

CAPRICORN DISTRICT MUNICIPALITY



SERVICE LEVEL STANDARDS

2022 - 2026

Vision: “Capricorn District, the Home of excellence and opportunities for a better life”

Mission: to provide quality services, in a cost effective and efficient manner, through competent people, partnerships, information, knowledge management creating sustainability of economic development in the interest of all stakeholders.

VALUES

I - RESPECT

I Integrity

R Responsibility

E Excellence

S Service

P Partnership

E Empowerment

C Communication/Commitment

T Trust

1. INTRODUCTION AND BACKGROUND

The White Paper on Public Service delivery (1997) requires Government institutions to develop and publish service standards to guide the level and quality of services we provide, including the introduction of new services to those who have previously been denied access to them. Service standards are expected to be relevant and meaningful to the users and must be precise and measurable so that users can judge for themselves whether they are receiving what we have promised.

The approach is encapsulated in the name which has been adopted by this initiative— Batho Pele (a Sesotho adage meaning ‘People First’), The Batho Pele policy framework consists of eight service delivery principles, set out in paragraph 3 below, derived from the policy goals set out in Chapter 11 of the WPTPS.

Improving service delivery is therefore the ultimate goal of the public service transformation programme. Improving the delivery of public services means redressing the imbalances of the past and, while maintaining continuity of service to all levels of society, focusing on meeting the needs of the 40% of South Africans who are living below the poverty line and those, such as the disabled, and black women living in rural areas, who have previously been disadvantaged in terms of service delivery.

Improving service delivery also calls for a shift away from inward-looking, bureaucratic systems, processes and attitudes, and a search for new ways of working which put the needs of the public first, is better, faster and more responsive to the citizens’ needs. It also means a complete change in the way that services are delivered.

The introduction of a service delivery improvement programme cannot be achieved in isolation from other fundamental management changes within the public service. It must be part of a fundamental shift of culture whereby public servants see themselves first and foremost as servants of the citizens of South Africa, and where the Public Service is managed with service to the public as its primary goal. Improved service delivery cannot only be implemented by issuing circulars. It is not only about rule-books and ‘prescripts’, because it is not simply an ‘administrative’ activity. It is a dynamic process out of which a completely new relationship is developed between the public service and its individual clients. To implement a service delivery programme successfully, public service managers require new management tools.

2. PURPOSE OF THE SERVICE STANDARDS

The purpose of this White Paper is to provide a policy framework and a practical implementation strategy for the transformation of public service delivery. This White Paper is primarily about how public services are provided, and specifically about improving the efficiency and effectiveness of the way in which services are delivered

The service standards are required to: -

- Set out the organization's service standards that citizens and customers/clients can expect and which will serve to explain how the department will meet each of the standards.
- Specify the main services to be provided to the different types of actual and potential customers, based on an assessment of their needs.
- Contain the consultation arrangements with actual and potential customers to determine their needs;
- Specify the mechanisms or strategies to be utilized progressively to remove the barriers so that access to services is increased; with due regard to the customers' means of access to the services and the existing barriers to increased access,
- Contain arrangements as to how information about services is to be provided; and
- Stipulate a system or mechanisms for handling complaints.

3. CHARACTERISTICS OF THE SERVICE STANDARDS

Service standards specify the level (quantity) and quality of services, and they may cover processes, outputs and outcomes. They must be set at a demanding but realistic level to be reached by adopting more efficient and customer-focused working practices.

Service standards are required to be operational for a period of 5 years and be subjected to an annual performance review. These should be progressively raised and ideally may not be reduced, except to accommodate changed priorities based on changing customer needs. Service standards are furthermore to be benchmarked against international standards, taking into account South Africa's current level of development.

Service standards or performance-related issues in local government are governed by the Municipal Finance Management Act, 2003 (no 56 Of 2003) (read together with regulations), the Municipal Systems Act, 2000 (no 32 Of 2000) and the Municipal Structures Act, 1998 (no 117 of 1998).

In broadening the understanding of what constitutes a service standard, organizations need not only reflect processes, outputs and outcomes but to also to measure the effectiveness, efficiency, service quality, access to services and equity in service provision. In setting service standards, it is important that service delivery also be viewed from the customer's viewpoint and judged by criteria that he or she might use.

4. THE SERVICE DELIVERY PRINCIPLES OF BATHO PELE

Service standards should also be done along the context of the Eight Batho Pele principles. The main objective of Batho Pele is to ensure effective and efficient service delivery by putting “People First”

Eight principles for transforming public service delivery - the Batho Pele principles - have been identified. These are expressed in broad terms in order to enable national and provincial departments to apply them in accordance with their own needs and circumstances.

4.1. The Batho Pele principles are:

- a) **Consultation:** Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.
- b) **Service Standards:** Citizens should be told what level and quality of public services they will receive so that they are aware of what to expect.
- c) **Access:** All citizens should have equal access to the services to which they are entitled.
- d) **Courtesy:** Citizens should be treated with courtesy and consideration.
- e) **Information:** Citizens should be given full, accurate information about the public services they are entitled to receive.
- f) **Openness and Transparency:** Citizens should be told how national and provincial departments are run, how much they cost, and who is in charge.
- g) **Redress:** If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.
- h) **Value for Money:** Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

The Eight Batho Pele principles were developed to serve as an acceptable policy and legislative framework regarding service delivery in the public service. These principles are aligned with Section 195 (1) of the Constitutional values of:

- Promoting and maintaining high standards of professional ethics.
- Providing services impartially, fairly, equitably and without bias.
- Responding to people’s needs and encouraging citizens to participate in policy-making and monitoring of service delivery.
- Rendering an accountable, transparent and development-oriented public service administration.

