

# 2019/2020

## 2<sup>nd</sup> Quarter SDBIP Implementation Progress report



**GREATER TZANEEN MUNICIPALITY**

January 2020

Office of the Municipal Manager

Performance Management Section

Contact number: 015 - 307 8002

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## List of Acronyms

<b>AC</b>	Audit Committee
<b>AFS</b>	Annual Financial Statements
<b>AG</b>	Auditor General
<b>APR</b>	Annual Performance Report
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>COGHSTA</b>	Cooperative Governance, Human Settlements and Traditional Affairs (Provincial Department)
<b>COGTA</b>	Cooperative Governance and Traditional Affairs (National Department)
<b>CORP</b>	Corporate Services Department
<b>CWP</b>	Community Works Programme
<b>EED</b>	Electrical Engineering Department
<b>EEDG</b>	Energy Efficiency Demand Grant
<b>EPWP</b>	Expanded Public Works Programme
<b>ESD</b>	Engineering Services Department
<b>FBE</b>	Free Basic Electricity
<b>FMG</b>	Finance Management Grant
<b>GRAP</b>	Generally Recognised Accounting Principles
<b>GTEDA</b>	Greater Tzaneen Economic Development Agency
<b>GTM</b>	Greater Tzaneen Municipality
<b>IA</b>	Internal Audit
<b>IDP</b>	Integrated Development Plan
<b>INEP</b>	Integrated National Electrification Programme
<b>IT'S</b>	Information Technology

<b>KwH</b>	Kilowatt Hour
<b>LED</b>	Local Economic Development
<b>LEDA</b>	Limpopo Economic Development Agency
<b>LGSETA</b>	Local Government Sector Education Training Authority
<b>LLF</b>	Local Labour Forum
<b>MFMA</b>	Municipal Finance Management Act
<b>MFMP</b>	Municipal Finance Management Programme
<b>MM</b>	Municipal Manager
<b>MOU</b>	Memorandum of Understanding
<b>MPAC</b>	Municipal Public Accounts Committee
<b>MSCOA</b>	Municipal Standard Charter of Accounts
<b>NDPG</b>	Neighborhood Development Grant
<b>OHS</b>	Organisational Health and Safety
<b>PED</b>	Planning and Economic Development Department
<b>PoE</b>	Portfolio of Evidence
<b>PT</b>	Provincial Treasury
<b>SANRAL</b>	South African National Roads Agency Limited
<b>SCM</b>	Supply Chain Management
<b>SDBIP</b>	Service Delivery and Budget Implementation Plan
<b>SMME</b>	Small Medium and Micro Enterprise
<b>SPLUMA</b>	Spatial Planning and Land Use Management Act
<b>TOR</b>	Terms of Reference
<b>YTD</b>	Year to date

# 1. Introduction

The Service Delivery and Budget Implementation Plan (SDBIP) for 2019/20 was approved by the Mayor on the 24<sup>th</sup> of June 2019 in line with the prescriptions of Section 53 (2) (ii) of the Municipal Finance Management Act (MFMA) (Act 56 of 2003) and subsequently approved by Council. The SDBIP serves as a tool which assists Council and the Municipal Manager to monitor the implementation of the budget and delivering on the Key Performance Indicators and projects as approved in the Integrated Development Plan (IDP).GTM utilizes an electronic system to manage performance information. The performance reported by Departments are rated in terms of the level on which the targets set have been achieved.

This report presents the progress made during the 2<sup>nd</sup> quarter of 2019/20. The actual performance for the 2<sup>nd</sup> quarter is therefore colour coded as presented below. *Note that grey items were not measured during the second quarter, since these are planned for other quarters.*

Colour	Result level	Coding of Results
	<u>KPIs with no targets or actuals in the selected period.</u>	<b>KPI Not Yet Measured (not applicable this quarter)</b>
	0% <= Actual/Target <= 74.999%	KPI target not met
	75.000% <= Actual/Target <= 99.999%	KPI target almost met
	Actual meets Target (Actual/Target = 100%)	KPI target achieved
	100.001% <= Actual/Target <= 149.999%	KPI target well met
	150.000% <= Actual/Target	KPI target extremely well met

## 2. 2<sup>nd</sup> Quarter Financial Performance

This section provides an overview of the performance in terms of quarterly revenue collection and expenditure in line with the approved budget for 2019/20.

### 2.1 Revenue Analysis

GTM revenue collection, per source of revenue, for the 2<sup>nd</sup> quarter of 2019/20, is presented in **Table 1**.

Ref	Line Item	Annual Budget	Special Adjustment Budget	October '19		November '19		December '19		Total for the Period			Total Year-to date	
				Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	% collected	Actual collected	% total year collected
RS1	Property rates	140000000	140 000 000	12 258 564	12 589 121	12 246 996	12 576 688	12 302 178	12 531 459	36 807 737	37 697 268	102%	<u>75 376 247</u>	<u>54%</u>
RS2	Penalties imposed and collection charges on rates	8400000	8 400 000	777 190	1 019 440	863 470	1 039 245	887 836	1 052 367	2 528 497	3 111 052	123%	<u>6 078 244</u>	<u>72%</u>
RS3	Service charges	616672657	623 672 657	42 362 950	55 932 186	50 124 253	48 472 555	42 327 436	40 459 420	134 814 638	144 864 160	107%	<u>312 526 328</u>	<u>50%</u>
RS4	Rent of facilities and equipment	1972100	1 972 100	406 255	90 533	149 276	-30 774	194 718	127 251	750 249	187 010	25%	<u>488 796</u>	<u>25%</u>
RS5	Interest earned - external investments	4301000	4 301 000	571 350	-686 830	473 756	181 584	576 321	207 711	1 621 427	-297 535	-18%	<u>2 114 064</u>	<u>49%</u>
RS6	Interest earned -	17000000	17 000 000	1 861 433	2 048 277	1 981 059	1 891 511	2 226 621	2 072 293	6 069 113	6 012 082	99%	<u>12 228 663</u>	<u>72%</u>

**Table 1: 2<sup>nd</sup> Quarter Revenue Collection by Source for 2019/20**

Ref	Line Item	Annual Budget	Special Adjustment Budget	October '19		November '19		December '19		Total for the Period			Total Year-to date	
				Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	% collected	Actual collected	% total year collected
	outstanding debtors													
RS7	Fines	38501136	38 501 136	551 230	149 385	475 804	210 392	448 336	171 232	1 475 371	531 009	36%	<u>1 070 758</u>	<u>3%</u>
RS8	Licenses and Permits	817000	817 000	134 780	143 643	136 286	178 029	33 545	45 645	304 611	367 317	121%	<u>730 161</u>	<u>89%</u>
RS9	Income from Agency services	53664291	53 664 291	4 936 438	6 279 611	4 477 735	4 785 156	3 611 575	5 873 279	13 025 747	16 938 047	130%	<u>33 983 258</u>	<u>63%</u>
RS10	Operating grants and subsidies	505850000	504 812 894	10 000 000	0	2 529 313	43 070 000	134 512 000	127 772 000	147 041 313	170 842 000	116%	<u>369 533 000</u>	<u>73%</u>
RS11	Other Revenue	6968123	6 968 123	116 218	1 028 803	815 493	45 568	84 005	83 806	1 015 716	1 158 177	114%	<u>1 353 280</u>	<u>19%</u>
RS12	Gain on disposal of property, plant and equipment	2500000	2 500 000	0	0	0	0	0	0	0	0	#DIV/0!	<u>0</u>	<u>0%</u>
RS13	Income foregone	-37470000	-37 470 000	-3 302 860	-3 055 802	-3 294 842	-3 079 806	-3 312 975	-3 104 088	-9 910 677	-9 239 697	93%	<u>-18 812 395</u>	<u>50%</u>
<b>Total:</b>		<b>1 359 176 307</b>	<b>1 365 139 201</b>	<b>70 673 548</b>	<b>75 538 367</b>	<b>70 978 600</b>	<b>109 340 149</b>	<b>193 891 595</b>	<b>187 292 375</b>	<b>335 543 743</b>	<b>372 170 890</b>	<b>111%</b>	<b><u>796 670 404</u></b>	<b><u>58%</u></b>

The reasons for deviation from the planned revenue collection for the 2<sup>nd</sup> quarter (as presented in **Table 1**) are:

- RS2 - Penalties imposed and collection charges on rates (**72%**): Debt increased resulting in increased interest charges.
- RS 4 - Rent on facilities (25%): Increase dependent on contract dates, some increases only in last 2 quarters.
- R7 – Fines (3%): low payment rate for traffic fines due to reduced timeframe for roadblocks.

