR & Legal Manager	Y
36	Health and Safety	28 July 2017	023/OCM/17	When required	LR & Legal Manager & OHS Committee	Y
37	Sport, Recreation and Wellness	29 September 2015	10.1.1.	When required	LR & Legal Manager	Y
38	Alcohol and Drug abuse	29 September 2015	10.1.1.1	When required	LR & Legal Manager	Y
39	Affirmative Action and Employment Equity	28 March 2014		When required	LR & Legal Manager	Y
40	Attraction & Retention	28 March 2014	10.3.1.1	When required	LR & Legal Manager	Y
41	Disciplinary and Grievance Policy & Procedure	23 August 2018	051/SCM/18	When required	LR & Legal Manager	Y
42	Qualification Recognition	23 August 2018	051/SCM/18	When required	LR & Legal Manager	Y
43	Exit Interviews	2010				
44	Telephone Usage	27 March 2013	10.5-1.4	When required	Manager Council Support	Y
45	Housing	27 March 2013	10.5-1.8	When required	Manager Council Support	Y
46	Catering	31 March 2015	10.7.2.1	Annually	Manager Council Support	Y
47	Fleet Management	3 July 2009	8.5-3.2	When required	Manager Roads	
48	Internship Programme Framework and Policy	31 May 2023				
49	Inservice Training	31 May 2023				
50	Danger Allowance					
51	Probation Management	31 May 2023				
52	Telephone Usage					
53	Vehicle Allowance	31 May 2023				
54	Use of Mayor & Speaker Vehicle	5 December 2014	10.7.3.1	When required	Manager Strategic Support	
FINANCIAL VIABILITY AND MANAGEMENT						
55	Supply Chain Management	31 May 2023		Annually	Manager SCM	Y
56	Credit Control and Debt Collection	31 May 2023		Annually	Manager Revenue	Y
57	Asset Management and Insurance	31 May 2023		Annually	Manager SCM	Y
58	Property Rates and Valuation	31 May 2023		Annually	Manager Revenue	Y
59	Information System Security/IT Change Management	30 June 2016 All these policies form part on the	10.3.3.	When required	Manager ICT	

No	POLICY	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT /PERSON	SIGN OFF MUNICIPAL MANAGER
	Patch Management Privacy Network access Server Hardening Account Management Policy Administration and Special access Physical security Portable computing Password Acceptable Use Virus Protection Vendor Access Network configuration Electronic Mail Software Liscencing	one main IT policy				
60	ICT Strategic Plan	31 May 2023		When required	Manager ICT	
61	Municipal Corporate Strategic ICT Governance Framework	31 May 2023		When required	Manager ICT	
62	Tariff & Services	31 May 2023		Annually	Manager Revenue	
63	Disaster Recovery Plan Municipal Corporate Governance of information Communication Technology (MCGICT) Senqu Municipality Disaster Recovery Plan IT Data Backup Recovery & Retention IT Governance Charter IT Internal Audit Plan IT Management IT Operating Systems Security IT Project and Portfolio Management IT Risk Management IT Risk Register Template IT Security control IT SLA Management IT User Access Management IT Strategic Plan	30 June 2016	10.3.2	When required	Manager ICT	
64	Borrowing and Funding and Reserves	31 May 2023		Annually	CFO	
65	Cash Management and Investment	31 May 2023		Annually	Manager Revenue	
66	Debt Incentive Scheme	31 May 2023		Annually	Manager Revenue	
67	Impairments to debtors and the writing off Irrecoverable Debt 2021-22	26 May 2021		Annually	Manager Revenue	
68	Free Basic Services and Indigent Subsidy	31 May 2023		Annually	Manager Revenue	
69	Virement	31 May 2023		Annually	Manager BTO	
70	Municipal Cost Containment	31 May 2023		Annually	CFO	
71	IDP (Integrated development Plan) Process and Budget	31 May 2023				
72	Liquidity	31 May 2023		Annually	Manager BTO	
SPATIAL RATIONAL						
73	Subdivision, rezoning, consolidation and building	29 September 2015	10.4.1.1.		Manager Housing and Town Planning	
LOCAL ECONOMIC DEVELOPMENT						
74	Street and Public Names	2021		When required	Manager IPED	
75	Draft Trade and Investment	Draft 2018		When required	Manager IPED	

No	POLICY	DATE APPROVED/ REVIEWED	Resolution No	REVIEWAL DATE	RESPONSIBLE DEPARTMENT /PERSON	SIGN OFF MUNICIPAL MANAGER
BASIC SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT						
76	Roads	26 June 2015	11 5.8	When required	Manager Roads	
77	Pauper Burial	2 November 2010	7.10-3.1	When required	Manager Community Services	
78	Use of Municipal Facilities	2010		When required	Manager Community Services	
79	Expanded Public Works (EPWP) Framework and policy	31 May 2023		When required	Manager PMU	
80	EPWP Framework Phase 3	May 2016		When required	Manager PMU	
81	EPWP Framework Phase 4	2020		When required	Manager PMU	

BYLAWS

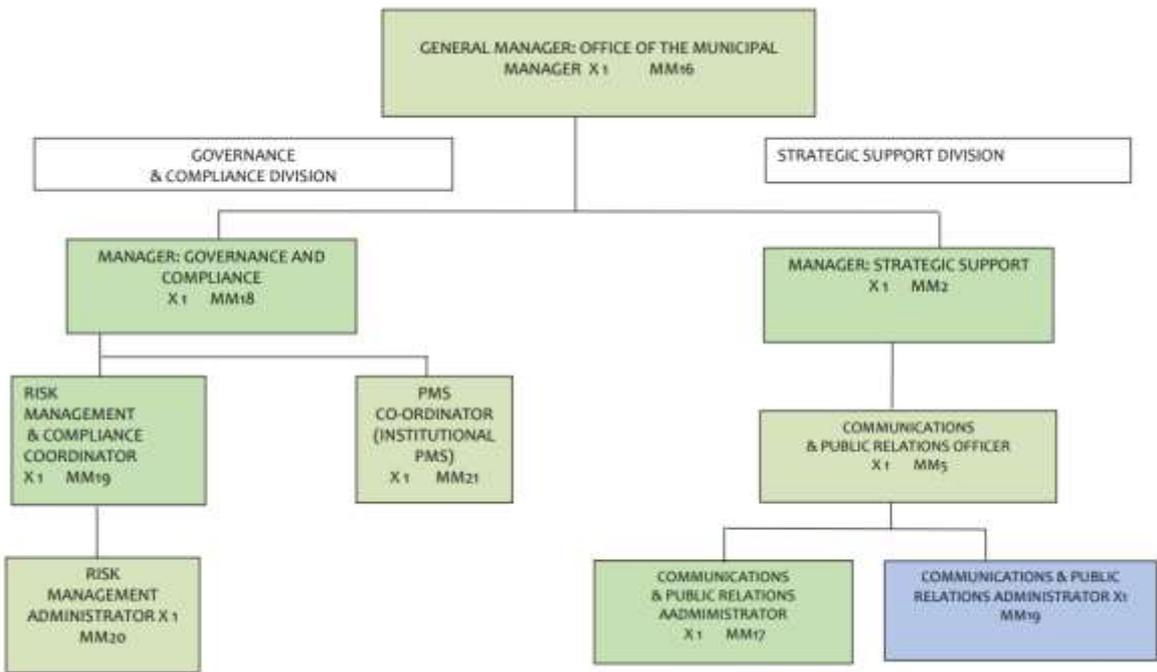
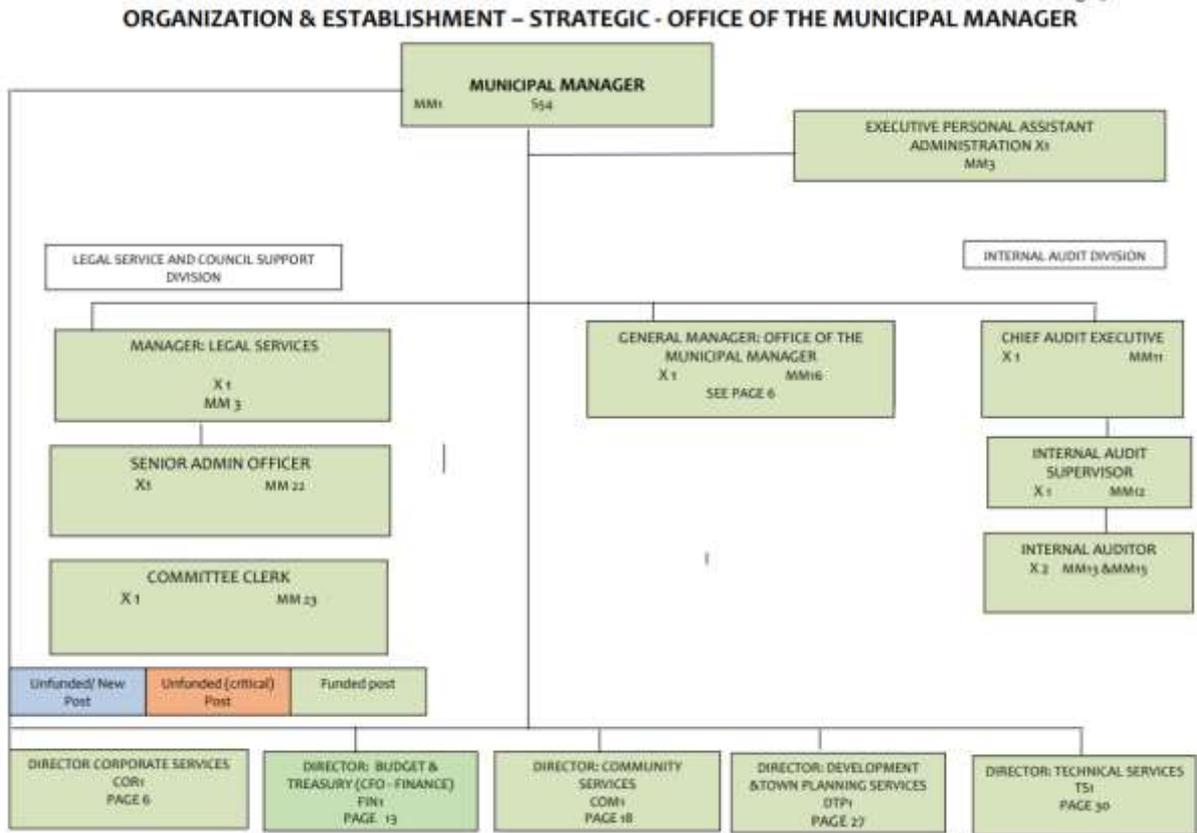
Bylaw	Gazette promulgated	Date
Building control 2017	4217	1 April 2019
Child care services 2017	4217	1 April 2019
Corporate identity 2017	4217	1 April 2019
Credit control and debt collection	4217	1 April 2019
Electricity supply 2017	4217	1 April 2019
Indigent support 2017	4217	1 April 2019
Keeping of animals, birds and poultry and businesses relating thereto 2017	4217	1 April 2019
Municipal Commonage 2017	4217	1 April 2019
Nuisance Control 2017	4217	1 April 2019
Outdoor advertising and signage 2017	4217	1 April 2019
Prevention of tampering with electrical installations and the improper and unauthorised use of such installations 2017	4217	1 April 2019
Liquor Trading 2017	4217	1 April 2019
Property Rates 2017	4217	1 April 2019
Public Amenities 2017	4217	1 April 2019
Street lighting 2017	4217	1 April 2019
Tariffs 2017	4217	1 April 2019
Roads and streets 2017	4217	1 April 2019
Road traffic 2017	4217	1 April 2019
Business and street trading 2017	4217	1 April 2019
Wayleaves 2017	4217	1 April 2019
Waste Management 2017	4217	1 April 2019
Anti Land Invasion bylaw		December 2022
SPLUMA bylaw		2016