For most customers, services must conform to the following measurable criteria:

- **Quantity:** Are the services and products supplied in sufficient volume and diversity to sustain basic needs?
- **Quality:** Are the services and products of such quality that they will last for an appropriate period of time so that they do not have to be re-supplied at additional cost?
- **Time/Timeliness:** Are the services and products rendered on time so that customers can derive maximum benefit from them?
- **Value for money:** Is the cost of the product or service balanced against the value derived by the recipient? Irrespective of whether or not customers pay directly for products and services, it is important that the cost of the product or service is balanced against the value derived by the recipient.
- **Access:** Are the services and products being delivered at the ideal locality to relevant customers to enable them to make best use of them, without incurring undue cost to gain access to the point of delivery?
- **Equity:** Are the services and products provided without discrimination?

Service standards must conform to the concept of Quantity, Quality and Time (QQT). The Service Delivery Budget Implementation Plans (SDBIP's) is a means to plan for service delivery improvement and should identify the clients of each department and also conform to the key criterion of measurability.

5. THR ARE 6 DEPARTMENTS WITHIN CAPRICORN DISTRICT MUNICIPALITY (CDM) WHICH ARE:

- Department: Strategic Executive Management services
- Department: Infrastructure Services
- Department: Infrastructure Services
- Department: Corporate Services
- Department: Community Services
- Department: Development Planning, Environmental Management Services

6. CORE SERVICES

- Bulk water supply systems
- Domestic wastewater and sewage disposal systems
- Solid waste disposal sites,
- Regulation of passenger transport services.
- Municipal airports serving the area of the district municipality as a whole.
- Municipal health services
- Firefighting and emergency services
- Planning, co-ordination and regulations of fire services.
- Specialized firefighting services such as a mountain, veld and chemical fire services.

The following district municipal powers and functions were transferred to local municipalities:

- Solid waste disposal.
- Municipal roads which form an integral part of the road transport system of the municipal area;
- The establishment, conduct and control of cemeteries and crematoria serving the municipal area;
- Promotion of local tourism for the municipal area;
- Municipal public works relating to any of the above functions or any other functions assigned to the local municipality.

In achieving the vision and mission of Capricorn District Municipality, we commit and pledge ourselves to the following:

6. GENERIC SERVICE STANDARDS

KEY SERVICE	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
Accessibility of Municipal officials that are allocated official cellular phones	Municipal Manager and Executive Managers. All essential Field workers and secretaries to MM and EM	In line with the cell phone policy	Municipal officials	CDM	At all times	Ensure that all Municipal officials that are allocated official cellular phones within CDM are accessible at all times in line with the cell phone management policy.
Answering outside Telephone	All	In line with the white paper on the transformation of public service	Municipal officials	CDM	Within three rings	Telephone calls are answered within 3 rings by all municipal officials within CDM in line with the white paper on the transformation of public service
Unanswered Telephone calls are diverted to the switchboard for taking a message	All	In line with the white paper on the transformation of public service	Switchboard operators	CDM	After 5 rings	All unanswered telephone calls after 5 rings are diverted to the switchboard for operators within CDM to take messages in line with the white paper on the transformation of public service
Submission of Departmental reports to Strategic management	All	In line with the Performance management	Management team	CDM	3rd day of each month	All Management teams within CDM to submit Departmental reports to the SEMS - PMS and Council Support no later than the 3rd day of every month In line

unit and committees' section		information and reporting policy				with the Performance Management information and reporting policy.
Production of minutes for meetings	All	In line with the white paper on the transformation of public service	Employees	CDM	Within 5 working days after the meeting	Production of minutes for all meetings by employees within CDM within 5 working days after the meeting.
Employees observing official working hours commencing work at 07:45 and ending at 16:30.	All	In line with the conditions of service	Employees	CDM	Monday to Friday	All employees within CDM shall observe official working hours (Monday to Friday) commencing work at 07:45 and ending at 16:30 In line with the conditions of service.
Review of service standards	All	In line with the prescripts in the Batho Pele according to the White Paper on the transformation of service delivery	All Departments	CDM	4th quarter each year in line with the IDP processes	All departments within CDM shall review their service standards in the 4 th quarter each year within the departments in line with the IDP processes
Service delivery complaints	All	According to the White Paper on the transformation of service delivery	Employees	CDM	30 working days upon receipt	All employees within CDM to attend to reported Service delivery complaints within 30 working days upon receipt in line with the White Paper on transformation of service delivery.

Acknowledgement of receipt of correspondences	All	According to the White Paper on the transformation of service delivery	Employees	CDM	14 working days	All employees within CDM shall ensure that Correspondence is acknowledged and responded to within 14 working days in line with the White Paper on transformation of service delivery.
Issuing out of invitations for meetings	All.	According to the White Paper on the transformation of service delivery	Employees and stakeholder	CDM	72 hours before the scheduled meeting and 48 hours before the special meeting	All employees within CDM to issue out an invitation for meetings 72 hours before the scheduled meetings and 48 hours before the special meeting for both employees and stakeholders in line with the White Paper on the transformation of service delivery.
Information to be placed on the website	All	Sec 75 of the MFMA	Departments	CDM	Not later than 5 days after tabling	Information to be placed on the website by all affected Departments within CDM in collaboration with the communications unit, not later than 5 days after their tabling in line with sec 75 of the MFMA.