- RS 11 - Other Revenue (54%): Dependent on demand for new connections

**Table 2** gives an overview of the overall status of revenue collection vs debtors for the Midyear of 2019/20.

<b>Table 2: 2<sup>nd</sup> Qtr Revenue Summary for 2019/20</b>							
<b>2019/20 FY</b>		<b>Oct '19</b>		<b>Nov '19</b>		<b>Dec '19</b>	
<b>Revenue</b>	<b>Budget</b>	<b>Monthly receipt</b>	<b>% Receipt (YTD)</b>	<b>Monthly receipt</b>	<b>% Receipt (YTD)</b>	<b>Monthly receipt</b>	<b>% Receipt (YTD)</b>
Grants & Subsidies	505 850 000	0	39.28%	43 070 000	47.80%	127 772 000	73.06%
Rates & Taxes (billing)	764 221 657	70 519 141	36.73%	58 789 580	44.42%	55 411 478	51.67%
Rates & Taxes (collection rate)	687 800 000	83 210 726	38.74%	58 115 410	47.19%	56 264 367	55.37%
Debtors age analysis		667 763 444		674 912 058		679 961 415	
Bank Balance		53 922 065		62 517 814		<b>54 237 570</b>	

## 2.2 2<sup>nd</sup> Quarter Operational Expenditure Analysis

This section provides details regarding the expenditure in terms of the Operational Budget. **Table 3** contains the expenditure for the 2<sup>nd</sup> Quarter of 2019/20.

<b>Table 3: 2<sup>nd</sup> Quarter operational expenditure per Directorate (2019/20 FY)</b>									
<b>Ref</b>	<b>Directorate</b>	<b>Budget (19/20)</b>	<b>Special adjustment budget</b>	<b>1st Quarter</b>		<b>Expenditure for the period 1 Oct - 31 Dec '19</b>			<b>Total Year</b>
				<b>R-value spent</b>	<b>% Spent</b>	<b>Budget</b>	<b>Actual</b>	<b>% Spent</b>	<b>YTD % Spent</b>
CF3	Office of the Municipal Manager	R 75 195 251	R 71 183 860	20 983 871	106%	<b>R 17 844 761</b>	<b>R 21 447 929</b>	<b>120%</b>	<b>60%</b>



**Table 3: 2nd Quarter operational expenditure per Directorate (2019/20 FY)**

Ref	Directorate	Budget (19/20)	Special adjustment budget	1st Quarter		Expenditure for the period 1 Oct - 31 Dec '19			Total Year
				R-value spent	% Spent	Budget	Actual	% Spent	YTD % Spent
CF4	Financial Services	R 111 690 531	R 100 502 249	17 055 598	88%	<b>R 19 063 679</b>	<b>R 26 103 610</b>	<b>137%</b>	<b>43%</b>
CF5	Corporate Services	R 63 300 012	R 59 983 697	13 954 799	113%	<b>R 12 614 585</b>	<b>R 14 145 243</b>	<b>112%</b>	<b>47%</b>
CF7	Community Services	R 259 801 370	R 234 736 933	55 736 393	111%	<b>R 50 033 504</b>	<b>R 57 342 195</b>	<b>115%</b>	<b>48%</b>
CF9	Electrical Engineering	R 591 014 579	R 569 099 023	84 204 130	145%	<b>R 135 442 094</b>	<b>R 141 732 396</b>	<b>105%</b>	<b>40%</b>
CF8	Engineering Services	R 181 486 373	R 163 933 171	16 615 416	128%	<b>R 20 646 683</b>	<b>R 35 035 038</b>	<b>170%</b>	<b>32%</b>
CF6	Planning and Economic Development	R 31 408 863	R 29 106 701	7 085 967	101%	<b>R 7 162 964</b>	<b>R 8 147 709</b>	<b>114%</b>	<b>52%</b>
<b>Total:</b>		<b>R 1 313 896 979</b>	<b>R 1 228 545 634</b>	<b>215 636 174</b>	<b>120%</b>	<b>R 262 808 271</b>	<b>R 303 954 120</b>	<b>116%</b>	<b>42%</b>

GTM was requested by Treasury to adjust the 2019/20 budget in November as it was not cash backed. As a result a special adjustment budget was approved by Council. The adjusted budget is reflected in **Table 3 & 4** with the year-to-date spent calculated as per the special adjustment budget.

**Table 4: 2<sup>nd</sup> Qtr Expenditure Summary for 2019/20**

2019/20		Special Adjustment budget	Period ( Oct - Dec '19)			Year Total	
Expenditure	Budget		Budget	Exp Total (R-value)	% Exp	R-value spent	% Exp
Salaries & Allowances	357 557 391	331 098 948	R 73 006 780	R 78 682 317	108%	<b>158 872 381</b>	<b>48%</b>
Remuneration of Councilors	28 967 131	28 967 131	R 6 330 852	R 6 628 468	105%	<b>13 216 697</b>	<b>46%</b>
Repairs & Maintenance	71 608 249	55 532 653	R 18 435 655	R 10 411 540	56%	<b>17 701 350</b>	<b>32%</b>
Bulk Purchases	403 000 000	403 000 000	R 111 575 331	R 114 852 743	103%	<b>178 810 505</b>	<b>44%</b>
Contracted Services	74 244 882	68 368 519	R 10 693 022	R 18 725 416	175%	<b>32 506 670</b>	<b>48%</b>
Other Expenditure	378 519 326	341 578 383	R 40 661 615	R 59 359 022	146%	<b>103 069 349</b>	<b>30%</b>
Operating Expenditure	1 313 896 979	1 228 545 634	R 260 703 255	R 288 659 506	111%	<b>504 176 952</b>	<b>41%</b>

2019/20		Special Adjustment budget	Period ( Oct - Dec '19)			Year Total	
Expenditure	Budget		Budget	Exp Total (R-value)	% Exp	R-value spent	% Exp
Capital Expenditure	142 719 850	142 567 525	R 44 199 000	R 40 034 170	91%	74 625 500	52%

Due to the adjustments that had to be done in November, operational expenditure had to be strictly controlled during the 2<sup>nd</sup> quarter. Service delivery initiatives were however not compromised through these budget cuts.

The expenditure on Conditional Grants are presented below in **Table 5**.

2019/20 FY		1st Qtr Exp	Period Total 1 Oct - 31 Dec '19)		Year to date	
Conditional Grant	Budget	%	Budget	Total Exp	Exp (R-value)	% of total budget
FMG	2 145 000	14%	R 536 250	R 519 497	822 581	38%
INEP	20 000 000	0.00%	R 5 000 000	R 4 114 378	4 270 593	21%
MIG	89 549 850	30.61%	R 22 387 463	R 20 646 059	48 056 384	54%
EPWP	5 749 000	36.20%	R 1 437 250	R 2 094 564	4 175 506	73%

The expenditure on conditional grants are presented in **Table 5**. The reasons for major deviations are:

- **INEP:** Expenditure was low because in the first term of the financial year, projects were still under design stage and construction only started later in Quarter 2. Expenditure is expected to increase in the third term of the financial year.
- **EPWP:** Most beneficiaries were appointed during the previous financial year and therefore positions were filled.

## 2.3 Capital Expenditure Analysis – 2<sup>nd</sup> Quarter of 2019/20

This section provides an overview of capital expenditure during the 2<sup>nd</sup> quarter of 2018/19. **Table 6** below presents the capital expenditure per department.