MUNICIPAL PLANS AND STRATEGIES

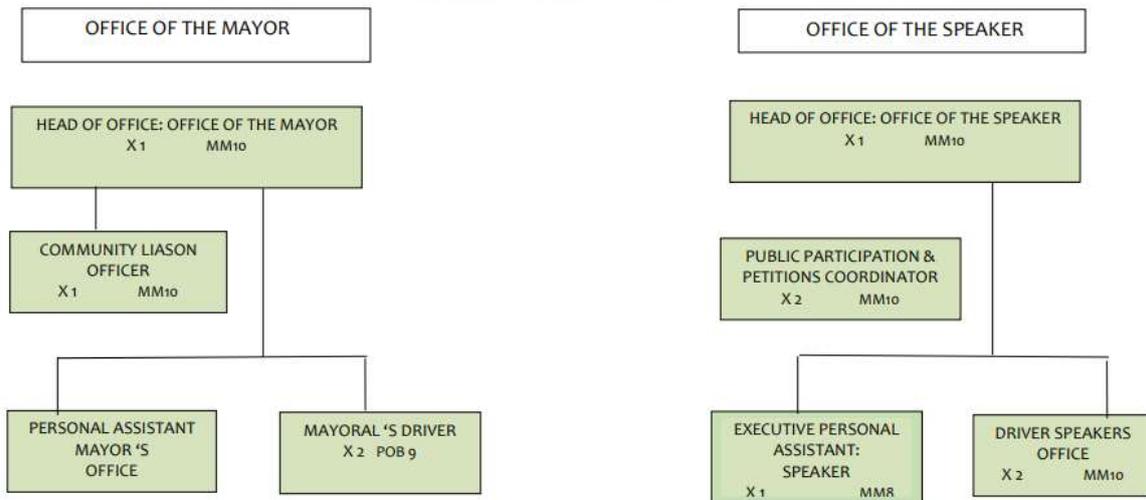
No	Plan or Strategy	Adoption date	Resolution No	Review when	Responsible Department
1	HIV & AIDS Strategy	27 March 2013	10.16.1	When required	Corporate Services
2	Branding Manual	2022		When required	Municipal Manager
3	Spatial Development Framework	December 2022		Every 5 years	DTPS
4	Sterkspruit LSDF 2017	2017		When required	DTPS
5	Lady Grey LSDF 2020			When required	DTPS
6	Barkly East LSDF 2021			When required	DTPS
7	Housing Sector Plan 2020			When required	DTPS

No	Plan or Strategy	Adoption date	Resolution No	Review when	Responsible Department
8	Land Use Management System and Framework	31 March 2017		When required	DTPS
9	Fraud Prevention Plan	December 2018		When required	Municipal Manager
10	LED Strategy	June 2022		Every 5 years	DTPS
11	Responsible Tourism Plan	June 2022		Every 5 years	DTPS
12	Sterkspruit Small town revitalisation	2016		When required	DTPS
13	Barkly East Small Town revitalisation Plan	2017		When required	DTPS
14	Integrated Waste Management Plan	Adopted 2018	No accepted by MEC . To be reviewed 2021/22	Every 5 years	Community Services
20	5 Year financial Plan	Adopted May 2022 and reviewed annually with IDP		Every 5 years	Finance
21	Work Place Skills Plan	Adopted annually		Annually	Corporate Services
22	Employment Equity Plan	November 2022		Every 5 years	Corporate Services
23	HR Strategy	29 May 2020		Every 5 years	Corporate Services
24	Organogram	Reviewed annually and adopted with IDP		Annually	
25	Water Services Development Plan, Water Resources Plan, Forestry Plan	Utilise JGDM		Every 5 years	JGDM
26	Integrated Transport Plan	Not a transport authority. Utilise JGDM		Every 10 years	JGDM
27	Energy Master Plan	Not a REDS			
28	Area Based Plans (Land Reform)	Not applicable as not DM. utilise JGDM		Every 10 years	JGDM
29	Municipal turnaround strategy	Completed		N/A	
30	Infrastructure Investment Plan (EPWP)	Yes as part of 3 yr CIP and EPWP projects		Every 5 years	Technical Services
31	Road and Stormwater Master Plan	2008		When required	Technical Services
32	Commonage Plan	2017		When required	Community Services