7. DOMAIN-SPECIFIC STANDARDS

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Office of the Executive Mayor							
Mayoral outreach programme	4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	CDM	Quarterly	Conduct mayoral outreach programmes in 4 Local Municipalities within CDM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000.	Mayoral outreach approved concept document
State of the District address	1	In line with Municipal Systems Act no. 32 of 2000 District Corporate Calendar.	Stakeholders	CDM	Annually	Hosting of the State of the District address on the IDP/Budget to all stakeholders in CDM annually in line with the Municipal Systems Act no. 32 of 2000 and District Corporate Calendar	Programme and SODA Speech
Office of the Speaker							
Coordination of Meetings	All	In line with the institutional calendar	Council and its Committees	CDM	72 hours prior to the meeting	To ensure that all meetings of CDM council and its committees are timeously coordinated in line with the institutional calendar.	Meeting invitations and time

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Distribution of packages for committee meetings of the Council	All	In line with the institutional calendar	Council and its Committees	CDM	72 hours before the date of the meeting	Distribution of packages for all committee meetings of the Council within CDM will be done 72 hours before the date of the ordinary meeting, and 48 hours before the date of the special meeting	Package distribution list with collection time and online accessible
Oversight programmes	All	In line with Section 79 of Municipal Structures Act no. 117 of 1998	Municipal Public Accounts committee	CDM	Quarterly	To ensure monthly implementation of all oversight programmes by the Municipal Public Accounts committee in CDM in line with Section 79 of Municipal Structures Act no. 117 of 1998	Agenda and attendance register for oversight meetings
Public Participation Programmes	4	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	CDM	Quarterly	Ensure implementation of all Public Participation programmes in the local municipalities within CDM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000	Agenda and attendance registers
Public Hearing on the annual report	1	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	CDM	3 rd Quarter of the financial year	Ensure that a public hearing on the annual report is held during the 3 rd quarter of the financial year in line with	Agenda, advert and attendance registers

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						Municipal Systems Act no. 32 of 2000	
Projects visits	All	In line with Municipal Systems Act no. 32 of 2000	Local Municipalities	CDM	Quarterly	To ensure that project visits are conducted in all local municipalities within CDM on a quarterly basis in line with Municipal Systems Act no. 32 of 2000	Project visit attendance register
Office of the Chief Whip							
Whippery meetings	All	In line with the institutional calendar	<i>Councillors</i>	CDM	Quarterly	To ensure that all Whippery meetings are held in line with the Institutional calendar	Agenda and attendance registers
Special Focus							
Children Development Programmes	All	Children Development Policy	Local municipalities	CDM	Monthly	Ensure implementation of all children's development programmes in local municipalities and CDM on a monthly basis in line with Children's development policy	Programme invitation, agenda and attendance register
Disability Development Programmes	All	Disability development policy	Local municipalities	CDM	Monthly	Implementation of all Disability development programmes in local municipalities and CDM on a	Programme invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
		(White paper on integrated national disability strategy)				monthly basis in line with the Disability development policy	
Gender Development Programmes	All	Gender development policy	Local municipalities	CDM	Monthly	Implementation of all Gender development programmes in local municipalities and CDM on a monthly basis in line with the Gender development policy	Programme invitation, agenda and attendance register
Older Persons Development Programmes	All	Older Persons development policy	Local municipalities	CDM	Monthly	Implementation of all Older Persons development programmes in local municipalities and CDM on a monthly basis in line with the Older Persons development policy	Programme invitation, agenda and attendance register
Youth Development Programmes	All	Youth development policy	Local municipalities	CDM	Monthly	Implementation of all Youth development programmes in local municipalities and CDM on a monthly basis in line with the Youth development policy	Programme invitation, agenda and attendance register
HIV & AIDS Programmes	All	In line with the Limpopo Aids Council Policy Framework	Local municipalities	CDM	Quarterly	Implementation of all HIV & AIDS Programmes in local municipalities within CDM in line with the Limpopo Aids	Programme invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						Council Policy Framework on a quarterly basis.	
CBO Summit	All	In line with the concept document.	Stakeholders	CDM	Annually	Hosting of the annual CBO Summit for all Stakeholders within CDM in line with the concept document	Concept document, agenda and attendance register
Inter-Governmental Relations							
Coordination of IGR	All	In line with the corporate calendar	Technical and political meetings	CDM	Quarterly	Coordination of all Technical and political IGR meetings in CDM on a quarterly basis in line with the Institutional Calendar.	Virtual and contact IGR recordings, agenda and attendance register
Internal Audit							
Ensure compliance with the Three-year risk-based strategic audit plan	100%	Sec 165 of the MFMA	Officials	CDM	Quarterly	Ensure 100% compliance in implementing the three-year risk-based strategic audit plan by all officials within CDM on a quarterly basis in line with Sec 165 of the MFMA.	Updated risk-based strategic audit plan report
Functional Audit Committee	All	Sec 166 of the MFMA	Local municipalities	CDM	Quarterly	To ensure a functional audit committee on a quarterly basis in all local municipalities within CDM in line with Sec	Audit Committee invitation, agenda and attendance register

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						166 of the MFMA in order to improve the audit outcome.	
Risk Management							
Ensure compliance with the Organizational Risk Profile	All	National risk management framework	Officials	CDM	Quarterly	Ensure compliance to the Organizational Risk Profile by Officials within CDM on a quarterly basis in line with the National risk management framework	Organizational Risk Profile compliance report
Implementation of Fraud prevention	All	Whistleblowing policy and Fraud Prevention Plan.	Local Municipalities	CDM	Quarterly	Implementation of all Fraud prevention programmes in all local municipalities within CDM in line with Whistleblowing policy and fraud prevention plan.	Fraud prevention programmes
	All	Fraud prevention plan.	Reported cases	CDM	Monthly	Attend to all reported cases of suspected fraud and corruption within CDM in line with the Fraud prevention plan on a monthly basis.	Number of reported cases
Communications							
Policies	All	In line with the Corporate Image strategy	Officials	CDM	Quarterly	To ensure compliance to all policies Communications Policy, Social media the	List of all policies in communications

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						policy, events guidelines and corporate manual) by all CDM officials In line with the policies on a quarterly basis.	
Publishing of information in media	All	In line with the communications strategy and social media policy.	External and internal clients	CDM	Monthly	Publication of information in media for external and internal clients within CDM will be done quarterly in line with the communications strategy and social media policy.	Advertorials, adverts, website, facebook, Intranet, Youtube and tweeter
Events management	All	In line with the Events Management Strategy	Internal and calendar events	CDM	Monthly	All Internal calendar events within CDM will be managed on a monthly basis in line with the Events Management Strategy and also cater for external .	Events list and approved concept documents
Advertising	All	In line with the communications strategy and deviation on special form of arts memo.	Internal Adverts	CDM	Monthly	Ensure that all internal adverts within CDM is done monthly in line with the communications strategy and deviation on special form of arts memo.	Published adverts