<b>Table 6: Quarterly Capital Expenditure per Vote</b>													
Ref	Directorate	2019/20 FY		1st Qtr		2nd Qtr Capex				Year to date			% of annual budget spent
		Budget	Special Adjustment Budget	Budget	Total Spent	Oct '19	Nov '19	Dec '19	Total for Qtr	Budget	Exp	% Spent	
CF3	Office of the Municipal Manager	1 900 000	1 400 000	475 000	-				R -	6 059		0%	0%
CF4	Financial Services	n/a	200 000	n/a	n/a	n/a	n/a	n/a	n/a	2 020 721	n/a	n/a	n/a
CF5	Corporate Services	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	38 298	n/a	n/a	n/a
CF7	Community Services	1 885 000	1 885 000	471 250	-				R -	7 365		0%	0%
CF9	Electrical Engineering	35 000 000	40 847 675	8 750 000	7 181 005	1 165 639	1 153 480	14 913 975	R 17 233 093	3 667 833	24 414 099	666%	70%
CF8	Engineering Services	102 699 850	97 199 850	25 674 963	27 410 325	3 638 833	8 761 552	10 400 692	R 22 801 077	43 909 072	50 211 402	114%	49%
CF6	Planning and Economic Development	1 235 000	1 035 000	308 750	-				R -	13 891		0%	0%
<b>Total:</b>		<b>142 719 850</b>	<b>142 567 525</b>	<b>35 679 963</b>	<b>34 591 330</b>	<b>4 804 472</b>	<b>9 915 032</b>	<b>25 314 667</b>	<b>R 40 034 170.65</b>	<b>49 663 239</b>	<b>74 625 501</b>	<b>150%</b>	<b>52%</b>

The Capital Expenditure reflected in **Table 6** presents the expenditure as incurred on the 2019/20 budget: Capital expenditure is in line with the planned expenditure for the quarter with 97% spent. The detailed expenditure per project is presented below in **Table**

**7:**

**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
ALL	ESD 297	Purchase Mayoral Car	30/06/2020	1 200 000	R -	-	-	-	R -	R -	0%	Own
ALL	ESD 298	Purchase Speakers car	30/06/2020	700 000	R -	-	-	-	R -	R -	0%	Own
0	EED 46	Installation of new Entrance streetlights R71 (Adshade bridge to the Voortrekker str robot)	30/06/2020	500 000	R -	-	-	156 522	R 156 522	R 156 522	31%	Loan
14	EED 47	R71 Deerpark Traffic circle lights (From Voortrekker str traffic lights up to SANRAL Traffic Circle)	30/06/2020	1 600 000	R -	-	-	-	R -	R -	0%	Loan
16 & 18	EED 59	Area Lighting at R36 Khujwana turn-off	30/06/2020	300 000	R -	-	-	-	R -	R -	0%	Loan
ALL	EED 115	New Electricity Connections (Consumer contribution)	30/06/2020	15 000 000	R 2 313 041	333 851	955 749	584 637	R1 874 237	R 4 187 278	28%	Own
13	EED 116	Renewal Repairs and maintenance on prepaid meters and infrastructure in phases (Mieliekloof & Tarentaalrand)	30/06/2020	300 000	R 665 795	-	197 731	538 039	R 735 770	R 1 401 565	467%	Loan
14	EED 117	Miniature substation Urban distribution networks in phases at 8 Christian Miller	30/06/2020	800 000	R -	-	-	-	R -	R -	0%	Loan
16	EED 119	Substation Tripping Batteries in phases (Letsitele Valley)	30/06/2020	100 000	R -	-	-	-	R -	R -	0%	Loan
ALL	EED 120	Provision of Electrical Capital Tools (Customer retail)	30/06/2020	50 000	R 6 934	-	-	-	R -	R 6 934	14%	Loan
ALL	EED 121	Provision of Electrical Capital Tools (Operations and Maintenance)	30/06/2020	50 000	R -	-	-	-	R -	R -	0%	Loan

**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
ALL	EED 122	Replacement of Existing Air Conditioners in Municipal Buildings in phases	30/06/2020	150 000	R 15 426	-	-	55 000	R 55 000	R 70 426	47%	Loan
16	EED 123	Rebuilding of Lines Greenfrog to Haenertsburg in phases (3.3km)	30/06/2020	1 050 000	R -	-	-	-	R -	R -	0%	Loan
Ba-Phala borwa Muni	EED 124	Rebuilding of lines Gravelotte to De Neck in phases(3.3km)	30/06/2020	1 000 000	R -	-	-	-	R -	R -	0%	Loan
Ba-Phala borwa Munici	EED 125	Rebuilding of 33kv lines Lalapanzi to Waterbok in phases (1.5km)	30/06/2020	600 000	R 69 722	-	-	-	R -	R 69 722	12%	Loan
16	EED 126	Rebuilding of Mashutti 11kv lines in phases (1.3km)	30/06/2020	400 000	R -	-	-	-	R -	R -	0%	Loan
13	EED 127	Rebuilding of Deeside 11kv lines in phases (2km)	30/06/2020	600 000	R 183 551	-	-	-	R -	R 183 551	31%	Loan
15	EED 128	Rebuilding of Yamorna and Shivurali 11kv line in phases (1.6km)	30/06/2020	600 000	R -	-	-	-	R -	R -	0%	Loan
15	EED 129	Rebuilding of Ledzee 11kv line from LZ44 to Vandergryp farm in phases (2km)	30/06/2020	1 400 000	R -	-	-	-	R -	R -	0%	Loan
16	EED 130	Rebuilding of Lines Letsitele Valley substation to Bosbou and al T-offs in phases (1.6km)	30/06/2020	500 000	R -	-	-	-	R -	R -	0%	Loan
14	EED 132	Rebuilding of Rooikoppies 11kv lines in phases (1.6km)	30/06/2020	500 000	R 711 462	-	-	-	R -	R 711 462	142%	Loan
13	EED 139	Rebuilding of Mieliekloof and Deerpark 11kv lines in phases (1.6km)	30/06/2020	500 000	R -	-	-	-	R -	R -	0%	Loan
23	EED 140	Rebuilding of Letaba Feeder 33 kv line in phases (2.5km)	30/06/2020	1 000 000	R -	-	-	-	R -	R -	0%	Loan

**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
23	EED 143	Substation Fencing at major substations in phases (Letsitele Main Substation)	30/06/2020	500 000	R -	-	-	-	R -	R -	0%	Loan
15	EED 144	Replace 2x15 MVA 66/11 kv Transformers with 2x20 MVA at Tzaneen mainsub in Phases 1 of 2	30/06/2020	5 000 000	R 162 427	-	-	1 201 373	R1 201 373	R1 363 800	27%	Loan
ALL	EED 146	Replace 11kv and 33kv Auto reclosers per annum (x4)	30/06/2020	1 000 000	R -	-	-	-	R -	R -	0%	Loan
16	EED 148	Refurbishment of the Ebenezer 33kv Feeder (2.5km)	30/06/2020	1 000 000	R -	-	-	-	R -	R -	0%	Loan
17	EED 153	Rebuilding Valencia 11kv Lines in phases (1.6km)	30/06/2020	500 000	R -	-	-	-	R -	R -	0%	Loan
9	ESD 11	Mopye High School Access Road: Phase 1 of one and 2 of 2	30/06/2020	14 365 700	R 1 397 793	792 911	1 468 206	134 839	R2 395 955	R 3 793 748	26%	MIG
31	ESD 12	Paving of Nelson Ramodike High School Access road to school: Phase 1 of 2 and phase 2 of 3 and 3 of 3	30/06/2020	4 402 376	R -	348 419	1 706 185	-	R2 054 604	R 2 054 604	47%	MIG
19	ESD 15	Tarring Nkowankowa A Codesa and Hani Street	30/06/2020	3 000 000	R -	-	-	211 823	R 211 822	R 211 822	7%	MIG
25	ESD 19	Mulati Access road Paving: Phase 1 of 3, 2 of 3 and 3 of 3	30/06/2020	19 134 345	R 12 880 458	252 288	-	-	R 252 287	R 13 132 745	69%	MIG
18	ESD 25	Upgrading of Access Road to Mbambamencisi	30/06/2020	2 968 065	R 1 338 463	-	809 470	-	R 809 470	R 2 147 933	72%	MIG
16,31,32,33	ESD 26	Upgrading of Khujwana to Lenyenye Access Road: Phase 1 of 3, 2 of 3 and 3 of 3	30/06/2020	19 554 712	R 8 372 676	1 149 016	-	3 974 923	R 5 123 939	R13 496 615	69%	MIG