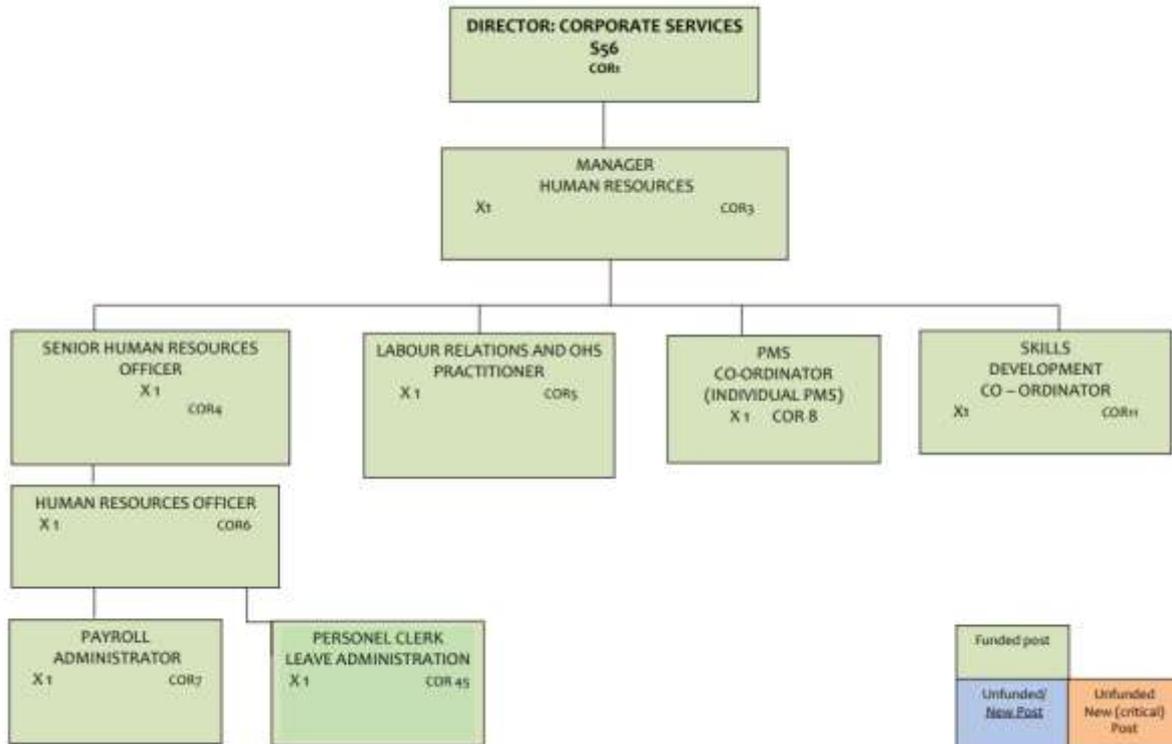
ANNEURE 2: ABRIDGED ORGANOGRAM



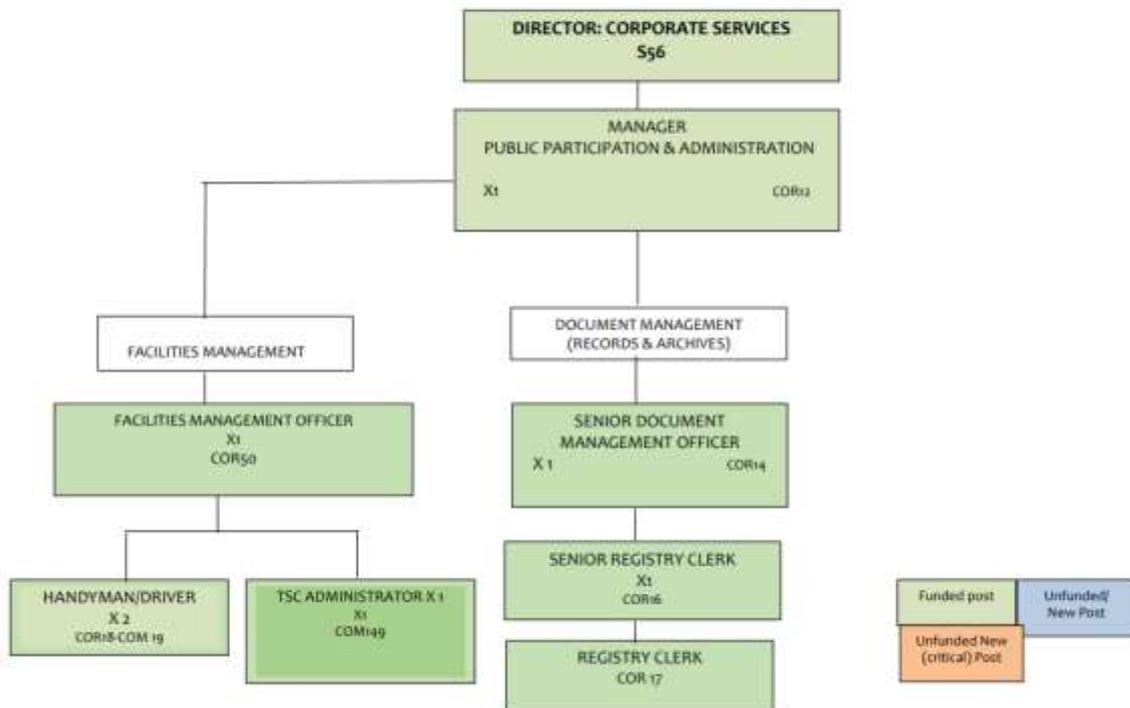
SUPPORT TO THE OFFICES OF THE POLITICAL OFFICE BEARERS



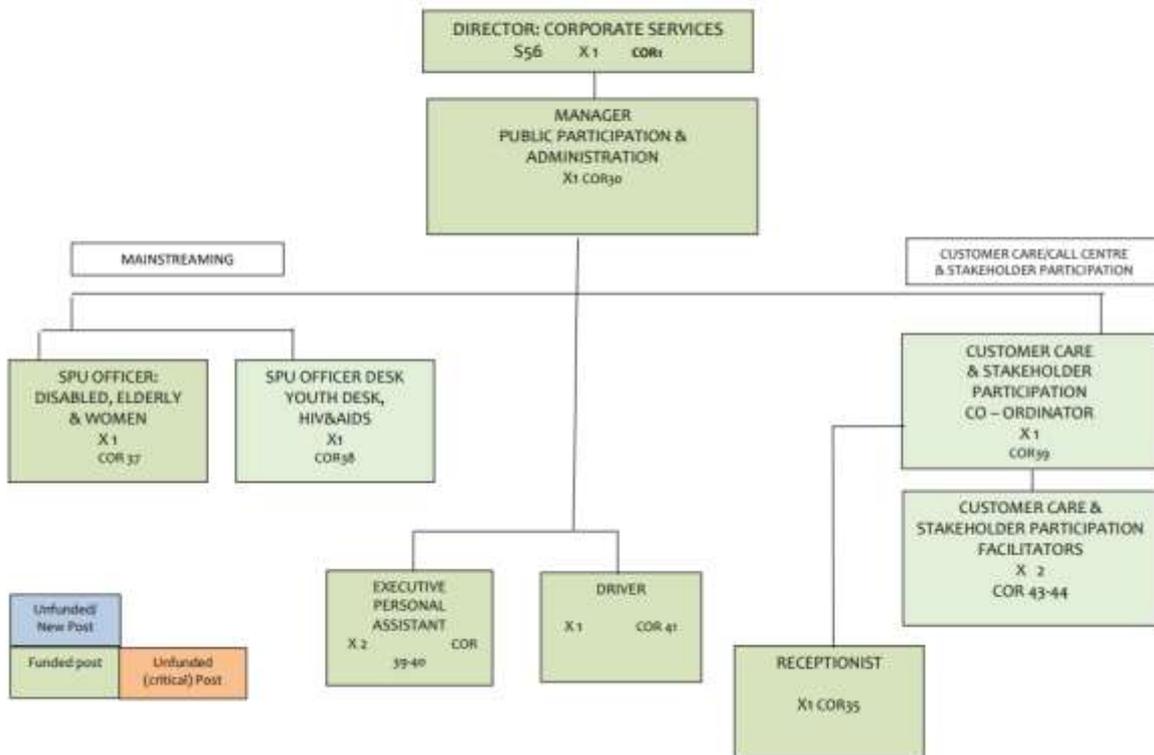
ORGANIZATION & ESTABLISHMENT- DIRECTORATE: CORPORATE SERVICES HUMAN RESOURCES



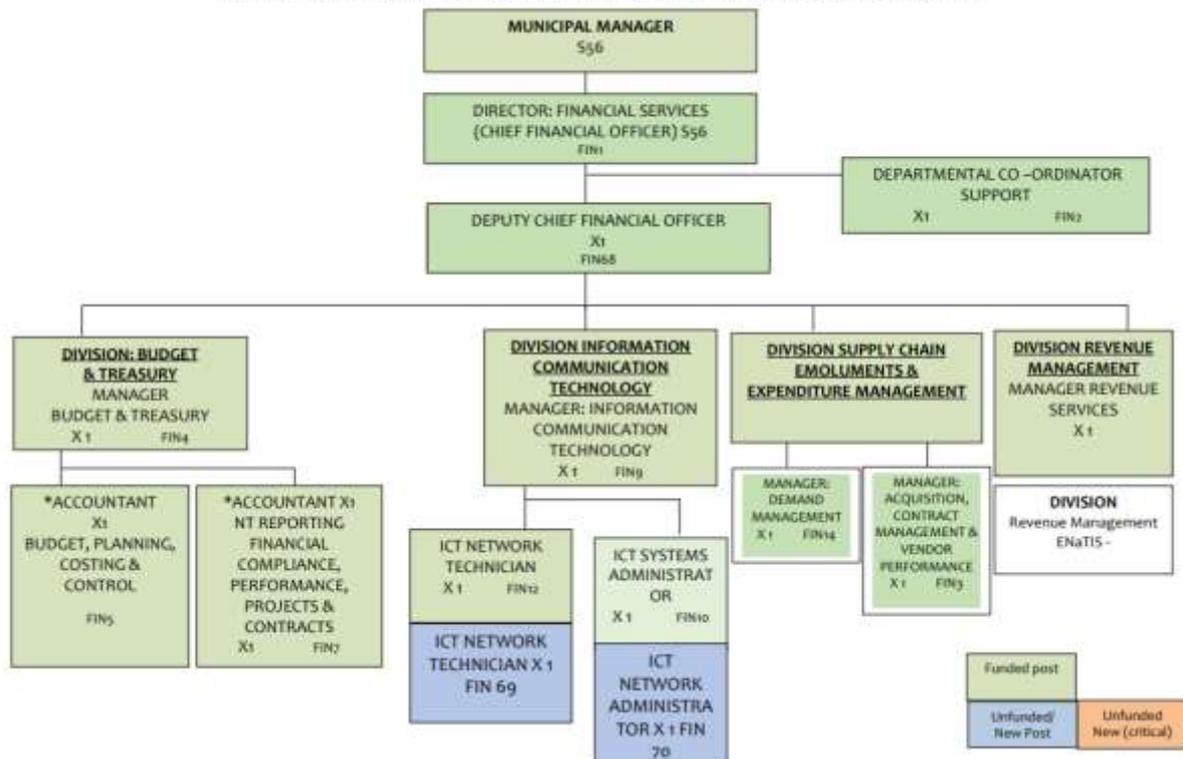
**ORGANIZATION & ESTABLISHMENT DIRECTORATE: CORPORATE SERVICES
ADMINISTRATION & CORPORATE FACILITIES MANAGEMENT**



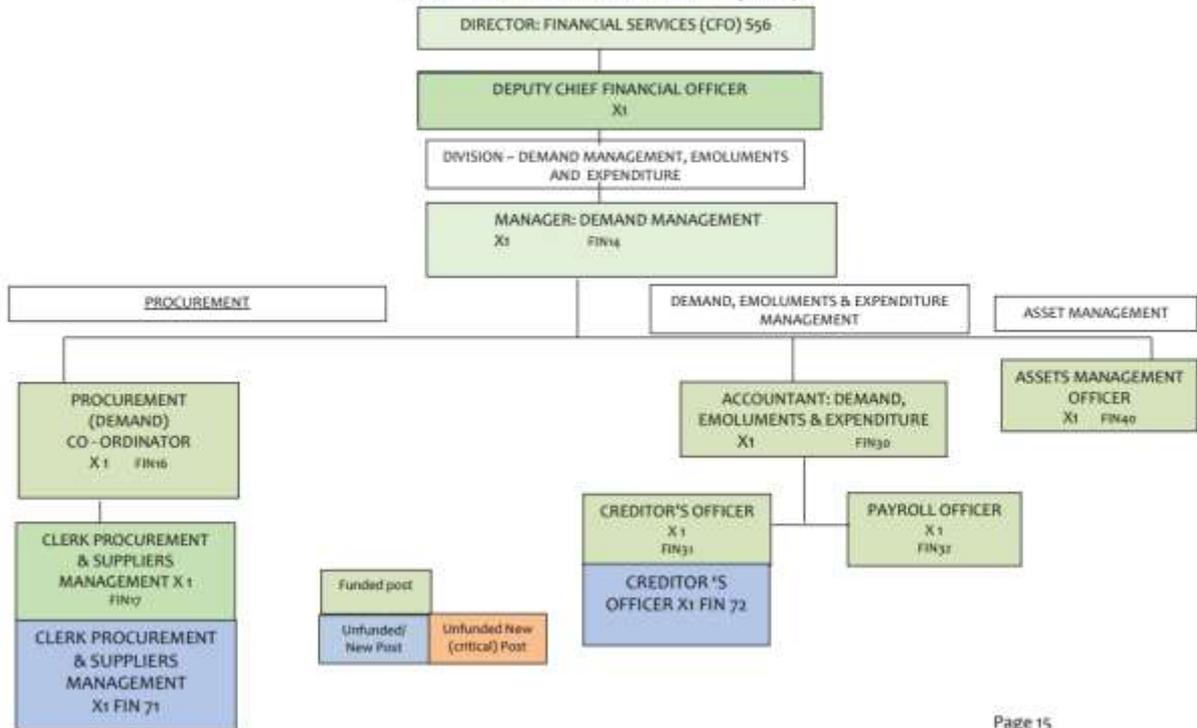
**ORGANIZATION & ESTABLISHMENT DIRECTORATE: CORPORATE SERVICES
ADMINISTRATION & CORPORATE FACILITIES MANAGEMENT**