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Institutional Performance, Planning, Monitoring and Evaluation							
Service Delivery and Budget Implementation Plan (SDBIP) development and approval	All	Sec 53(1) (c) (ii) of the MFMA	Departments	CDM	Within 28 days after the adoption of the IDP/budget	SDBIP will be developed by all departments and approved by the Executive Mayor within 28 days after adoption of the IDP/Budget in line with Sec 53(1) (c) (ii) of the MFMA	Approved SDBIP
Service Delivery and Budget Implementation Plan (SDBIP) review and approval	All	Sec 54 (1) (c) of the MFMA	Departments	CDM	After the adoption of the adjustment budget	SDBIP will be reviewed and approved by CDM Council after the adoption of the adjustment budget in line with Circular 13 of the MFMA.	Approved SDBIP
Publishing of the SDBIP	All	In line with Circular 13 of the MFMA sec 53 (3) (a) of the MSA	Stakeholders	CDM	Within 14 days after the adoption of the SDBIP.	The SDBIP shall be publicized for CDM stakeholders within 14 days after the adoption of the SDBIP in line with Circular 13 of the MFMA and sec 53 (3) (A) of the MSA	Published advert
Organizational	4	In line with Chapter 6 of the MSA	Co-operative Governance, Human	CDM/Coghsta	Quarterly	Organizational performance reports are produced and submitted to Coghsta and	Signed submission correspondent

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Performance Reports		Sec 72 (1) (a) (ii) (iii) and (b) (i) (ii) (iii) of the MFMA	Settlements and Traditional Affairs (Coghsta) and National and Provincial Treasury			National and Provincial Treasury on a quarterly basis In line with Chapter 6 of the MSA	
Monitor compliance with Organization al service standards	All	In line with the Batho Pele handbook	Departments	CDM	Quarterly	Monitor compliance to the implementation of organizational service standards by all departments within CDM In line with the Batho Pele handbook	Approved organizational service standards monitoring tool
Department of Corporate Services							
Employee Wellness management	All	In line with the Employee wellness policy and Employee Assistance Programme standards	All Employees	Capricorn District Municipality	Within 30 working days after the case has been reported	Employee wellness management for all employees within CDM shall be attended to in line with the Employee wellness policy and Employee Assistance Program standards within 30 working days after the case has been reported.	Monthly Employee Assistance Program

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Participation in Sports and recreational activities	All	In line with the departmental policy and Employee Assistance Programme standards	All Employees	Capricorn District Municipality	Weekly	All employees within CDM will be encouraged to participate in monthly Sports and recreational activities In line with the departmental policy and Employee Assistance Programme standards	monthly Sport and recreational activities and attendances registers
Administration of Occupational Injuries and Diseases cases	All	Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Employees	Capricorn District Municipality	Monthly	Administration of Occupational Injuries and Diseases cases for all employees within Capricorn District Municipality shall be done monthly in line with Compensation for Occupational Injuries and Diseases Act 130 of 1993, Occupational Health and Safety Act 85 of 1993, Occupational Health and Safety Act 85 of 1993 and Department Policies	Number of cases administered on Occupational Injuries and Diseases
Health and Wellness educational initiatives	All Municipal Employee Health and	In line with the Municipality	Employees	Capricorn District Wellness educational initiatives	Quarterly Municipal Employee Health and Wellness Action Plan	Employees initiatives will be rendered to all employees on a quarterly basis	List of Health and Wellness educational initiatives programmes

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
	Wellness Action Plan					In line with the Municipal Employee Health and Wellness Action Plan.	
Exit management	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	Capricorn District Municipality	14 working days upon receipt of notice	Exit management within CDM shall be done in line with Municipal Human Resources Policies and the main Collective Agreement within 14 working days upon receipt of the notice.	Exit management execution report with date
Processing of Service benefits	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	Capricorn District Municipality	5 working days upon receipt of the request	Processing of service benefits for all employees within CDM shall be done within 5 working days upon receipt of the request or claim In line with Municipal Human Resources Policies and the main Collective Agreement.	Processing of Service benefits report and with date
Processing of leave	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Employees	Capricorn District Municipality	5 working days	Processing of leave for all employees within CDM shall be done within 5 working days In line with Municipal Human Resources Policies and the main Collective Agreement.	Leave Management monthly report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Recruitment and selection	All	In line with Municipal Human Resources Policies and the main Collective Agreement	Internal and external candidates	RSA	within 90 days after the closing date	Recruitment and selection of all internal and external candidates within RSA shall be finalized within 60 days after the closing date In line with Municipal Human Resources Policies and the main Collective Agreement.	Recruitment and selection report
Job evaluation	All	As per SALGA's Collective Agreement on Job evaluation	Employees	Capricorn District Municipality	Annually Within 90 days upon request	Job evaluation for all identified employees posts within CDM shall be done annually per SALGA's Collective Agreement on Job Evaluation 14days upon request As per SALGA's Collective Agreement on Job Evaluation	Job Evaluation report
Communication of job evaluation results	All	As per SALGA's Collective Agreement on Job Evaluation	Employees	Capricorn District Municipality	Within 5 working days	Job evaluation results shall be communicated to all employees within CDM within 5 working days after approval by Executing Authority as per SALGA's Collective Agreement on Job Evaluation.	Job Evaluation report to staff