**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
8	ESD 31	Relela Access Road upgrading from gravel to tar: Phase 1 of 4	30/06/2020	4 402 376	R 1 160 228	969 667	836 452	-	R 1 806 119	R 2 966 346	67%	MIG
34	ESD 32	Matapa to Leseka Access road to school: Phase 1 of 2 and 2 of 2	30/06/2020	4 402 376	R 1 712 892	-	3 514 976	2 004 464	R 5 519 439	R 7 232 331	164%	MIG
28	ESD 28	Paving of Moseanoka to Cell C Pharare Internal streets (Ward 28)	30/06/2020	2 000 000	R -	-	-	-	R -	R -	0%	MIG
5	ESD 110	Paving of Risaba, Mnisi, Shando to Driving School Internal Street in Ward 5	30/06/2020	2 000 000	R -	-	-	-	R -	R -	0%	MIG
12, 13	ESD 297	Paving of Main road from Ndhuna Mandlakazi, Efrika, Zangoma, Mpenyisi to Jamba Cross Internal Street (in Ward 13, Mandlakazi) and Nwamitwa Bridge via Nhlengeleti School to Taxi Rank, Clinic via Lwandlamoni School to Nwamitwa/Mandlakazi Road (in Ward 12)	30/06/2020	2 000 000	R -	-	-	-	R -	R -	0%	MIG
4	ESD 34	Mawa B12 low level bridge	30/06/2020	2 000 000	R -	126 533	151 513	-	R 278 045	R 278 045	14%	MIG
ALL	ESD 40	Purchasing of tar cutting machines and small compactors	30/06/2020	200 000	R -	-	-	-	R -	R -	0%	Own
15	ESD 44	New generator for George's Valley	30/06/2020	300 000	R -	-	-	-	R -	R -	0%	Own
ALL	ESD 20	New generator for Head Office	30/06/2020	400 000	R -	-	-	-	R -	R -	0%	Own
ALL	ESD 22	Purchase of Fleet: 1 x TLB, 1 x Excavator, 2 x Waste trucks, 1 x Low Bed truck	30/06/2020	7 500 000	R -	-	-	-	R -	R -	0%	Own
18	EED 48	High Mast Lights at Dan Village	30/06/2020	1 200 000	R -	-	-	-	R -	R -	0%	MIG

**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
15	ESD 60	Upgrading of old fire station building and Civic Centre	30/06/2020	2 500 000	R -	-	125 673	1 880 267	R 2 005 940.00	R 2 005 940	80%	Own
15	ESD 100	Additions to existing Tzaneen Stores, including fencing	30/06/2020	750 000	R -	-	-	-	R -	R -	0%	Own
31	ESD 101	New Lenyenye Taxi Rank Phase 1 of 2 and 2 of 2	30/06/2020	8 119 900	R 547 816	-	-	2 194 375	R 2 194 375	R 2 742 191	34%	MIG
16	ESD 114	Rehabilitation of Haenertsburg Cemetery Road	30/06/2020	1 500 000	R -	-	149 077	-	R149 077	R 149 077	10%	Own
ALL	CSD 23	Purchase Grass cutting machines	30/06/2020	800 000	R -	-	-	-	R -	R -	0%	Own
13	ESD 81	Fencing of cemetery Lesedi Regional Cemetery (Lenyenye)	30/06/2020	350 000	R -	-	-	-	R -	R -	0%	Own
32	ESD 82	Ablution block with change room at Lesedi Regional Cemetery (Lenyenye)	30/06/2020	150 000	R -	-	-	-	R -	R -	0%	Own
19	ESD 86	Fence Nkowankowa cemetery extension	30/06/2020	350 000	R -	-	-	-	R -	R -	0%	Own
19	ESD 87	Construct ablution with change room at Nkowankowa cemetery	30/06/2020	150 000	R -	-	-	-	R -	R -	0%	Own
ALL	CSD 37	Purchase Mobile Air Quality monitoring station and calibrate annually	30/06/2020	85 000	R -	-	-	-	R -	R -	0%	Own
ALL	PED 30	Purchase Geographical Information Systems Equipment	30/06/2020	1 000 000	R -	-	-	-	R -	R -	0%	Own
ALL	GTEDA 298	Purchase of MSCOA printers Equipment's	30/06/2020	235 000		-	-	-	R -	R -	0%	Own
		<b>Sub total</b>		<b>140 819 850</b>	<b>31 538 684</b>	<b>3 972 684</b>	<b>9 915 032</b>	<b>12 936 263</b>	<b>26 823 979</b>	<b>58 362 663</b>		
<b>Projects rolled over from 2019/19</b>												
	ROLLOVER	Rebuilding Of Lines Blacknoll		R -	R 703 935	291 691	-	66 923	R 358 614	R 1 062 549	#DIV/0!	DBSA loan



**Table 7: Capital Expenditure Per project for the second quarter of 2019/20**

Ward	IDP Ref No	Project Name	Estimated end date	Budget	1st Qtr	2nd Qtr Expenditure				Year to date		Source of funding
				2019/20	Total Spent	October '19	November '19	December '19	Total spent	Total Spent	% spent	
	ROLLOVER	Electrification of Mabiet 11KV		R -	R 779 852	-			R -	R 779 852	#DIV/0!	DBSA loan
	ROLLOVER	Rebuilding of Lines Waterbok		R -	R 670 466	299 350		44 995	R 344 344	R 1 014 810	#DIV/0!	DBSA loan
	ROLLOVER	Rebuilding of Lines Mieliekloof		R -	R 395 257	-			R -	R 395 257	#DIV/0!	DBSA loan
	ROLLOVER	Tzaneen Main Substation			R -	-	-	12 266 487	R12 266 487	R 12 266 487	#DIV/0!	DBSA loan
	ROLLOVER	Auto Recloser				240 746		-	R 240 746	R 240 746		
		<b>Sub total</b>			<b>2 549 510</b>	<b>831 787</b>	<b>-</b>	<b>12 378 404</b>	<b>13 210 192</b>	<b>15 759 702</b>		
		<b>Total Capital Exp</b>		<b>140 819 850</b>	<b>34 088 194</b>	<b>4 804 472</b>	<b>9 915 032</b>	<b>25 314 667</b>		<b>R74 122 364</b>		

The main issues to take note of in the capital expenditure reflected above are:

- i. The late approval of the DBSA loan during the previous financial year resulted in various Electricity projects being rolled over to the 19/20 financial year.
- ii. No expenditure was incurred on one of the Capital Projects funded through own revenue.
- iii. The largest part of the MIG funds spent was on upgrading of roads with little expenditure on the majority of projects as only designs will be done during the 19/20 financial year.

## 2.4 Summary of financial performance for the period 1 Sep to 30 Dec of 2019/20

Considering the financials for the second quarter of the financial year the following matters should also be taken note of:

- a) Revenue collection: Receivables from service charges improved during the 2<sup>nd</sup> quarter due to some improvement by the meter reading service provider. However, the non-payment of traffic fines is of concern as the service provider is paid per fine issued, irrespective of it being paid or not.
- b) Operational Expenditure: The expenditure on the operating budget reflects an over expenditure when compared to the amount budgeted for the quarter (**120% spent**). It is especially the payment of interest on the outstanding Eskom accounts that is cause for concern. The poor revenue collection coupled with the over expenditure during quarter is putting cashflow under severe pressure.
- c) Expenditure on conditional grants: Expenditure on conditional grants are on track. INEP reflects a 21% expenditure for the quarter only because projects are still being advertised.
- d) Capital Expenditure: The bulk of capital expenditure was on multi-year MIG projects as well as roll-over projects funded through the DBSA loan. No expenditure was incurred on projects funded through own revenue.