ORGANIZATION & ESTABLISHMENT: DIRECTORATE: FINANCIAL SERVICES

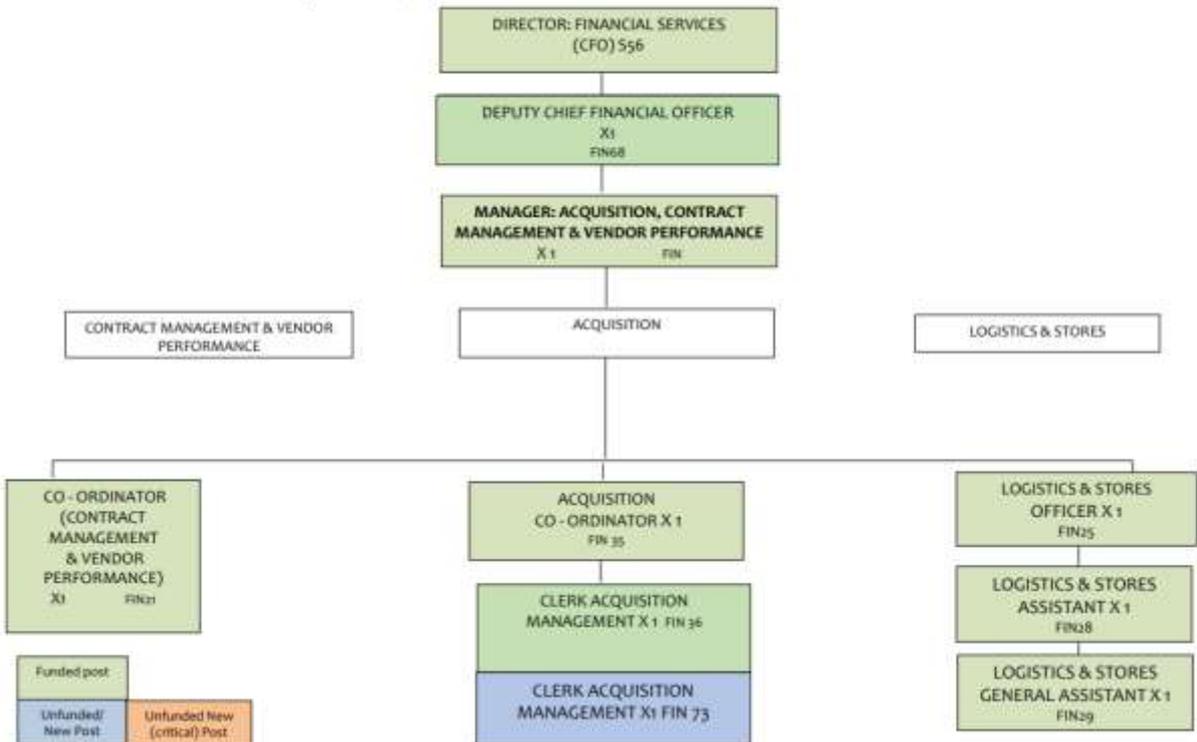


**ORGANIZATION & ESTABLISHMENT: DIRECTORATE: FINANCIAL SERVICES
SUPPLY CHAIN MANAGEMENT (SCM)**

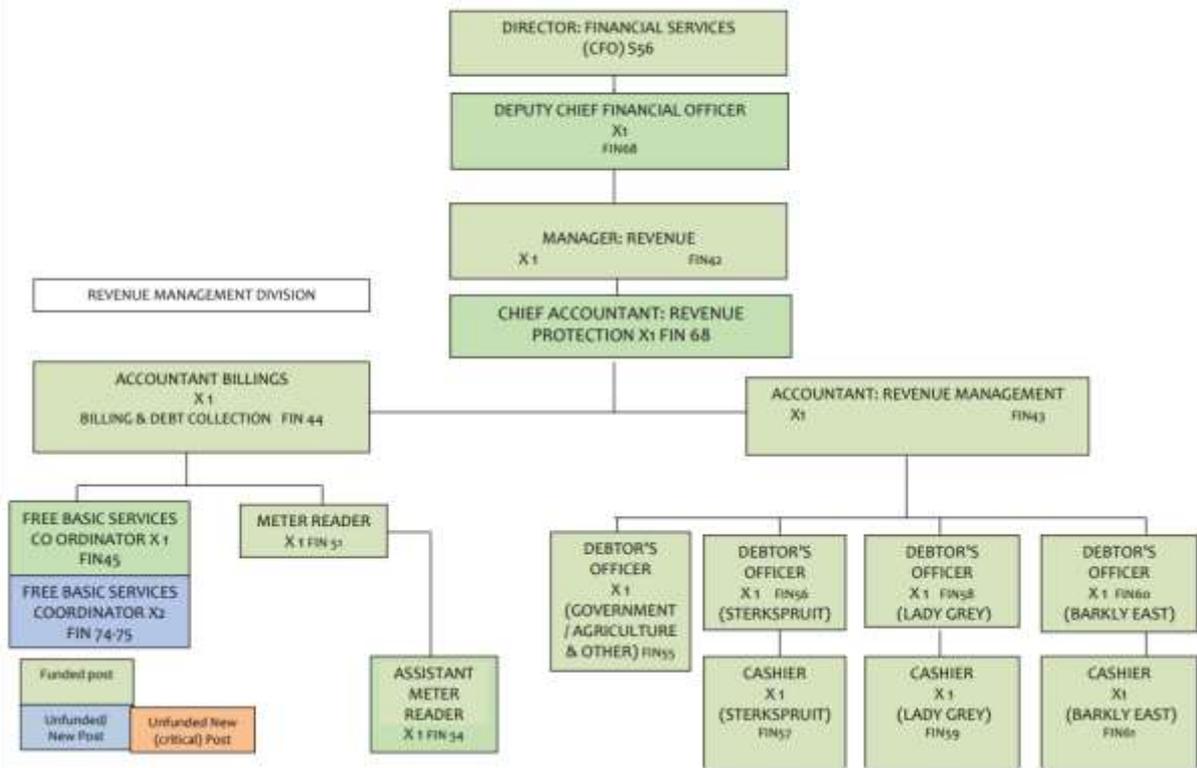


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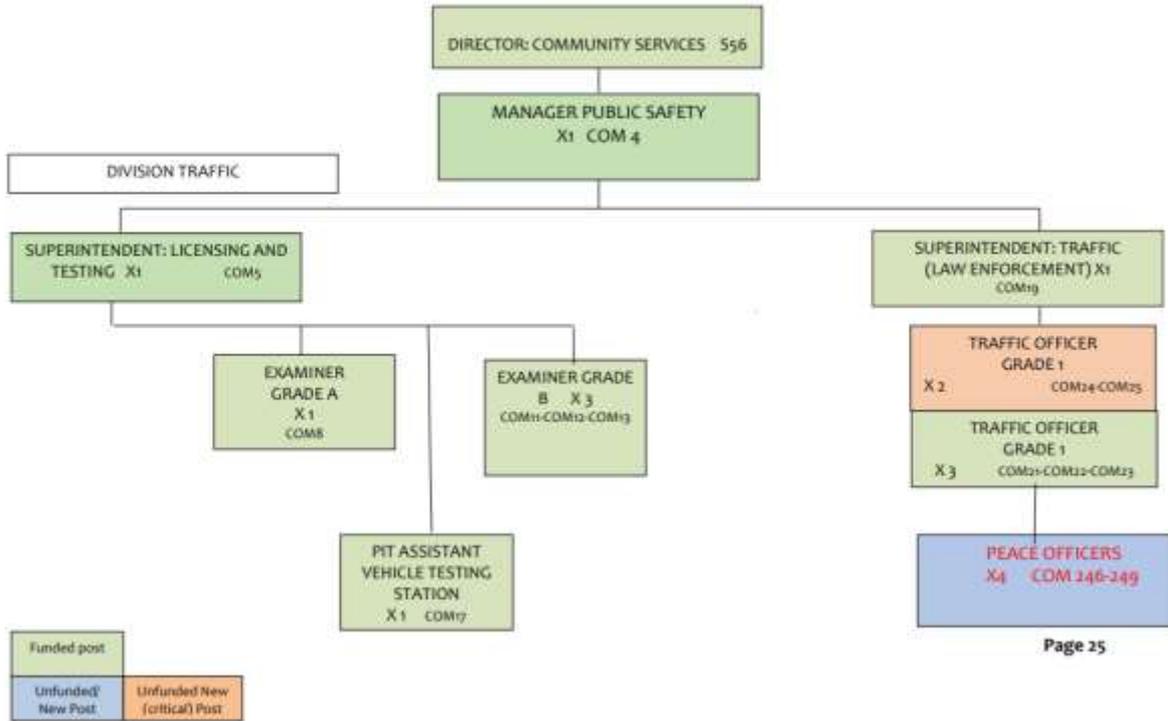
**ORGANIZATION & ESTABLISHMENT: DIRECTORATE: FINANCIAL SERVICES
ACQUISITION, CONTRACT & VENDOR PERFORMANCE MANAGEMENT**



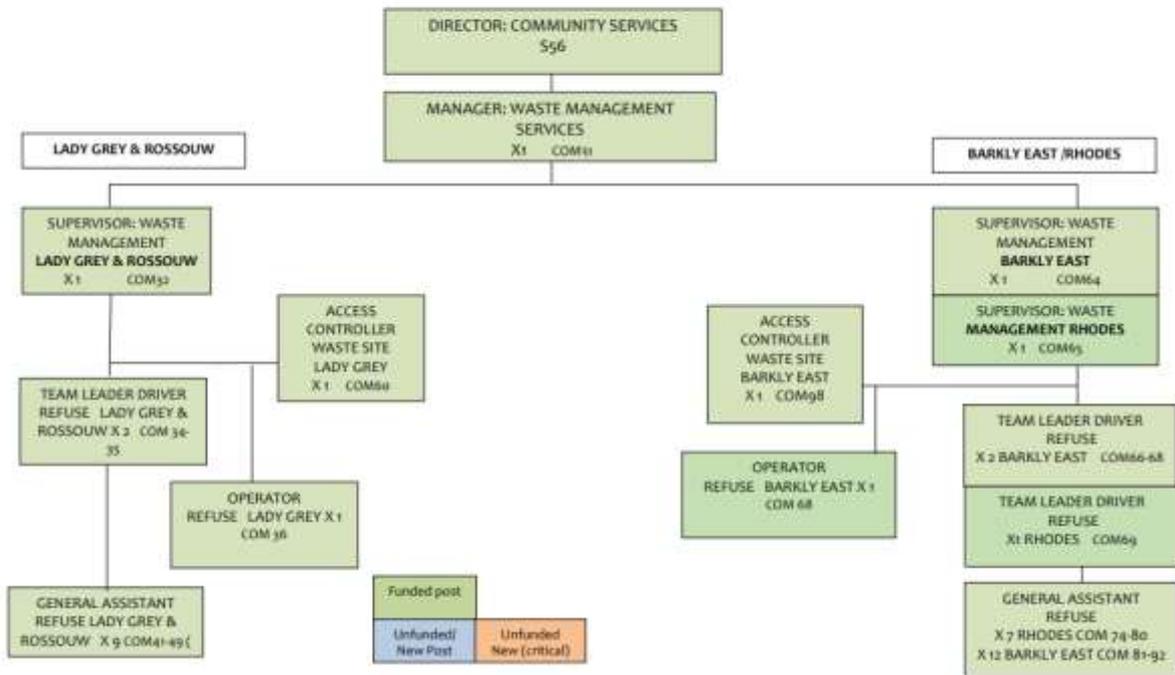
**ORGANIZATION & ESTABLISHMENT: DIRECTORATE: FINANCIAL SERVICES
REVENUE MANAGEMENT**