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Signing of Performance Agreements	All	Sec 57 (1) (b) (ii) of the MSA	Sec 57 Managers	CDM	Within 60 days after a year has ended.	All sec 57 Managers shall sign the Performance Agreements in line with Circular 13 of the MFMA within 1 month after the year has ended.	Signed Performance Agreements
Conclusion of performance Instruments	All	In line with Municipal Human Resources Policies	Employees	Capricorn District Municipality	End of July each year	All employees within CDM to conclude Performance Instruments (PIs) in line with Municipal Human Resources Policies by end of July each year	Concluded performance Instruments
Conclusion of performance plans	All Employees	In line with Municipal Human Resources Policies	New Employees	Capricorn District Municipality	Within 3 months after the appointment	All new employees in Capricorn District Municipality to conclude Performance Plans within three (3) months after appointment In line with Municipal Human Resources Policies.	Signed performance plans
Compilation and signing of progress reviews	All	In line with Municipal Human Resources Policies	Employees	Capricorn District Municipality	Within 30 days after the end of the quarter	Progress Reviews are compiled and signed by all employees in Capricorn District Municipality within 30 days after the end of the	Quarterly signed progress reviews

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						quarter In line with Municipal Human Resources Policies	
Annual Performance evaluation/ Assessment	All	In line with Municipal Human Resources Policies	Employees	Capricorn District Municipality	30 days after end of the cycle	Annual Performance Evaluation reports for all employees within CDM for the previous financial year finalized within 30 days after the end of the cycle In line with Municipal Human Resources Policies	Signed annual Performance evaluation/ Assessment
Training And Development	All	In line with Municipal Human Resources Policies	Municipal Employees	Capricorn District Municipality	Annually	Training and development shall be provided to all municipal employees within CDM annually In line with Municipal Human Resources Policies	Approved list of trained municipal employees and Councilors
Provision of Learnership And Internship	All	In line with the skill development activities act and Municipal Human Resources Policies	Internal and external clients.	Capricorn District Municipality	Annually	Learnership and internship is provided to all internal and external clients in the CDM annually in line with the skill development Act and Municipal Human Resources Policies.	Approved list of Learnership And Internship programmes

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Implementation of Promotion of access to information	Attend to all received request	In line with the Promotion of access to information act, no.2 of 2000 (PAIA) The South African Local Government Bargaining Council's Disciplinary Code.	Internal and external clients	Capricorn District Municipality	Within 30 days of request.	Implementation of promotion of access to information is done within 30 days of the request from internal and external clients in line with Promotion of access to information Act no.2 of 2000 in Limpopo provincial administration. Handled / within 30 days upon receipt As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code.	Monthly report of promotion of access to information
Protection of Personal Information	Attend to all received request	In line with the Protection of Personal Information Act 4 of 2013 with regard to implementation of Promotion of access to information.	Internal and external clients	Capricorn District Municipality	Within 30 days of request.	Implementation of Protection of Personal Information is done within 30 days of the request from internal and external clients in line with Protection of Personal Information Act 4 of 2013	Quarterly report of Protection of Personal Information
Represent the employer in all dispute resolution	All	As per Labour Relations Act and the South African Local Government	Employees	Capricorn District Municipality	Within 30 working days	Represent the employer in all dispute resolution forums on all disputes declared by employees within CDM as	Labour Relations monthly report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
forums on disputes declared		Bargaining Council's Disciplinary Code				per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code within 30 working days.	
Handling of reported misconduct cases	All	As per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	Employees	Capricorn District Municipality	Within 30 days	All reported misconduct cases by employees within CDM shall be handled within 30 days as per Labour Relations Act and the South African Local Government Bargaining Council's Disciplinary Code	List of misconduct cases
Information and physical security audits	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Capricorn District Municipality	Monthly	Conduct monthly Information and physical security audits for all employees and security contractors in CDM According to Minimum Security Standards (MISS).	Monthly information and physical security audits report
Security record checks	All	According to Minimum Security Standards (MISS)	Employees / Security Contractors	Capricorn District Municipality	Monthly prior to appointment	Security record checks of all Employees / Security Contractors in CDM shall be conducted monthly prior to appointment According to Minimum Security Standards (MISS)	Monthly information and physical security audits report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Monitoring of Security service level agreements to evaluate compliance	All	According to Minimum Security Standards (MISS)	Security Contractors	Capricorn District Municipality	Monthly	Security service level agreements of all security contractors within CDM shall be monitored monthly to evaluate compliance according to Minimum Security Standards (MISS)	Monthly information and physical security audits and SLA report
Legal opinions requests	All	In line with legal prescripts	Internal and external stakeholders	Capricorn District Municipality in Limpopo Province	Within 5 working days of full receipt of instructions	All requests for Legal opinion by both internal and external stakeholders in CDM shall be attended to within 5 working days of receipt of full instruction in line with legal prescripts.	List of Legal opinions
Drafting and editing of contracts	All	In line with legal prescripts	Internal and external stakeholders	Capricorn District Municipality in Limpopo Province	Within 20 working days	All requests for the drafting and editing of contracts by both internal and external stakeholders in CDM shall be finalized within 20 working days of receipt of full instruction in line with legal prescripts.	Monthly contracts list