### 3. 2<sup>nd</sup> Quarter Delivery on Key Performance Indicators & Projects

This section provides an overview of the progress made in reaching the targets set on Key Performance Indicators for each Department. The physical progress with the implementation of projects is also reported.

#### 3.1 Office of the Municipal Manager

The performance of the Office of the Municipal Manager (MM) by the end of the 2<sup>nd</sup> quarter of 2019/20 is presented below.

Table 9: Performance on targets set for the 2 <sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Sound Governance	Contracted Services For Internal Audit	Q1: Draft Specifications (5%) Advertisement for the appointment of a service provider 5%) Q2: Appointment finalised (10%) Q3: IT Audit in progress at 50% (40%) Q4: Outsourced audits completed (40%)	0.00%	100.00%	10.00%	20.00%	10.00%	R	Services advertised	Follow up on SCM	Appointment letters Quotations Audit Progress Reports Audit Reports

**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Sound Governance	Acquire Electronic Audit System	Q1: Draft Specifications (5%) Advertisement for the appointment of a service provider 5%) (10%) Q2: Appointment finalised (20%) Q3: System configuration and training (45%) Q4: System fully functional and utilised by Division (25%)	0.00%	100.00%	5.00%	30.00%	5.00%	R	Consultations on the draft specifications	Speed up SCM process	Advertisement Appointment letter System reports
Good Governance	Effective and Efficient administration	Management and Administration	Unqualified Audit opinion obtained from AG	Number	0	1	0	1	0	R	Awaiting final report from AG due to dispute raised	Follow up with AG	Auditor General Report
Good Governance	Effective and Efficient administration	Internal Audit	# audit committee meetings held	Number	0	4	3	1	1	G	Target met	None	Agendas, Minutes Attendance register
Good Governance	Effective and Efficient administration	Internal Audit	# of days taken to distribute Audit Committee packs before the meetings	Number	0	7	3.25	7	6	B	Delay by departments to submit reports	Outstanding reports reported to management for intervention	Acknowledgement of receipt from AC Chair AC Attendance Register
Good Governance	Effective and Efficient administration	Management and Administration	Number of audit findings from the Auditor General	Number	0	40	0	40	0	B	Awaiting final report from AG	Follow up with AG	AG Management Letter

**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Develop a high performance culture for a changed, diverse, efficient and effective local government	Individual Performance Management	# of performance assessments for Sect 56/57 Managers	Number	0	2	0	0	0	N/A			Mid-year and Annual Assessment reports Invitations
Economic Growth	Develop a high performance culture for a changed, diverse, efficient and effective local government	Individual Performance Management	# of Senior Managers (MM & Directors) with signed performance agreements by 30 June	Number	3	7	0	0	0	N/A			Performance Agreements
Economic Growth	Enhanced Integrated developmental planning	Integrated Development Planning	# of IDP Rep forum meetings	Number	5	5	3	1	1	G			Invitations Attendance Register Minutes
Economic Growth	Enhanced Integrated developmental planning	Integrated Development Planning	Final IDP approved by Council by 31 May annually	Number	1	1	0	0	0	N/A			Final IDP Council Minutes Acknowledgement of receipt by CoGHSTA & Treasury
Good Governance	Effective and Efficient administration	Performance monitoring and reporting	Final Annual Report approved by Council by 31 March annually	Number	1	1	0	0	0	N/A			Final Annual Report Council Minutes

**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Performance monitoring and reporting	Draft Annual Performance Report submitted to the AG, Audit Committee and the Mayor by 31 August annually	Number	1	1	1	0	0	N/A			Draft Annual Performance Report Acknowledgement of Receipt from AG, AC & Mayor
Economic Growth	Enhanced Integrated developmental planning	Budget management	% of capital spent on projects as prioritised in IDP for specific year	Percentage	90.30%	100.00%	27.17%	100.00%	33.33%	R			Capital Project Expenditure report Annual IDP Capital programme
Good Governance	Effective and Efficient administration	Risk Management	# of Risk management progress reports submitted to Council	Number	4	4	2	1	2	B	Not applicable for this reporting period.  1st quarter risk monitoring report has been submitted to EXCO for noting and will serve in a normal Council in January 2020	No corrective measure to be taken	Risk Management progress Reports Council Resolutions
Good Governance	Improved stakeholder satisfaction	Public Participation	# of Mayoral Imbizos organised	Number	4	4	3	1	1	G	The Mayoral imbizo for these quarter was held in the month of November.	NONE.	Imbizo Programme Invitations Attendance Register Imbizo reports

**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Youth, Gender and Disability support	# of new Jobs created by Municipal projects for youth	Number	2 663	267	181	66	27	R	No job opportunities were created in the month of December.	More job opportunities will be given to young people in the future.	Municipal Projects Beneficiary Lists
Service Delivery	Enhance sustainable environmental management and social development	Youth, Gender and Disability support	# of new Jobs created by Municipal projects for women	Number	4 661	333	487	83	38	R	No job opportunities were created for the month of December.	More job opportunities will be offered in the future.	Consolidated Job creation reports Beneficiary List
Service Delivery	Enhance sustainable environmental management and social development	Youth, Gender and Disability support	# of new Jobs created by Municipal projects for disabled persons	Number	0	13	10	3	4	B	No job opportunities were created in December.	More job opportunities will be given in the future.	Municipal Project Beneficiary List
Service Delivery	Enhance sustainable environmental management and social development	Disaster Management	% Disaster incidences responded to within 72-hours	Percentage	100.00%	100.00%	50.00%	100.00%	100.00%	G	All the incidences of disasters were attended to	Non-required	Disaster Relief forms
Good Governance	Effective and Efficient administration	Legal support	% SLAs signed within 15 days after acceptance of the appointment	Percentage	79.17%	100.00%	16.67%	100.00%	66.67%	R	There is no reason for deviation. The Municipality did not award any contracts in December.	There are no corrective measures.	Acceptance Letter Signed SLA's SLA Register
Good Governance	Effective and Efficient administration	Management and Administration	% of GTM Council resolutions implemented	Percentage	100.00%	100.00%	100.00%	100.00%	100.00%	G			Council Resolution register

**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Management and Administration	# Management meetings	Number	30	44	23	10	9	O	Some of the Directors including the Municipal Manager were on leave during the month of December 2019.	The attendance of meetings will be normalized in January 2020.	Agenda Minutes Attendance Registers
Good Governance	Increase financial viability	Budget management	% of Operational budget spent	Percentage	0.00%	100.00%	40.00%	25.00%	23.00%	B	Performance target met	Not Applicable	Operational Expenditure Reports
Good Governance	Increase financial viability	Budget management	% of Capital Budget spent	Percentage	128.00%	100.00%	52.00%	25.00%	28.00%	R	Performance target is met	Not applicable	Capital Expenditure Reports.
Good Governance	Increase financial viability	Supply Chain Management	% of Bids awarded within 2 weeks after adjudication committee resolution	Percentage	0.00%	100.00%	41.67%	100.00%	66.67%	R	no deviation		Adjudication Committee Minutes Bids register
Good Governance	Effective and Efficient administration	Internal Audit	Purchase Mayoral Car	Q1: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q2: Advertise for procurement of fleet (20%) Q3: Appointment of service provider for fleet (20%) Q4: Delivery of Mayoral Car completed (50%)	0.00%	100.00%	20.00%	20.00%	20.00%	G			Specifications Advertisement Appointment letter Delivery note