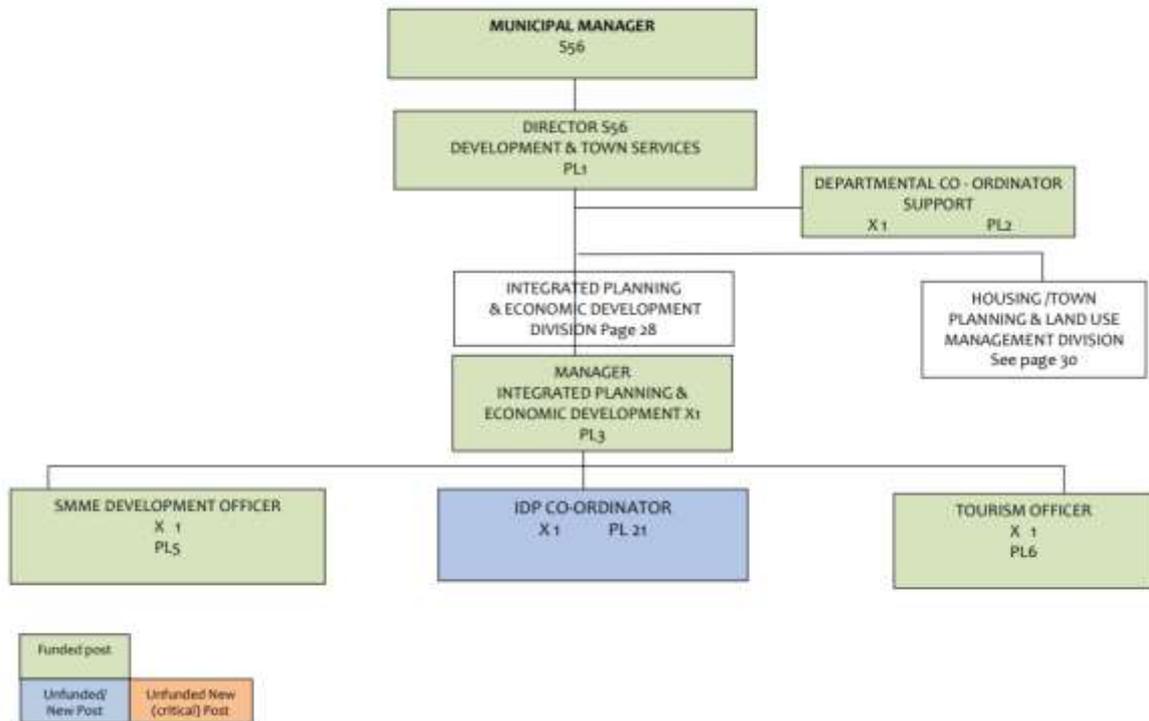
TRAFFIC SERVICES



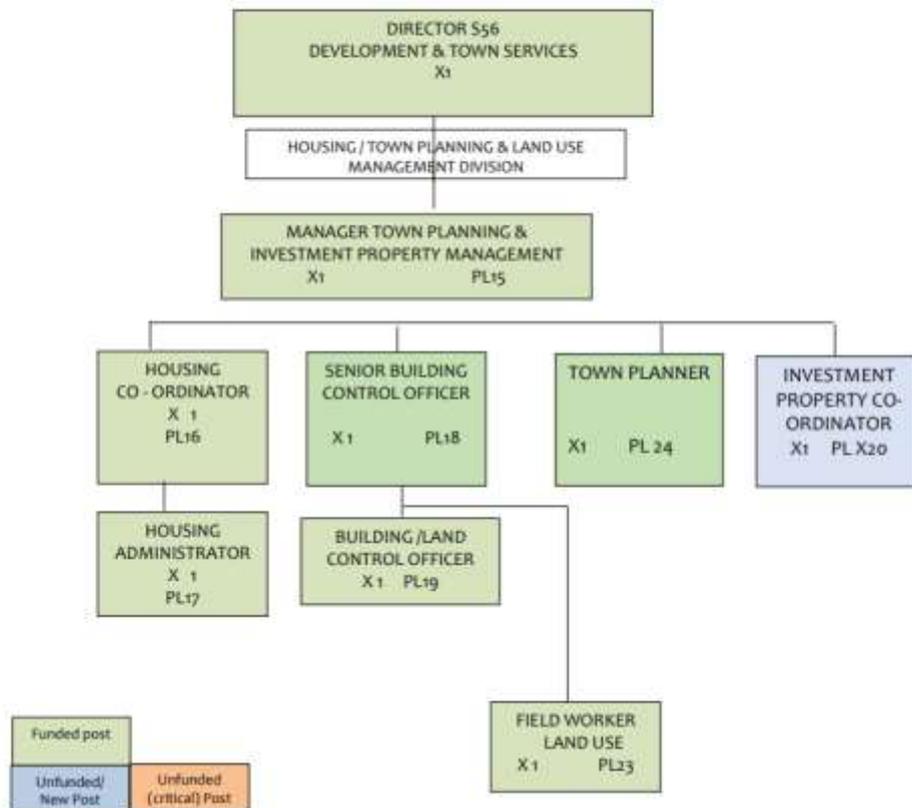
WASTE MANAGEMENT



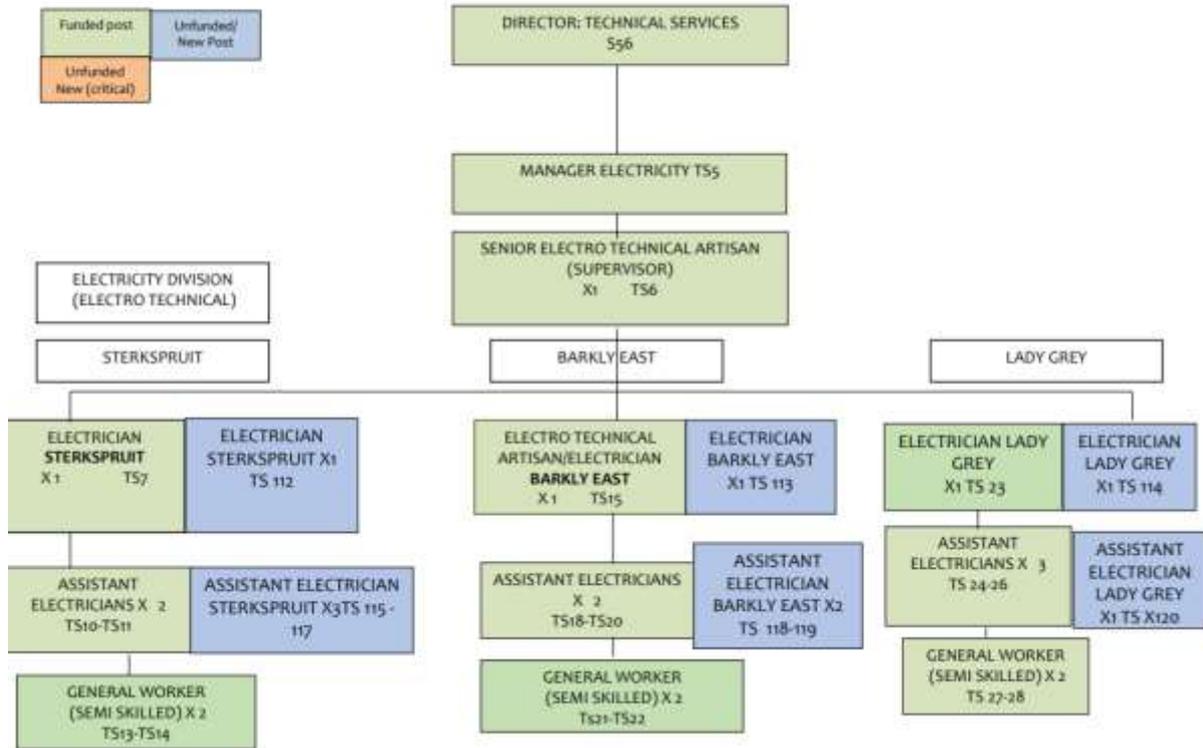
ORGANIZATION & ESTABLISHMENT: DIRECTORATE DEVELOPMENT & TOWN PLANNING SERVICES



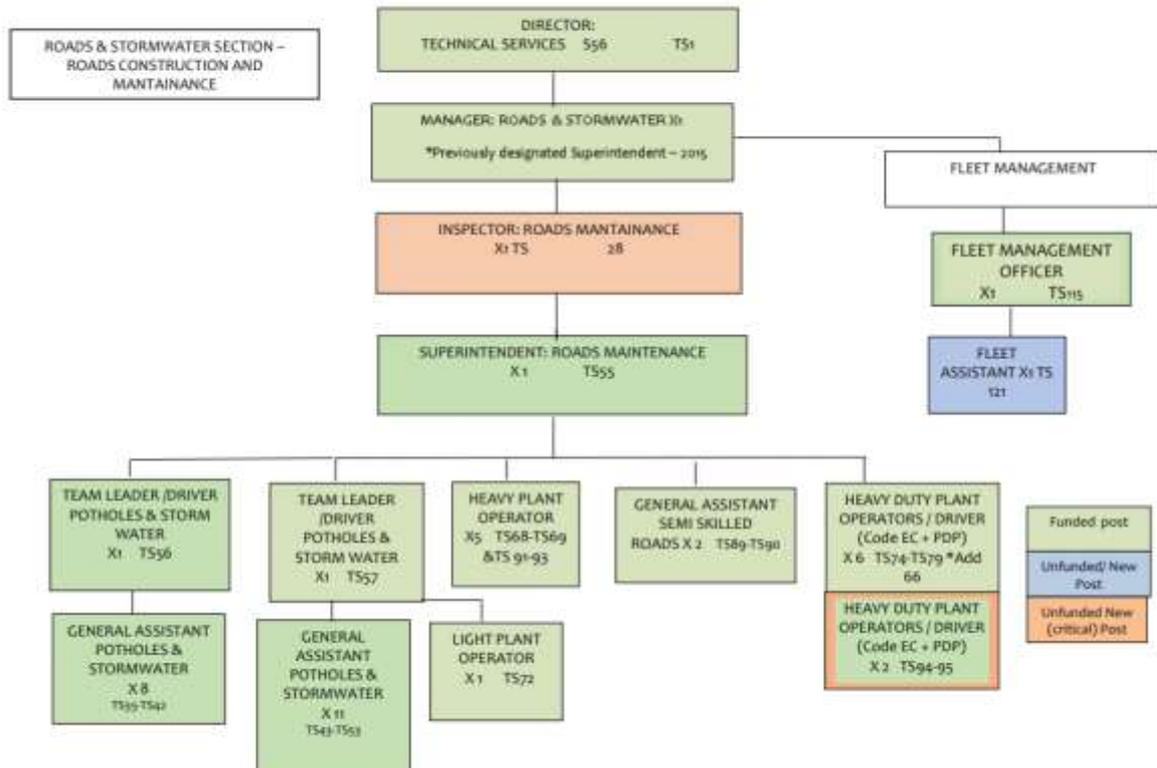
ORGANIZATION & ESTABLISHMENT: DIRECTORATE DEVELOPMENT & TOWN PLANNING SERVICES

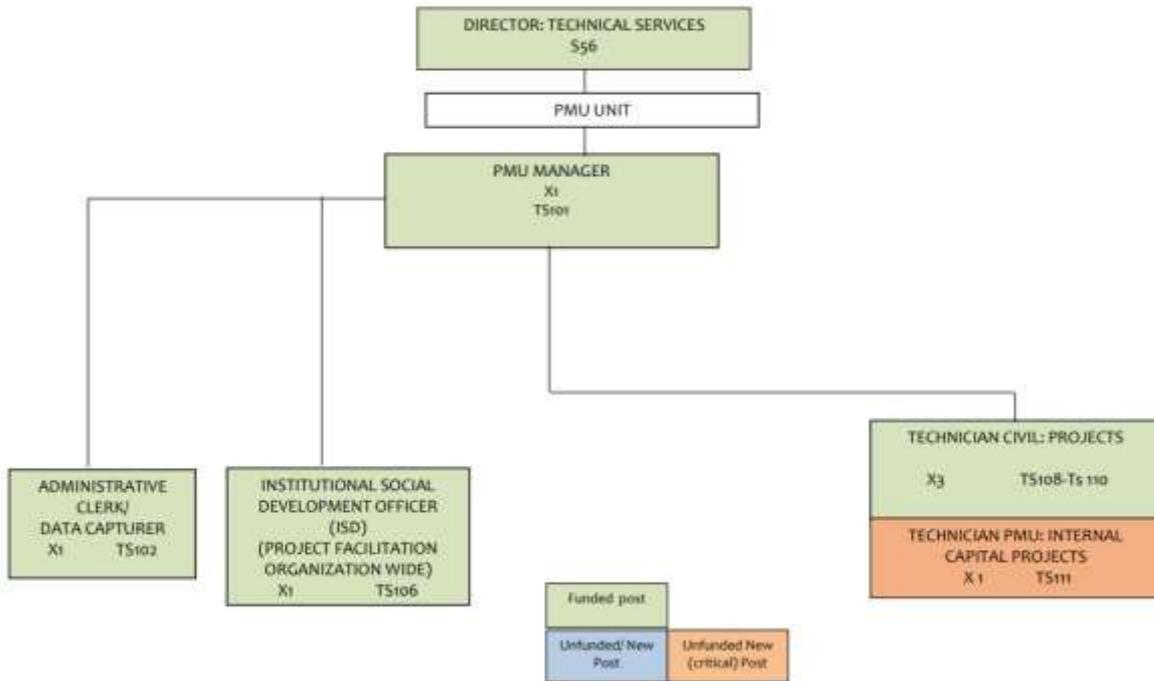


ORGANIZATION & ESTABLISHMENT : DIRECTORATE TECHNICAL SERVICES



ORGANIZATION & ESTABLISHMENT : DIRECTORATE TECHNICAL SERVICES





ANNEXURE 3: STAKEHOLDER REGISTER

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
SECTOR DEPARTMENTS				
Education	Mr L.M. Fatyela: <i>ENIE Manager</i>	051 6110 172 078 7780 649	051 6 110 364 086 5163 966	lindafatyela@ecdoe.gov.za
Health	Dr Luvuyo Bayeni	051 633 9603	051 6341 833	P/Bag x1005 Aliwal North 9750 lbayeni@gmail.com

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
Social Development	Mr. Msingathi Cuba: Deputy Director – Senqu Local Service Office	051 611 0376 082 272 5454	051 611 0942	Department of Social Development, Ground Floor Block D, Bensonvale College of Education, STERKSPRUIT, 9762 P O Box 157 STERKSPRUIT, 9762 msingathi.cuba@ecdsd.gov.za
Sport, Recreation, Arts & Culture	Mandisa Jekwa: Snr Manager	051 6332 090	051 633 3751/2323	mandisi.jekwa@ecrac.ecprov.gov.za
SASSA			051 634 1857/8	Nolubabalom@sassa.gov.za
DEDEAT (JGM)	Mr. Mzukisi Mboto	073 186 9167		27 Queens Terrace
Economic Development, Environmental Affairs & Tourism	<i>Regional Director</i> Zanele Ntinga (secretary)	516 332 901	516 333 117	Aliwal North 9750 P/Bag x1016 mzukisi.mboto@dedea.gov.za

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
				zanele.ntinga@dedea.gov.za (secretary)
DEDEAT (JGM)	Mr. Khayalomzi Ralarala (Programme Manager Economic Development)	727 256 355	051 633 3117	Khayalomzi.Ralarala@dedea.gov.za
Rural development & Agrarian Reform	Samuel Madikizela Zanoxolo Nkomana	051 611 0071 072 064 6328	516 030 280	mpumelelo.zondi@drdar.gov.za Samuel.Madikizela@yahoo.com Zanoxolo.Nkomana@gmail.com
Safety & Liaison	Mr. M. Mathumbu <i>District Manager</i>	516 341 985 794 943 744	516 341 984	27 Queens Terrace Aliwal North Private Bag X1009 monwabisimathumbu@safetvec.gov.za monwabisi.mathumbu@gmail.com
Department of water & sanitation	Kululwa Mkosana Act Deputy Director : Institutions	043 701 0376 082 456 0140		Moore Street Quigney EL P. O.Box 7019 mkosanak@dws.gov.za
	Mr Tembeleni Ntloko	(047) 505 6425		PRD Building Mthatha

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
Forestry and Fisheries (DAFF)	Senior Forestry Development Officer	733966974		TembelaniN@daff.gov.za
Public Works	Vuyo Njobe DPW Infrastructure Acting Director	051 611 9800 072 632 5102		vuyo.njobe@ecdpw.gov.za
Transport	Katiso Nthako	051 633 2871/32 064 8806 862	051 6341 742 086 663 7241	katiso.nthako@ectransport.gov.za
	Mr Johan Botha (DRE-AN)	051 6332871 Ext 2 55		johan.botha@ectransport.gov.za
Rural development & Land Reform	Vincent Paul Chief Planner	458 392 296	458 386 066	Vincent.Paul@dalrrd.gov.za
Home Affairs	Lucky Mtsamayi	051 611 0931 073 164 1985	51	Lucky.Mtsamayi@dha.gov.za
Human Settlement	Mz Nosisa Macingwana Deputy Director	051 6332 351		29 Queens Terrace Street Roads and Public Works Building 9750 NosisaM@ecdhs.gov.za

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
				sisasakhe@yahoo.com