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Drafting of legislations	All	In line with legal prescripts	Internal and external stakeholders	Capricorn District Municipality in Limpopo Province	Within 12 months	All requests for drafting of legislations by both internal and external stakeholders in CDM shall be done within 12 months of receipt of full instruction in line with legal prescripts	Monthly legislation list
Litigation management	All	In line with legal prescripts applicable to each case	Capricorn District Municipality	Limpopo	Within the Uniform Rules of the courts	Litigation managed in line with legal prescripts applicable to each case for Capricorn District Municipality in Limpopo within the Uniform Rules of the courts.	Monthly litigation list
Implementation of systematic disposal program	All	In line with the Provincial Archives Act	Affected HR, General Records	CDM	Within 90 days after approval by the disposal authority.	Implementation of systematic disposal program on all affected HR and General Records in CDM within 90 days after approval by disposal authority in line with Provincial Archives Act	Implementation strategy of systematic disposal program
Records management	All	In line with Provincial Archives Act and records management policy guidelines.	HR, General Records	CDM	Monthly	All HR and General Records within CDM will be managed monthly in line with the Provincial Archives Act and	HR and General Records management report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						records management policy guidelines.	
Provision of Application Systems and Desktop support	All	As per approved IT Policies,	IT users	CDM	5 working days upon request	Application Systems support services are provided to all IT users in CDM within 5 working days upon request as per approved IT Policies	Signed IT requisition forms
Provision of Assessment and Availability of Network	All	As per approved IT Policies,	Sites	CDM	Within 5 working days	Provide within 5 working days assessment and availability of network at all CDM sites as per approved IT Policies	Signed IT requisition forms
Provision of incremental and full backup of data	All	As per the backup procedure	Onsite and offsite Data	CDM	Within 5 working days	Provide 5 working days incremental and full backup of all onsite and offsite data as per backup procedure	Signed IT requisition forms
Department of Community Services							
Food quality monitoring	All	In line with Municipal Health policy and National Health legislation.	Food outlets	Capricorn District Municipality	Monthly	Monitoring of food quality in all food outlets within CDM on monthly basis In line with Municipal Health policy and National Health legislation.	Monthly monitoring report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Water quality monitoring	All	In line with Municipal Health policy and National Water Safety Act and National Health Act	Water sources	Capricorn District Municipality	Monthly	Monitoring of water quality in all water sources within CDM In line with Municipal Health policy and National Water Safety Act and National Health Act on a monthly basis.	Monthly monitoring report
Disasters response	All	In line with the national framework on disaster management 2005	Community	CDM	Within 12 hours upon receipt of the call	All disasters reported by the community within CDM are responded to within 12 hours upon receipt of the call-in in line with the national framework on disaster management 2005	Disaster Monitoring report
Monitoring of Compliance with safety	All	In line with the SANS 10264:1-3 WITHOUT 10400 WITHOUT 10366 SASREA no.02 of 2010	4 Local municipalities (excluding Polokwane)	CDM	Before and during external events	All external events in the 4 local municipalities within CDM shall be monitored for compliance with safety before and during events in line with the SANS 10090:2003-Edition 3, SANS 10400, SANS 10166 and SASREA no.02 of 2010.	Monthly monitoring of Compliance of safety report
Emergencies response	All	In line with the SANS 10090:2003-Edition 3	Community / Public	CDM	Within 10 minutes and 1 hour upon receipt of the call	All emergencies that are reported by the community within CDM are responded to	Control room emergency response report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						within 10 minutes and 1 hour upon receipt of the call in line with the SANS 10090:2003-Edition 3	
Department of Finance							
Request for quotation of goods and services between R0.00 – R30,000.00	All	SCM Prescripts	User Departments	CDM	Within 14 working days upon receipt	All requests for quotations between R0.00 – R30,000.00 by user departments within CDM will be finalized within 14 working days upon receipt in line with SCM Prescripts.	Approved procurement request to SCM
Procurement of goods and services between R30,000.00- R200 0000	All	SCM Prescripts	User Departments	CDM	Within 30 days of receipt	All procurement of goods and services between R30,000.00- R200 0000 for user departments within CDM, will be finalized within 30 working days upon receipt in line with SCM Prescripts.	Approved procurement request to SCM
Procurement of goods and services from R200 000 and above.	All	SCM Policy/ SCM Prescripts	User Department	CDM	Within 90 working days upon receipt	All procurement of goods and services from R200 000 and above for user departments within CDM, will be finalized within 90 working days upon	Approved procurement request to SCM

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						receipt in line with SCM Policy and SCM Prescripts.	
Advertisement for procurement of goods and services on the notice boards, website and tender bulletin.	All	In line with the SCM Policy, SCM Prescripts	Service providers	CDM	Within set timeframes	All advertisements for procurement of goods and services for the appointment of service providers in CDM, will be done timeously on the notice boards, website local and national newspapers In line with the SCM Policy, SCM Prescripts	Website and local print media report
Counting of Stock in stores	All	In line with the SCM Policy, SCM Prescripts	Officials	CDM	Monthly	Counting of all stock in stores will be done monthly to ensure availability of stock for officials within CDM in line with the SCM Policy, SCM Prescripts	Monthly stock counting report
Provision of quality goods and services in stores	All	In line with the SCM Policy, SCM Prescripts	Service providers	CDM	Within set timeframes.	Provision of quality goods and services in stores by all service providers in CDM within set timeframes In line with the SCM Policy, SCM Prescripts	Monthly stock counting report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Reporting on the performance of service providers	All	In line with the SCM Policy, SCM Prescripts	User departments	CDM	Within 5 working days after the service has been rendered.	Reporting on the performance of service providers shall be done by all user departments in CDM within 5 working days after the service has been rendered in line with the SCM Policy, SCM Prescripts	Service provider's service performance reporting
Reconciliation of salaries	All	In line with Sec 66 of the MFMA	Employees and councilors	CDM	Monthly	Reconciliation of salaries for all employees and councilors within CDM shall be done monthly in line with Sec 66 of the MFMA.	salaries reconciliation report
Payments of salaries and benefits	All	In line with Bargaining Council Employment Agreement	Employees and councilors	CDM	Twice a month	All Payments of salaries and benefits for employees and councilors within CDM shall be done twice a month In line with Bargaining Council Employment	salaries reconciliation report
Assets reconciliation	All	In line with Asset Management policy	Movable and immovable	CDM	Monthly	Conduct monthly reconciliation of all movable and immovable assets within CDM in line with Asset Management policy.	movable and immovable assets reconciliation report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Payments of goods and services	All	Sec 99 (2)(b) of the MFMA	Service providers	Within 30 days upon receipt of the invoice	Conduct monthly payment of goods and services to all service providers within CDM in line with Sec 99 (2) (b) of the MFMA within 30 days upon receipt of invoice.	Payments of goods and services	monthly payment report
Reconciliation of revenue collected	All	Sec 64(2) (h) of the MFMA	Community members	CDM	Weekly	Reconciliation of all revenue collected from community members within CDM will be done on a weekly basis in line with Sec 64 (2) (b) of The MFMA.	Weekly reconciliation of revenue report
Collection of Revenue	All	Sec 64(2) (a) of the MFMA Tariff policy	Community members	CDM	Monthly	Collection of revenue will be done from all community members within CDM on a timeous basis in line with Sec 64 (2) (a) of The MFMA and the Tariff policy.	Revenue report
Debt collection	All	Sec 96 (a) of the Municipal Systems Act,	Debtors	CDM	Monthly	Collection of all debts from debtors within CDM will be done monthly in line with Sec	Debt collection report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
		Credit control and Debt Collection Policy				96 (a) of the Municipal Systems Act and the Credit control and Debt Collection Policy.	
Budget preparation	All	Sec 21 and Sec 28 of the MFMA	Council	CDM	Twice a year	Preparation of budget within CDM will be done twice a year for approval by the Council in line with Sec 21 and Sec 28 of the MFMA.	Budget report
Budget implementation	All	Sec 69 of the MFMA	Departments	CDM	Monthly	Budget implementation will be done by all departments within CDM on a monthly basis in line with Sec 69 of the MFMA.	Budget implementation report
Preparation of Financial Statements	All	Sec 122 of the MFMA	Treasury, Auditor General	Provincial	Quarterly/Annually	All financial statements will be prepared and submitted to Provincial Treasury and Auditor General on a quarterly/annually basis in line with Sec 122 of the MFMA.	Financial Statements report
Submission of budget statements reports	All	Sec 71 of the MFMA	Treasury	Provincial	By not later than 10 working days after the end of each month	All budget statement reports will be submitted to Provincial Treasury By not later than 10 working days after the end of	budget statements reports