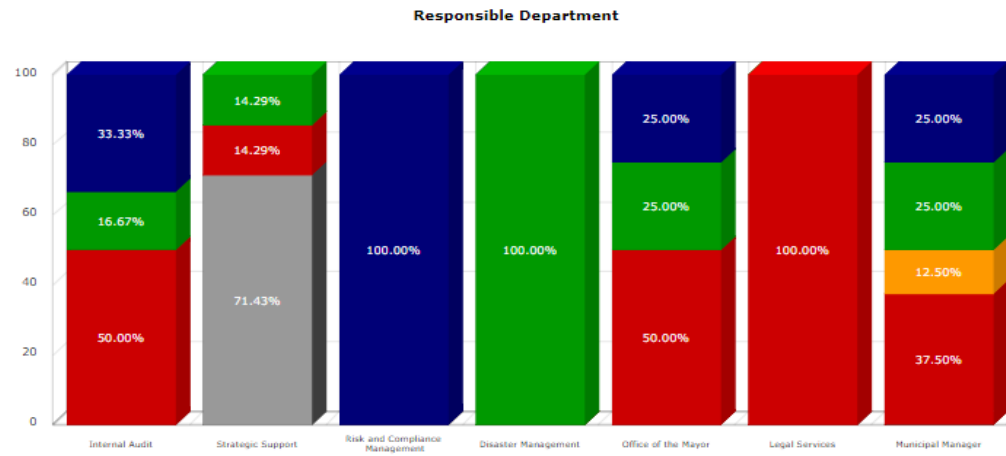
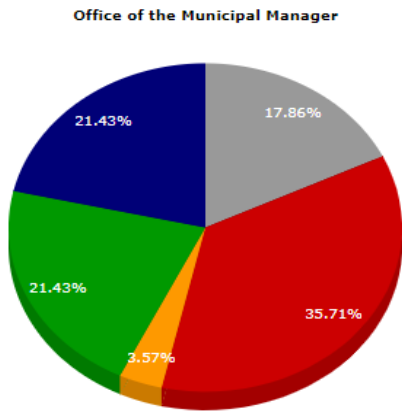


**Table 9: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 – Office of the Municipal Manager**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual 1 Jul - 31 Dec)	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Disaster Management	# of disaster awareness campaigns conducted	Number	12	15	11	3	4	B			Annual Programme for Awareness Campaigns Attendance Registers Invitations
Good Governance	Effective and Efficient administration	Management and Administration	Purchase Speakers car	Q1: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q2: Advertise for procurement of fleet (20%) Q3: Appointment of service provider for fleet (20%) Q4: Delivery of Speakers Car completed (50%)	0.00%	100.00%	20.00%	30.00%	20.00%	R			Specifications Appointment letter Advertisement Delivery note

**Table 10** presents a summary of the level of performance for the 2<sup>nd</sup> quarter of 2019/20 only, for the Office of the Municipal Manager, indicating that 48% of the targets set for the quarter were met, a decline from the 65% achieved during the 1<sup>st</sup> quarter.

**Figure 1: Performance per achievement category (Office of the MM)**



**Table 10: Performance per Division (Office of the Municipal Manager)**

	Office of the Municipal Manager	Responsible Department						
		Internal Audit	Strategic Support	Risk and Compliance Management	Disaster Management	Office of the Mayor	Legal Services	Municipal Manager
<b>Not Yet Applicable</b>	5 (17.86%)	-	5 (71.43%)	-	-	-	-	-
<b>Not Met</b>	10 (35.71%)	3 (50.00%)	1 (14.29%)	-	-	2 (50.00%)	1 (100.00%)	3 (37.50%)
<b>Almost Met</b>	1 (3.57%)	-	-	-	-	-	-	1 (12.50%)
<b>Met</b>	6 (21.43%)	1 (16.67%)	1 (14.29%)	-	1 (100.00%)	1 (25.00%)	-	2 (25.00%)
<b>Well Met</b>	-	-	-	-	-	-	-	-
<b>Extremely Well Met</b>	6 (21.43%)	2 (33.33%)	-	1 (100.00%)	-	1 (25.00%)	-	2 (25.00%)
<b>Total:</b>	<b>28</b>	<b>6</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>8</b>
	<b>100%</b>	<b>21.43%</b>	<b>25.00%</b>	<b>3.57%</b>	<b>3.57%</b>	<b>14.29%</b>	<b>3.57%</b>	<b>28.57%</b>

*Areas affecting the performance of the Office of the Municipal Manager:*

- The annual performance assessments for Directors has to be postponed to accommodate the request by Treasury to adjust the budget.
- Delays in the finalization of quarterly performance and risk management reports and processing them to Council. 4<sup>th</sup> Quarter reports did not serve in Council during this quarter as planned.
- Capital expenditure on projects as prioritized in the current year IDP is reflecting negatively since R2.4 million was spent on prior year projects in addition to this capital expenditure is reflecting an over expenditure if compared to planned expenditure for the quarter.
- Procurement of vehicles for the Mayor and Speaker is behind schedule as specifications had to be adjusted to be in line with Treasury cost containment measures that limits the expenditure on such items.

### 3.2 Office of the Chief Financial Officer

The performance of the Office of the Chief Financial Officer (CFO) during the second quarter of 2019/20 is presented below.

Table 11: Performance on targets set for the 2 <sup>nd</sup> Quarter of 2019/20 - Office of the Chief Financial Officer													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Increase financial viability	Budget management	Annual Budget tabled by 31 May annually	Number	1	1	0	0	0	N/A			Annual Budget Council Minutes
Good Governance	Increase financial viability	Expenditure Management	Cost coverage	Ratio	0.17	0.15	0	0.15	0	R			Monthly budget - income and expenditure reports Ratio calculation
Good Governance	Increase financial viability	Debt Management	Debt coverage	Ratio	19.9	18.8	0	18.8	0	R			Monthly budget - income and expenditure reports Ratio calculation
Good Governance	Increase financial viability	Financial Reporting	Annual Financial statements submitted to AG, PT and NT by 31 August annually	Number	1	1	1	0	0	N/A			AFS Acknowledgement of receipt by NT, AG & PT
Good Governance	Increase financial viability	Expenditure Management	% creditors paid within 30 days	Percentage	95.94%	100.00%	46.28%	100.00%	95.00%	O	Payment rate low due to Cash flow constraints	Departments encouraged to reduce spending and arrangements have been made to pay Eskom on specified dates	Creditors Age Analysis Report
Good Governance	Increase financial viability	Grant Management	% of Finance Management Grant Spent	Percentage	100.00%	99.80%	38.00%	24.95%	24.00%	O	Performance target met	Not applicable	Monthly Expenditure Report