Local Government: Planning COGTA	Lindile Salman	082 4952 968	040 6391 768 086 6258 731	lindile.salman@eccogta.gov.za
SAPS	Suprindentant Wright Sterkspruit	051 6030 229	051 6030 262	wrightcj@saps.gov.za
ESKOM	Mncedi Eric Myoli	Tel. No.: 043 703 5758		Physical Address: Eskom Sunilaws Office Park, Cnr Bonza Bay Road & Quenera Drive, Beacon Bay 5241
	Designation: Electrification Planning Manager (Eskom Eastern Cape Operating Unit)	Cellphone No.: 083 630 4823	Fax No.: 086 538 1645	Postal Address: Eskom Sunilaws Office Park, P/Bag X1, Beacon Bay, East London 5205 KonzaVu@eskom.co.za
STATS SA	Mr. Sandile Dyani Acting District Manager	051 633 3225 827 837 351	086 767 0936 051 633 3225	Statistics SA Balmoral Building 76 Somerset Street, Aliwal North Statistics SA Balmoral Building

DEPARTMENT	CONTACT PERSON	TEL NO.	FAX NO.	Email & Address
				76 Somerset Street Aliwal North 9750 sandiled@statssa.gov.za
Provincial Treasury	Neo Smouse	835 794 214	865171899	Neo.Smouse@ectreasury.gov.za
Department of Labour	Mr. Raymond Mbali: Regional Manager	516 332 633 845 046 955	051 634 1462	80B Somerset Street Aliwal North P.O.Box 148 Aliwal North Raymond.Mbali@labour.gov.za
Department of Minerals and Energy (DME)	Makhosonke Plaatjies Regional Energization Manager	043 703 6000 824136354	043 721 1421	3-33 Phillip Frame Road, Chiselhurst, East London Makhosonke.plaatjies@energy.gov.za
Eastern Cape Development Corporation	Rory Haschick Sector Manager: Tourism, Renewable Energy & Aquaculture	043-7045710 834103099	043-7436036	ECDC house, Ocean Terrace Park, Quigney, East London rory@ecdc.co.za

HIV & AIDS STAKEHOLDERS

Contact Person	Organisation	Contact detail
Cynthia Mbembe		cynthiambembe@webmail.co.za
Nomelikhaya Gila	JGDM	gender@jgdm.gov.za
Luvuyo Mtyali		luvuyomtyali@gmail.com
Lusanda Pati		patiyelovuyo@gmail.com
Lawrence B	SASSA	LawrenceB@sassa.gov.za
Lucy Pearl Mehlo		Lucypearl.mehlo@gmail.com
Malibonwe Nathaniel	Pautti Inc	Malibongwenathaniel.z@gmail.com
Thando Mkontwane		
Bakwena Matsaba	Senqu	matsaba@senqu.gov.za
Nonsintu Gungqa		Nosinto.gungqa@gmail.com
Nopasika Mugqi		Nopasika.Mugqi@ecdsd.gov.za
Patiswa Bango		Patiswa.Bango@ecdsd.gov.za
Nozibele Nyangantini		Nozibele.Nyangantsimbi.zibelana@live.com

SPU

Contact Person	Organisation	Contact detail
Fundile Frans	Senqu	fransf@senqu.gov.za
Mzu Jantjies	JGDM	spu@jgdm.gov.za
Woment in economic development		
Senqu Youth Council		
Senqu Council for the elderly		
Senqu Council for disabilities		

WARD CLLRS & WARD COMMITTEES

MEDIA

Contact Person	Organisation	Contact detail
Tnadiwe Mthiya	Senqu Communications	mthiyati@senqu.gov.za

Lizo Nodada	Eage Eye	Lizonodada12@gmail.com
Ignatius Mnyama	LA FM	ignatiusmnyama@gmail.com
	Ekephini FM	

RATEPAYERS

Contact Person	Organisation	Contact detail
	Rhodes Rate Payers	
	Sterkspruit rate Payers	
	Lady Grey rate payers	

AGRICULTURAL ORGANISATIONS

Contact Person	Organisation	Contact detail
	Barkly East Emerging Farmers	
Pitso	Lady Grey Emerging Farmers	
Ivor Isted	New England Agricultural Union	
	Clanville Agricultural union	
	Lady Grey Agricultural Unions	
	Rhodes Agricultural Union	
G.Greyvenstein	Barkly East agricultural union	
	NWGA	
	DICLA Training and Projects	facebook@dicla 045 838 1904
Nopeace Sefatsa	Imbumba Beef Production Primary co-operative	njsefatsa@gmail.com 076 854 6609

FUNDING AGENCIES

Contact Person	Organisation	Contact detail
Visa Barnes	JOGEDA	060 525 4069
Asomeleze Mkili		079 759 9507