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
						each month in line with sec 71 of the MFMA.	
Submission of mid-year budget and performance assessment reports	All	Sec 72 of the MFMA	Treasury	Provincial	25 January each year	All mid-year budget and performance assessment reports will be submitted to Provincial Treasury by the 25 January each year in line with Sec 72 of the MFMA.	mid-year budget and performance assessment reports
DEPARTMENT: DPEMS							
Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	Development and review of Credible Integrated development plan (IDP)	reviewed Integrated development plan (IDP)
Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adherence to the IDP Framework /process plan	Adopted IDP Process plan
IDP process plan adopted	IDP process	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	IDP process plan adopted	Adopted IDP Process plan

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
	plan adopted						
Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Alignment of IDP process plan with Local municipalities	Adopted IDP Process plan
IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	IDP/Budget Steering committee meetings	Invitation, Agenda and attendance registers
Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Publishing of the IDP	Published advert
IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	IDP Representative Forum meetings	Invitation, Agenda and attendance registers
Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Spatial development framework	Reviewed Spatial development framework
Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update with growth point maps	Website update link

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	Development and review of Geographical information systems (GIS) procedure manuals	GIS procedure manuals
Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection and verification of spatial data	Collection list of spatial data
Environmental Management complaints	Attend to Environmental Management complaints	Attend to Environmental Management complaints promptly	Public & Stakeholders	CDM	48-Hours	Attend to the complaint within 48-hours and keep complainant informed of outcomes / way forward	Complaints Book
Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implemented infrastructure projects captured on GIS	Implementation progress report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
Compliance Monitoring	Quarterly reports	Compliance monitoring inspections will take place in line with SDBIP	Facilities within CDM area of jurisdiction	CDM	Quarterly	Compliance monitoring inspections will take place in line with SDBIP	Quarterly reports
Ambient Air Quality Monitoring	Quarterly reports	Ambient air quality monitoring will take place in line with SDBIP	Ambient air within CDM area of jurisdiction	CDM	Quarterly	Ambient air quality monitoring will take place in line with SDBIP	Quarterly reports
Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Road Safety Education	Names of the schools that won the competition
Department: Infrastructure							
Water quality monitoring	All	In line with Municipal Health policy and National Water Safety Act and National Health Act	Water sources	Capricorn District Municipality	Monthly	Monitoring of water quality in all water sources within CDM In line with Municipal Health policy and National Water Safety Act and National Health Act on a monthly basis.	Water quality monitoring report
Provision of the operation and maintenance of district	All	Water Services Act	District Water schemes/Infra structure	CDM	Within set timeframes as prescribed by the Water Act. (48hours)	Ensure timeous provision of operations and maintenances of all district water schemes/infrastructure within CDM by attending to	Repairs & Maintenance Term Contract Report

KEY SERVICES	QUANTITY	QUALITY	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT	MEANS OF VERIFICATION
water schemes/infr astructure.						breakdowns within 48 hours of breakdown in line with the requirements of the Water Services Act.	
Water quality monitoring and sampling	700 chemical and 800 Microbiological samples collected	SANS 241	Water sources	CDM	Quarterly	Water quality monitoring and sampling of 700 chemicals and 800 microbiological samples in all water sources within CDM in line with SANS 241 on an annual basis.	Water quality monitoring report
Water quality Implementati on of Water Safety & Security Plans	10	National Water Act	Interventions	CDM	Monthly	Implementation of 10 interventions on water safety and security plans within CDM on a monthly basis in line with SANS 241	Water quality monitoring report
Community awareness campaigns	8	Municipal Systems Act	Communities where projects are implemented	CDM	Quarterly	Conduct community awareness campaign to 8 communities where projects are implemented within the CDM municipal area in line with the Municipal Systems Act on a quarterly basis.	List of awareness campaigns executed