**Table 11: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 - Office of the Chief Financial Officer**

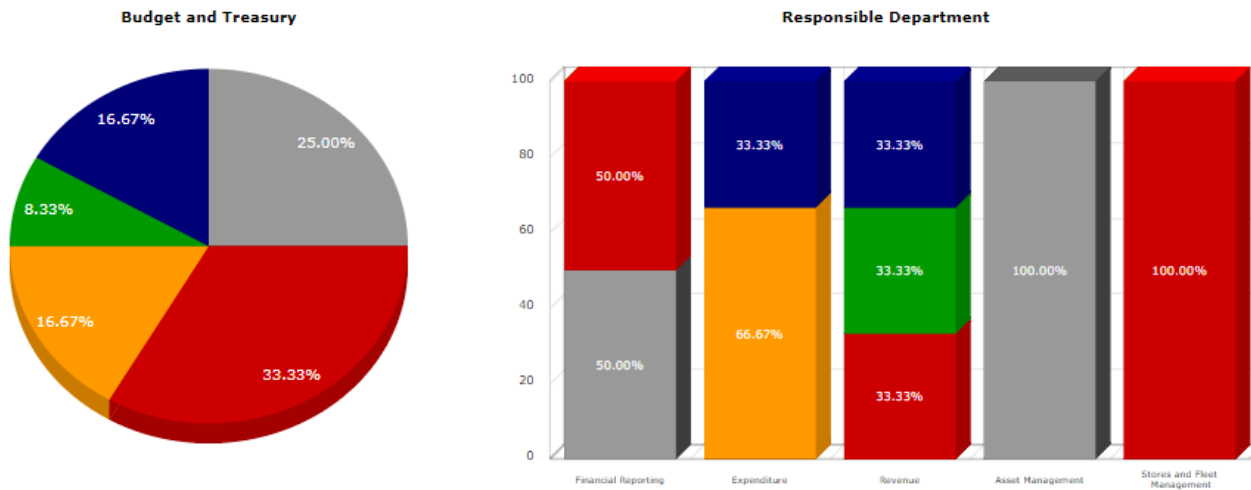
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Increase financial viability	Expenditure Management	% of operational budget spent on personnel (exl Councillors)	Percentage	0.00%	35.00%	11.83%	35.00%	25.33%	B	Depreciation not allocated monthly	Depreciation Journals to be processed on a monthly basis	Operational Expenditure Reports
Good Governance	Increase financial viability	Revenue Management	# of properties on the valuation roll billed for assessment rates	Number	0	18 770	6 756	18 770	11 342	R	Municipal and religious properties exempted from rates charges. Subdivisions and data cleansing effect number of properties	Subdivisions and consolidations to be applied when approved and registered	Monthly billing report (reflecting no bills for assessment rates only) Valuation Roll Summary
Good Governance	Increase financial viability	Debt Management	% Outstanding service debtors to revenue	Percentage	13.09%	70.00%	66.37%	70.00%	0.00%	B			Debtors Aging and monthly budget income and expenditure report Ratio calculation
Good Governance	Increase financial viability	Revenue Management	# of indigent households registered on indigent register	Number	25 963	25 963	25 963	25 963	25 963	G	New applications for 17/18 and 18/19 has been verified, reports to Council for approval	Validation of entire indigent register to be done in 19/20	Indigent register Council Resolution
Good Governance	Increase financial viability	Asset Management	Annual Asset verification report concluded by 30 August	Number	1	1	1	0	0	N/A			Annual Asset Verification report Acknowledgement of receipt from AG

**Table 11: Performance on targets set for the 2<sup>nd</sup> Quarter of 2019/20 - Office of the Chief Financial Officer**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Increase financial viability	Management and Administration	% compliance with MSCOA project plan targets	Percentage	0.00%	100.00%	24.62%	100.00%	24.67%	R			Annual MSCOA Project Plan Monthly Progress Reports

**Table 12** below presents a summary of the level of performance for the second quarter of 19/20, during which the Office of the CFO met only **25%** of the targets set for the quarter, a further reduction from the **44%** reached in the first quarter.

**Figure 2: Performance per achievement category (Office of the CFO)**



**Table 212: Performance per Division (Office of the CFO)**

	Budget and Treasury	Responsible Department					
		Financial Reporting	Expenditure	Revenue	Asset Management	Supply Chain Management	Stores and Fleet Management
Not Yet Applicable	3 (25.00%)	2 (50.00%)	-	-	1 (100.00%)	-	-
Not Met	4 (33.33%)	2 (50.00%)	-	1 (33.33%)	-	-	1 (100.00%)
Almost Met	2 (16.67%)	-	2 (66.67%)	-	-	-	-
Met	1 (8.33%)	-	-	1 (33.33%)	-	-	-
Well Met	-	-	-	-	-	-	-
Extremely Well Met	2 (16.67%)	-	1 (33.33%)	1 (33.33%)	-	-	-
<b>Total:</b>	<b>12</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>-</b>	<b>1</b>
	<b>100%</b>	<b>33.33%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>8.33%</b>	<b>-</b>	<b>8.33%</b>

*Challenges that affected the performance of the Office of the Chief Financial Officer:*

- MSCOA implementation is behind schedule with only five of the seven modules working, GTM not yet transacting live on the new financial system
- Creditors are not paid within 30 days due to cashflow constraints
- Expenditure on the Finance Management Grant is below target.
- Not all properties on the valuation roll is being billed for assessment rates

### 3.3 Corporate Services Department

The performance of the Corporate Services Department (CORP) during the Midyear of 2019/20 is presented below.

Table 13: Performance on targets set for the 2 <sup>nd</sup> Qtr of 2019/20 - Corporate Services Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	% Staff turnover	Percentage	3.50%	1.50%	0.00%	0.00%	0.00%	N/A			Staff establishment
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	# of people from employment equity target groups employed in the 3 highest levels of management in compliance with the municipality's approved EE plan	Number	27	32	34	32	34	G2	none as target is met	none	Employment Equity report Employment equity plan



**Table 13: Performance on targets set for the 2<sup>nd</sup> Qtr of 2019/20 - Corporate Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Human Resource Management	Organogram review	Q1: Appointment of service provider completed (5%) Departmental consultations by the service provider commenced (10%) Q2: Departmental consultations concluded (30%) Q3: Draft report on revised Organogram submitted to Management by end March (25%) Q4: Organogram review completed and approved with the IDP by end May (30%)	0.00%	100.00%	40.00%	45.00%	40.00%	O	departmental consultations are ongoing however not yet concluded	none as consultations are ongoing	*Appointment letter *Reports and Attendance Register of Departmental Consultations *Draft Organogram report *Management Minutes *Final Organogram *Council Minutes
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	# of workstations inspected for OHS contraventions	Number	0	26	25	6	13	B	none as target is met	none	OHS annual Plan OHS inspection forms OHS non-compliance notices to Directors
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	# of senior managers complying with the minimum competency levels (MFMP)	Number	5	7	7	7	7	G	none	none	Section 56/57 Competency certificates

**Table 13: Performance on targets set for the 2<sup>nd</sup> Qtr of 2019/20 - Corporate Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Develop and build skilled and knowledgeable workforce	Capacity building	% of employees included in Annual Workplace Skills Plan trained as planned	Percentage	0.00%	100.00%	54.31%	50.00%	54.31%	G2	none as target is met		WSP training plan Training plan progress report (monthly) Training attendance registers Training Approval Memo
Service Delivery	Develop and build skilled and knowledgeable workforce	Human Resource Management	% of municipal budget spent on implementing the Work Place Skills Plan	Percentage	0.20%	1.00%	0.00%	0.00%	0.00%	N/A			Municipal Operational Budget Training Budget Spent
Good Governance	Effective and Efficient administration	Labour Relations	# of Local Labour Forum (LLF) meetings	Number	6	10	1	2	0	R			LLF Invitations, Minutes and attendance registers
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	# of employees with technical skills/capacity (engineers & technicians - EED & ESD)	Number	17	26	61	19	61	B	none as target is met	none	Employment equity reports Register of qualified engineers & technicians (monthly ticklist)
Good Governance	Attract and retain best human capital to become employer of choice	Human Resource Management	# of municipal personnel with spatial planning capacity	Number	5	5	2.25	5	4	O	one town planner has resigned	position has been advertised	Employment Equity reports Register of qualified town planners

**Table 13: Performance on targets set for the 2<sup>nd</sup> Qtr of 2019/20 - Corporate Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Develop a high performance culture for a changed, diverse, efficient and effective local government	Individual Performance Management	% of Level 3 employees with signed Performance Plans	Percentage	0.00%	100.00%	0.00%	0.00%	0.00%	N/A			Staff Establishment Signed Performance Plans
Good Governance	Effective and Efficient administration	Management and Administration	# of Council meetings held	Number	13	6	10	1	7	B	2 special Council meetings were held during December 2019 to resolve on urgent matters.	Special Council meetings are held from time to time as and when there is a need.	Agenda Minutes and attendance registers
Good Governance	Effective and Efficient administration	Management and Administration	# file verification conducted	Number	12	12	6	3	3	G	None. Out of 97 files booked out, only 8 were not returned during the period of verification.	None. Verification of files is an ongoing process.	Monthly File verification tick list
Good Governance	Improved stakeholder satisfaction	Communication	% of statutory provisions for website contents ((MFMA Sect 75(1)) publicized within 5 working days of tabling in Council	Percentage	4.00%	100.00%	16.67%	100.00%	0.00%	R			Council Minutes Print screen of placements Website update register
Good Governance	Improved stakeholder satisfaction	Communication	# of statutory provisions for website content complied with ((MFMA Sec 75 (1))	Number	12	12	2	12	0	R			Print screen of placements Website update register
Good Governance	Effective and Efficient administration	Information Technology	# of incidences of IT downtime at GTM Civic Centre for 4 hours or longer	Number	0	0	0	0	0	G	None	None	IT network downtime incident register