Fikile Khiva	Kamva Capital and projects	083 620 8902 fikile@kamvacapital.com club@kamvacapital.com (SMME fund)
Nosipho Mayekiso	National Youth Development Agency	nosipho.mayekiso@nyda.gov.za
	SEDA	tnosilana@seda.org.za bmpahlwa@seda.org.za
Craig Goliath Mzwandile Peme (LED Manager) Wanda Tyali (LED Manager)	Office of the Premier	040 940 7253 mzwandile.peme@ecogta.gov.za 071 689 6445 wanda.tyali@ecogta.gov.za 082 8291788
	Community Enterprise Fund	Nyika Sitole 061 2099029 Nosipho Mdakane 076 431 8222
Oswell Poto	Tulaspark (recycling)	oswell@tulaspark.co.za

OTHER AGENCIES

Contact Person	Organisation	Contact detail
	National Credit Register (NCR)	complaints@ncr.org.za 0860 627 627
	Human Sciences Research committee (HSRC)	pdianti@hsrc.ac.za 064 783 1493
	SARS	engagementsbfn@sars.gov.za
Sakelo Gqeba	National Home Builders Register (NHBRC)	

TOURISM

Contact Person	Organisation	Contact detail
Gcobisa Mbobo	Tourism Officer	mbobog@senqu.gov.za
Irmguard Tauber	Barkly East CTO	locksley@telkom.co.za
Alice	Sterkspruit CTO	alice@aligeo.co.za
Kath Isted	New England Wartrail CTO	

Margie Murray	Rhodes Tourism information office	
Dalene Oertel	Lady Grey Tourism CTO	

CUSTOMER CARE & PUBLIC PARTICIPATION

Contact Person	Organisation	Contact detail
Ndlovkazi	Senqu Municipality	pitson@senqu.gov.za
Octavia Bambilawu	Senqu Municipality	bambilawuo@senqu.gov.za
Unathi Nako	Senqu Municipality	nakou@senqu.gov.za

ANNEXURE 4: CUSTOMER CARE

Customer Service Policy Statement: Providing Goods and Services to Residents of Senqu Municipality

1. Our mission

The mission of Senqu Municipality is to provide community services that enhance our valued quality of life through equitable delivery of services; effective stewardship of our unique physical environment; cooperative planning and resources development and fiscal responsibility.”

2. Our commitment In fulfilling our mission, Senqu municipality strives at all times to provide its goods and services in a way that is transparent, affordable, efficient, effective and relevant to the individual residents' need and respects their dignity and independence.

3. Providing goods and services Senqu Municipality is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities. We will communicate with people in their own language We will communicate in a concise manner avoiding all jargon to enable the customer to fully comprehend and understand the communication.

3.2 Telephone services We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

3.3 Billing We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: Hard copy or e-mail. We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

3.4 Goods and services provided

- Buying of pre-paid electricity
- Grave plot applications
- Building plans
- Town Planning zoning applications
- Cutting of grass on verges and parks
- Hire of commonage for grazing
- Hire of community halls
- Buying of vehicle licence discs
- Change of ownership of vehicles
- Writing of Learners Drivers liscence
- Driving Licence tests
- Electrical connections
- Hiring of stadiums and sport facilities
- Street signs
- Impounding of stray animals
- Storm water drainage
- Street and access road maintenance

- Business applications

4. Notice of temporary disruption Senqu Municipality will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises.

5. Training for staff Senqu Municipality will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

6. Feedback process The ultimate goal of Senqu Municipality is to meet and surpass customer expectations. Comments on our services regarding how well those expectations are being met are welcome and appreciated. Feedback regarding the way Senqu Municipality provides goods and services can be made by e-mail, verbally, suggestion box and feedback card. All feedback will be directed to the Customer Care Officer. Customers can expect to hear back in 3 working days. Complaints will be addressed according to complaint categories already established in our municipal's complaint management procedures.

7. Modifications to this or other policies We are committed to developing customer service policies that respect and promote the dignity and independence of people. Therefore, no changes will be made to this policy before considering the impact on the people concerned and discussing the proposed changes with them.

8. Questions about this policy This policy exists to achieve service excellence to customers. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Customer Care Officer.

CUSTOMER CARE POLICY (condensed)

3. OBJECTIVES OF THE POLICY

With this policy Senqu Municipality aims to achieve the following objectives:

- To fulfil the human right of every citizen to be treated with dignity and respect
- To foster quality customer service standards for all citizens of the municipality
- To ensure satisfactory service delivery for the customers of the municipality
- To make people aware that the municipality values and encourages their input in activities of the municipality
- To promote equality, courtesy and delivering on the mandate of government for all our customers
- To comply with legislation
- To provide a quality service to all stakeholders interacting with the Municipality – the public, service providers, contractors, fellow staff members in every department and other government agencies.

- To ensure that customers are provided with the relevant information as and when is needed in the appropriate format.
- To ensure customer complaints are addressed promptly, timeously and to the full satisfaction of the client
- To ensure that customers, both internal and external to the Municipality receive a consistent and fair treatment at all times.
- To reduce financial and time costs incurred arising from poor customer service due to repeat calls from and to customers
- To equip our staff with knowledge and competencies to continuously enhance the service standards according to changing customer needs.

4. CUSTOMER SERVICE COMMITMENT

Senqu Municipality commits itself to maintaining quality customer service guided by these principles:

- To provide services of high quality standards to all our customers, by giving them value for their money
- To treat our customers with equity, professionalism and dignity at all times
- To maintain effective communication with our customers, by continuously engaging them on information that is of importance to them in terms of developments within the municipality
- To address all issues that are raised by our customers in the best possible manner, to ensure satisfaction and resolve matters directed to the municipality
- To employ knowledgeable staff who will assist customers, and be able to resolve their customer queries
- To promote and uphold confidentiality of all our customer queries, in order to make it safe for customers to come forward with any problems
- To ensure maximum utilisation of all resources so that service delivery is satisfactory to all customers

5. STANDARDS AND VALUES

5.1 The key objective is to ensure consistency in our customer service by:

- a. Providing a standard that is simple and user friendly.
- b. Providing a documented framework and guidelines.
- c. Developing performance targets which are reviewed regularly and gather feedback from staff, Councillors, our partners and the public.

5.2 Waiting times

- a. After initial contact, customers will be given an indication of how long they can be expected to wait. If waiting times are to exceed 10 minutes, customer services staff must inform the customer.

5.3 Telephone calls

- a. Staff will aim to answer telephone calls within 15 seconds or after 2 rings, whichever is greater.
- b. Calls in departments and sections should be answered with: • Good morning / afternoon • Department and name - preferably surname or first name
- c. However staff in Customer Services or satellite/external offices should answer calls with: • Good morning / afternoon, the facility/site and their name.
- d. Staff should aim, wherever possible, to resolve the customer's enquiry at first contact.
- e. Telephones will be attended during published opening hours. If staff are away from their desk, phones should be diverted to another person / section or a message should be taken. Never leave the customer with the impression that you are "unable to assist him/her"
- f. In cases where a customer has a hearing impairment, arrangements can be made via the Customer Services department
- g. If members of staff need to telephone a customer, they will ask if it is convenient or arrange another time to call and keep the appointment. THE SWITCHBOARD SHOULD NEVER BE USED for this purpose.
- h. If a call is put on 'hold' the customer must be told why this is happening and kept updated if the waiting time is longer than expected.

5.4 Answer phones and voicemail

- a. Answer phones and voicemail may be used to ensure that telephone calls are answered. We will aim to provide the following: ▪ Recorded messages from answer phones will provide customers with an alternative contact number or details. ▪ Answer phone / voicemail will give the caller an option to leave a message.
- b. All Council messages must be responded to as soon as possible - ideally within 24 hours or the next working day if the message is left over a weekend, after hours or a public holiday.
- c. Staff / sections should update voicemail each day detailing whether available, on holiday or giving alternative contact details / numbers or forward calls to another number or colleague.
- d. Wherever possible the use of voicemail should be avoided. It is a sign of being too busy to attend to customers.

5.5 Written correspondence and notices

- a. Incoming written correspondence (fax and mail) will be acknowledged within three days (at maximum) and responded to in 10 working days (at maximum).
- b. Receipt of an email will be acknowledged in one (1) working day.
- c. The presentation and content of any written correspondence must be clear, easy to understand and jargon free, accurate and include a contact name and number.
- d. All issues raised by the customer will be acknowledged and responded to within the correspondence.
- e. In written communication with customers, the logo of the municipality must appear in all documentation and/or letters communicating information regarding the municipality

f. All correspondences received must have a turnaround period of 5 days for answering, so that customers and stakeholders know feel priority from the municipality

g. Written notices to the public must be placed on public areas where all public can access it, e.g. libraries, Thusong Service Centre, etc.

5.6 Complaints Procedure

a. Staff will aim to resolve all concerns raised by the customer immediately and informally.

b. Staff will inform the customer that if the informal resolution is not to their satisfaction, they may make a formal complaint and explain how to do this.

c. Customers should have an acknowledgement of their complaint within three days and a full written reply within 15 days.

d. Heads of Departments will analyze any complaints about the service in their respective units and take remedial action so that problems do not recur.

e. These service failures may involve:

i. Unjustified delays.

ii. Failure to follow council policies, rules or procedures.

iii. Failure to provide a service according to Batho Pele principles

iv. Failure to tell people of their rights or entitlements.

v. Providing inaccurate or misleading advice

5.7 Publications

5.7.1 The following information will be available in council publications :

a. Standards of service against targets.

b. Progress on projects undertaken by the municipality

c. Changes made to services as a result of feedback, complaints or consultation with relevant stakeholders.

5.8 Suggestions

a. We will encourage customers, partners and staff to make suggestions through a suggestion book located at the Reception area

b. Additionally, the council will inform customers of any changes made to services as a result of their suggestions

c. Suggestions and complains should be acknowledged within 3 working days of receipt.

d. Suggestions and complains should be addressed within 4 working days after acknowledgement

e. Where concerns could not be addressed customers should be given valid reasons.

5.9 Customer Safety and Health

a. All customers visiting council buildings will be provided with a safe environment.

b. Where possible, buildings which receive members of the public will have a designated member of staff for (1) Health and Safety (2) First Aid and the details displayed.

c. The Council shall at all times comply with Health and Safety guidelines as espoused in the OHS Act No 85 of 1993.

5.10 Staff training and development

a. We will ensure that staff receives continuous training to enable them to satisfy customer expectations and keep their skills up-to-date.

5.11 Staff name badges

a. Where appropriate, staff will be neatly dressed to meet members of the public.

b. Where appropriate, staff will wear printed name badges that specify their name and designation

5.12 Buildings and signage

a. Buildings will be clearly signed internally and externally.

b. Reception points will be attended during opening hours.

c. Reception points will be welcoming, clean and tidy

d. Reception points will display clear and accurate opening times.

e. Details of services and personnel available will be displayed clearly in all reception areas.