**For more information, please contact
Office of Municipal Manager**

Or

**Mr. Jabu Masondo
41 Biccard Street
Polokwane
0700**

Phone: 015 294 1000

Email: info@cdm.org.za or Masondoj@cdm.org.za

8. CONTACTS

Municipality	Disaster management services (Local municipalities)	Disaster management services (from CDM)	Fire management services	Municipal Health Services	Operations and maintenance
Polokwane	<p>Physical address: Polokwane Traffic</p> <p>Contact person: Mr Phuti Kabe (Manager: Fire and Disaster)</p> <p>Contact number:</p> <p>Tel Office: 015 290 2405 Cell: 071 687 7025</p> <p>Emergency number: 015 290 2457 015 290 2000</p>	<p>Physical address: Disaster Main Centre (Polokwane Fire Station) 1st floor Vermukeliet Str Ladanna</p> <p>Contact person: Miss. Lebogang Mosotho (Disaster Management Officer)</p> <p>Contact number: Cell: 071 687 7025</p> <p>Emergency number: 015 293 9700 0800 666 777</p>	<p>Physical address: Polokwane Fire Station Vermukeliet Str Ladanna</p> <p>Contact person: Chief Fire Officer Kens P</p> <p>Contact number: Cell:083 621 6815</p> <p>Emergency number: 015 290 2457 015 290 2000</p>	<p>Physical address: 24 Thabo Mbeki Street</p> <p>PM Mboweni (073 003 3396)</p> <p>Matsaung M.J (079 891 8890)</p> <p>Ramabulana P (082 592 4585)</p> <p>Kgabi G.M (072 771 8306)</p> <p>Seshego Hospital Chaba M.A (079 229 3561)</p> <p>University of Limpopo (Mankweng) I.L Mojela (076 140 8590)</p>	<p>Physical address: Polokwane LM</p> <p>Contact person: Mushaisano Ramusetheli</p> <p>Contact number: 081 330 6687 015 290 2210</p>

				Mamabolo A.B (072 666 9313) Mothiba M.J (082 716 0102)	
Molemole	Physical address: Molemole Local Municipality Mokgwadi office Contact person: Ms FM Mabuela (Director: Community Services) Contact number: Cell: 082 505 9363 Phone: 015 501 0243	Physical address: Disaster Main Centre (Polokwane Fire Station) 1st floor Vermukeliet Str Ladanna Contact person: Mr Alpheus Mashamaite Contact number: Cell: 071 686 5011 Emergency number: 0800 666 777	Physical address: Molemole Fire Station Matoks (Botlokwa) Contact person: Chief Fire Officer Els W Contact number: Phone: 083 876 5106 Emergency Number: 0800 666 777	Physical address: Mohodi Clinic Moreroa M.H (072 966 7593) Matoks Clinic Malema M.P (078 371 6504)	Physical address: Molemole LM Contact person Satellite: Frans Thoka Contact number: 082 778 9068 Molemole LM Donald Masipa 0766218132
Blouberg	Physical address: Blouberg Local Municipality Senwabarwana Contact person: Mr. Mpya (Acting Director: Community Services)	Physical address: Disaster Main Centre (Polokwane Fire Station) 1st floor Vermukeliet Str Ladanna Contact person: Mrs Winny Thaba	Physical address: Blouberg Fire Station Senwabarwana Contact person: Chief Fire Officer Mogoboya L Contact number:	Physical address: Water Services Offices. Municipal Health A.S Pohotona (072 390 7048) Victor Modiba/ Contact number:	Physical address: Blouberg LM Contact person Satellite: Victor Modiba/ Contact number: 082 778 9070

	<p>Contact number: Cell: 076 792 6336 <u>Phone: 015 505 7162</u></p>	<p>Contact number: Cell: 071 686 5004 Mrs Lerato Monyela Contact Number : 067 057 4653</p> <p>Emergency number : 0800 666 777</p>	<p>Cell: 083 560 3711 Emergency Number: 015 505 7500</p>	0827789070	
CDM	<p>Physical address: Disaster Main Centre (Polokwane Fire Station) 1st floor Vermukeliet Str Ladanna</p> <p>Contact person: Miss. Lebogang Mosotho (Disaster Management Officer)</p> <p>Contact number: 071 687 7025</p> <p>Emergency number: 015 293 9700</p>	<p>Physical address: Disaster Main Centre (Polokwane Fire Station) 1st floor Vermukeliet Str Ladanna</p> <p>Contact person: Miss. Lebogang Mosotho (Disaster Management Officer)</p> <p>Contact number: Cell: 071 687 7025</p> <p>Emergency number: 015 293 9700 0800 666 777</p>	<p>Physical address: 24 Thabo Mbeki Street Mmako S.H (082 819 9874)</p> <p>Motau T.H (082 321 9743)</p> <p>Ramonyai N.I (076 443 2683)</p>	<p>Physical address: 26 GnrI Joubert Street, Polokwane</p> <p>Contact person: Kwena Nkoko</p> <p>Contact number: 083 283 0632 or</p> <p>Maurice Morifi 082 455 1867</p>	CDM

Lepelle-Nkumpi	<p>Physical address: 170 BA Unit F</p> <p>Contact person: Mr Mametja (Acting Executive Manager)</p> <p>Contact number: Cell: 067 097 3526 Emergency number: 015 633 4500</p>	<p>Physical address: 170 BA Unit F</p> <p>Contact person: Mrs Phuti Rampya (Disaster Management Coordinators)</p> <p>Contact number: Cell: 071 686 5005 Emergency number: 0800 666 777</p>	<p>Physical address: 170 BA Unit F</p> <p>Contact Person: Divisional officer: Moabelo Koena</p> <p>Contact details: 071 686 5009 Lepelle-Nkumpi: Fire station: 015 633 9233</p>	<p>Physical address: 170 BA Unit F</p> <p>Municipal Health. Contact details:</p> <p>Contact Person: Bambo P.F 072 233 9911 Contact details Hlahla M.M 082 796 3399</p>	<p>Physical Address: Public works between Zone A and</p> <p>Mamaolo Village: Operations and maintenance:</p> <p>Contact Person: Solly Mapholo Contact Number: 082 778 9018</p>
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Approved

Mr. Ramakuntwane Selepe
Municipal Manager

Date