5.13 Information / Communication

a. Information for the public will be clear and reviewed regularly.

b. Published information will be accessible to customers with specific needs and in line with the Promotion of Access to Information Act no. 2 of 2000

c. Information to the public and other stakeholders should be sent timeously

5.14 Availability and access

5.14.1 We will ensure customers have easy access to information about:

a. Opening times.

b. Offices and addresses.

c. Names of Managers.

d. Facilities / services available.

e. Access details.

f. Means by which contact can be made.

g. Out of hours contact details.

5.15 Staff conduct, awareness and safety

a. Staff working at information centres must arrive on time at work and should never leave their centres unattended. Timeous permission should be sought from the immediate supervisor if a staff

member wishes to leave the Information centre for whatever reason. The necessary disciplinary procedures shall be proffered against any staff member violating this clause.

b. Staff will be courteous and polite and expect to be treated in the same way by customers.

c. In any case of extended dispute, frontline staff must seek assistance from their immediate Supervisor who will liaise with the immediate Manager.

d. We will ensure that procedures are in place to safeguard staff from both verbal and physical attack.

e. We will take action - legal or otherwise - where verbal or physical attacks are made to staff.

f. Staff shall at all times dress properly and wear their respective name badges for ease of identification by customers.

g. In no time should staff, while at the Information centres answer cell phones. This is because cell phones are believed to be private and clients will have an impression they are not attended to.

5.16 Customer information provision

a. Stored information will be made available in accordance with Promotion of Access to Information Act no. 2 of 2000

b. Any communication will be clearly identified as Senqu Local Municipality with author, current date and any reference numbers.

c. We will also promote the use of electronic service delivery to provide customers with information.

6. PERFORMANCE MONITORING & EVALUATION

a. This policy will be reviewed every year to accommodate changing client's preferences

b. We will have systems and processes in place that allow us to monitor and evaluate our performance and publicise our performance against standards.

c. Senqu Municipality will ensure that systems are in place to monitor service performance against the set standards

d. Information will be collected from internal staff, service providers and the public to obtain inputs for improving the system 7.

CONCLUSION

This policy document shall achieve the following goals.

- Ensuring improved customer service approach
- Promote cohesion amongst service units • Increase efficiency in service delivery level standards
- Promote the Local Government: Municipal Systems Act 32 of 2000, to promote to access of information by the public on municipal services
- To encourage customer inputs for service delivery and improvement
- To provide a better understanding on customer needs
- To serve, to satisfy and to promote equality of all customers and stakeholders of the municipality.

ANNEXURE 5: COUNCIL RESOLUTION FOR IDP PROCESS PLAN ADOPTION



EXTRACT

Special Council Meeting date : 30 August 2022
Item Number : 045/SCM/22
Subject : IDP:DRAFT IDP AND BUDGET PROCESS PLAN 2023-24 REVIEW

During the Special Council Meeting held on the 30th August 2022 the report on Draft IDP and Budget process plan 2023-24 review was tabled for adoption.

Thereafter the meeting

RESOLVED

The Council adopted the IDP: Draft IDP and Budget process plan 2023-24 review as follows:

It was therefore resolved that:

- (a) That EXCO requested a Special Council Meeting for August 2022;
- (b) That EXCO recommended the adoption of the draft IDP 2023-24 IDP and budget process plan which outlines the process for the review of the 2022-2027 IDP.
- (c) Council adopted the draft IDP and Budget process plan 2023-24 review.

This is to certify that this is an extract of unconfirmed minutes of the Special Council Meeting held on the 30 August 2022.

M.M. YAWA

**Initials & Surname
ACTING MUNICIPAL MANAGER**

[Signature]
Signature



ANNEXURE 6: COUNCIL RESOLUTION FOR DRAFT IDP ADOPTION



EXTRACT

Special Council Meeting date : 31 March 2023
Item Number : 009/SCM/23
Subject : DRAFT INTEGRATED DEVELOPMENT PLAN REVIEW 2023-24

During the Special Council Meeting held on the 31 March 2023 the report on the DRAFT INTEGRATED DEVELOPMENT PLAN REVIEW 2023-24 was tabled for approval. After careful consideration of the report the Council resolved as follows.

RESOLVED

- 3.1. Council adopted the draft IDP Review 2023-24 subject to the following additions being made to the document after Council adoption. These are as follows:
- Draft Senqu budgeted projects
 - Additions to the financial plan of updated budget tables
 - Annexure of the final draft IDP adoption

This is to certify that this is an extract of the confirmed minutes of the Special Council Meeting held on the 31 March 2023

R.S. Ruiters
Initials & Surname
ACTING MUNICIPAL MANAGER

[Signature]
Signature

31/03/2023
Date

ANNEXURE 7: COUNCIL ADOPTION OF FINAL IDP



EXTRACT

Special Council Meeting date : 31 May 2023
Item Number : 025/SCM/23
Subject : INTEGRATED DEVELOPMENT PLAN 2022-27 (2023-2024)

During the Special Council Meeting held on the 31 May 2023 report on the INTEGRATED DEVELOPMENT PLAN 2022-27 (2023-2024) was tabled for approval. After careful consideration of the report, Council resolved as follows.

RESOLVED

- (a) Council adopted the reviewed IDP 2023-24 subject to the following additions being made to the document after Council adoption. These are as follows:
- Final adopted budget information to be added to the financial plan and projects
 - Adopted organogram changes
 - Updating of the policy index after new and amended policies adoption by Council
 - Outstanding sector department projects

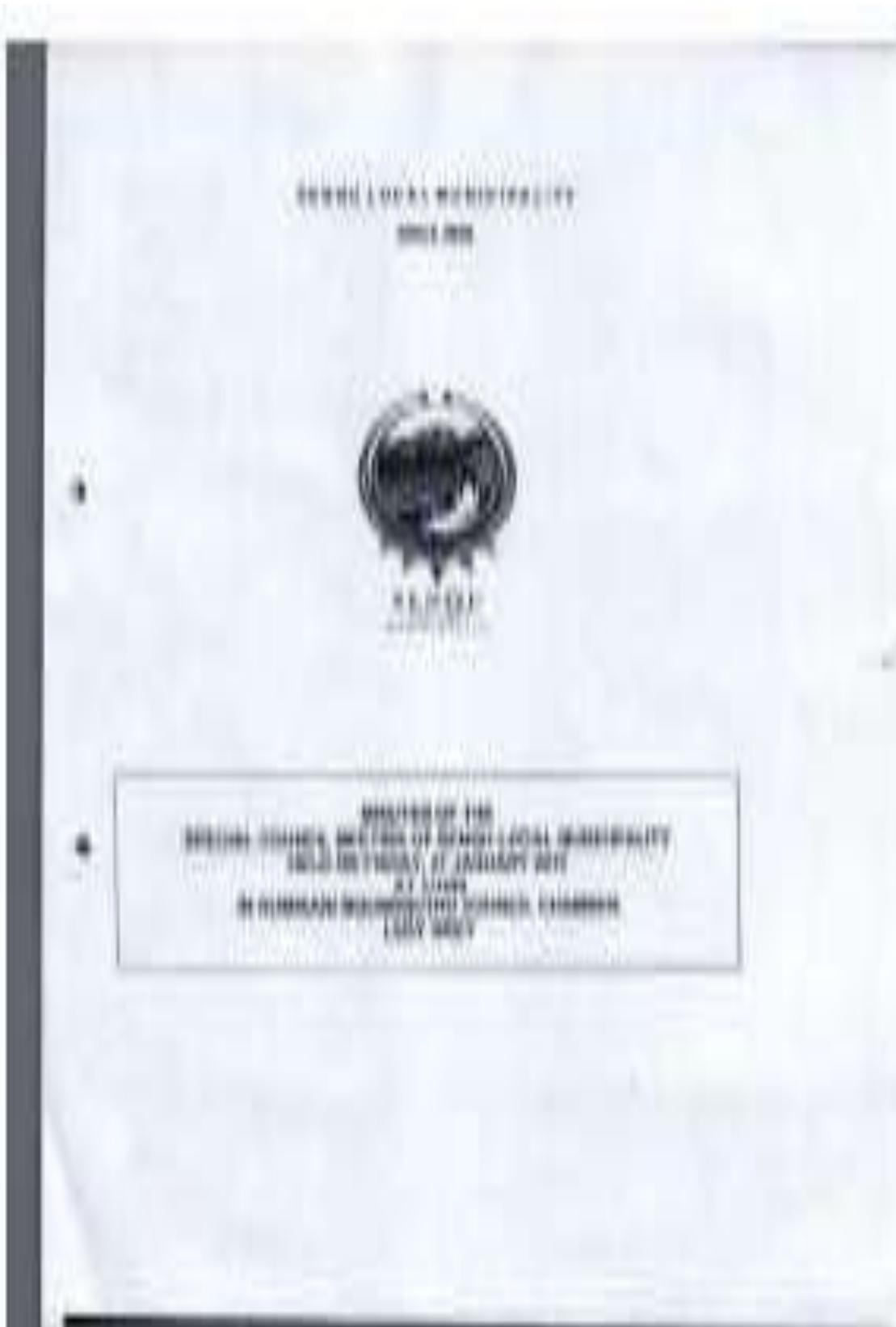
This is to certify that this is an extract of the confirmed minutes of the Special Council Meeting held on the 31 May 2023

N. Nkomo
Initials & Surname
ACTING MUNICIPAL MANAGER

[Signature]
Signature

31/05/2023
Date

ANNEXURE 8:RESOLUTION OF S 81 MPRA



123/SCM/20

SENQU HUMAN RESOURCES STRATEGY

1. BACKGROUND AND DISCUSSIONS

- 1.1. In the context of Developmental Local Government, municipalities are tasked with crucial responsibility of fulfilling the constitutional mandates delegated to them. As the staff component of any municipality is the vehicle of service delivery and ultimately responsible for compliance with the listed constitutional mandate, it is incumbent on municipalities to ensure that its human resources capacity is recruited, selected, managed and developed in a manner in which it can perform its responsibilities in an economical, effective, efficient and accountable way.
- 1.2. Senqu Municipality's Corporate Services Department contributes specifically to Human Capital Development and Management by improving the Corporate Organisational Climate and Culture through the application of sound, standard, consistent and integrated Human Capital Management Practices that adhere to just, fair and respected criteria in accordance with international best practice standards; and by contributing to the effectiveness, efficiency and productivity of the Municipality's services by through proper utilisation of employees and related resources.
- 1.3. The Corporate Services Directorate developed the Human Resources Strategy and tabled it to Senior Management for inputs and consideration. Senior management after consideration of same recommended that it be tabled to Council for adoption.

2. RESOLVED

- 2.1.1. Council approved that the adopted recruitment and selection framework be amended to cater for virtual meetings;
- 2.1.2. The Municipal Manager was authorised to do everything required to implement Council's resolution.

ANNEXURE 10: SDBIP (The SDBIP is a separate document due to space constraints)