**Table 13: Performance on targets set for the 2<sup>nd</sup> Qtr of 2019/20 - Corporate Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Improved stakeholder satisfaction	Public Participation	# of summarised quarterly ward reports submitted to Council	Number	2	4	3	1	1	G			Summarised Ward Reports (4th Qtr 18/19 & 1-3rd Qtr of 19/20) Council Minutes
Good Governance	Increase financial viability	Budget management	Annual Budget tabled by 31 May annually	Number	1	1	0	0	0	N/A			Annual Budget Council Minutes
Good Governance	Increase financial viability	Expenditure Management	Cost coverage	Ratio	0.17	0.15	0	0.15	0	R			Monthly budget - income and expenditure reports Ratio calculation
Good Governance	Increase financial viability	Debt Management	Debt coverage	Ratio	19.9	18.8	0	18.8	0	R			Monthly budget - income and expenditure reports Ratio calculation
Good Governance	Increase financial viability	Financial Reporting	Annual Financial statements submitted to AG, PT and NT by 31 August annually	Number	1	1	1	0	0	N/A			AFS Acknowledgement of receipt by NT, AG & PT
Good Governance	Increase financial viability	Expenditure Management	% creditors paid within 30 days	Percentage	95.94%	100.00%	46.28%	100.00%	95.00%	O	Payment rate low due to Cash flow constraints	Departments encouraged to reduce spending and arrangements have been made to pay Eskom on specified dates	Creditors Age Analysis Report
Good Governance	Increase financial viability	Grant Management	% of Finance Management Grant Spent	Percentage	100.00%	99.80%	38.00%	24.95%	24.00%	O	Performance target met	Not applicable	Monthly Expenditure Report

**Table 13: Performance on targets set for the 2<sup>nd</sup> Qtr of 2019/20 - Corporate Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Increase financial viability	Expenditure Management	% of operational budget spent on personnel (exl Councillors)	Percentage	0.00%	35.00%	11.83%	35.00%	25.33%	B	Depreciation not allocated monthly	Depreciation Journals to be processed on a monthly basis	Operational Expenditure Reports
Good Governance	Increase financial viability	Revenue Management	# of properties on the valuation roll billed for assessment rates	Number	0	18 770	6 756	18 770	11 342	R	Municipal and religious properties exempted from rates charges. Subdivisions and data cleansing effect number of properties	Subdivisions and consolidations to be applied when approved and registered	Monthly billing report (reflecting no bills for assessment rates only) Valuation Roll Summary
Good Governance	Increase financial viability	Debt Management	% Outstanding service debtors to revenue	Percentage	13.09%	70.00%	66.37%	70.00%	0.00%	B			Debtors Aging and monthly budget income and expenditure report Ratio calculation
Good Governance	Increase financial viability	Revenue Management	# of indigent households registered on indigent register	Number	25 963	25 963	25 963	25 963	25 963	G	New applications for 17/18 and 18/19 has been verified, reports to Council for approval	Validation of entire indigent register to be done in 19/20	Indigent register Council Resolution
Good Governance	Increase financial viability	Asset Management	Annual Asset verification report concluded by 30 August	Number	1	1	1	0	0	N/A			Annual Asset Verification report Acknowledgement of receipt from AG
Good Governance	Increase financial viability	Management and Administration	% compliance with MSCOA project plan targets	Percentage	0.00%	100.00%	24.62%	100.00%	24.67%	R			Annual MSCOA Project Plan Monthly Progress Reports

**Table 14** below presents a summary of the level of performance for the 2<sup>nd</sup> quarter of 2019/20 wherein only **52%** the targets, set for the quarter, was met a reduction from the **60%** met during the 1<sup>st</sup> Quarter.

Figure 3: Performance per result category (CORP)

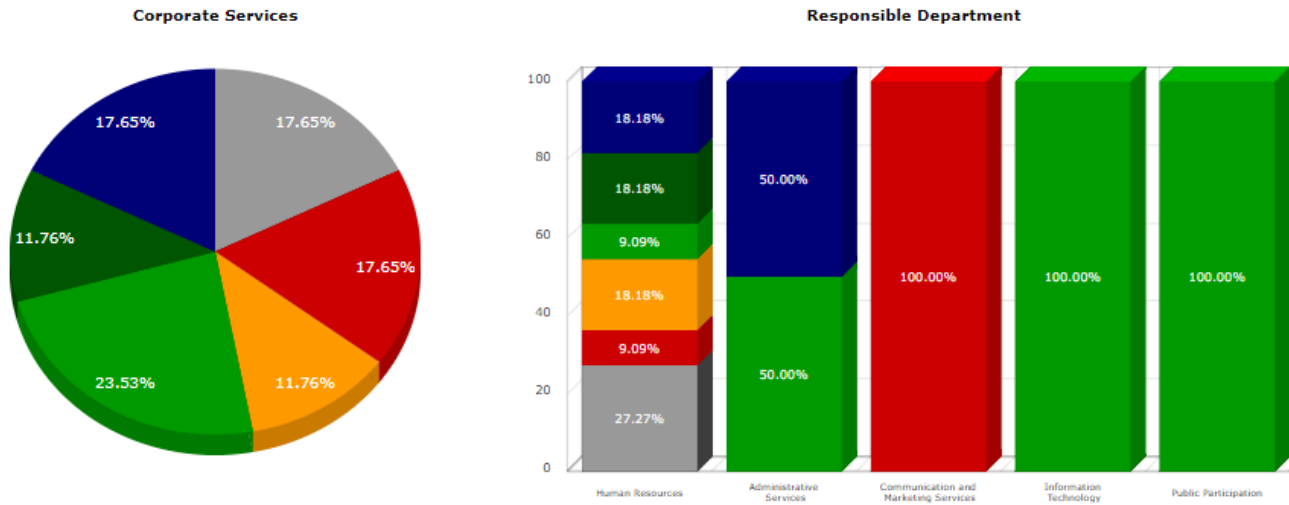


Table 14: Performance per Division (Corporate Services)

	Corporate Services	Responsible Department				
		Human Resources	Administrative Services	Communication and Marketing Services	Information Technology	Public Participation
Not Yet Applicable	3 (17.65%)	3 (27.27%)	-	-	-	-
Not Met	3 (17.65%)	1 (9.09%)	-	2 (100.00%)	-	-
Almost Met	2 (11.76%)	2 (18.18%)	-	-	-	-
Met	4 (23.53%)	1 (9.09%)	1 (50.00%)	-	1 (100.00%)	1 (100.00%)
Well Met	2 (11.76%)	2 (18.18%)	-	-	-	-
Extremely Well Met	3 (17.65%)	2 (18.18%)	1 (50.00%)	-	-	-
<b>Total:</b>	<b>17</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>
	<b>100%</b>	<b>64.71%</b>	<b>11.76%</b>	<b>11.76%</b>	<b>5.88%</b>	<b>5.88%</b>

*Areas affecting the performance of the Corporate Services Department:*

- A service provider was appointed to review the organogram but progress is behind schedule.
- Website content management is not in line with legislated requirements
- The postponement of LLF meetings
- No progress with the signing of work plans by Level 3 employees.

### 3.4 Community Services Department

The performance of the Community Services Department (CSD) during the 2<sup>nd</sup> quarter of 2019/20 is presented below.

Table 15: Performance on targets set for 2 <sup>nd</sup> quarter of 2019/20 - Community Services Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Traffic Law Enforcement	# of Direct traffic summonses issued (Sect 56 Criminal procedure act)	Number	0	12 000	1 440	3 000	621	R	December congestions because of holidays and point duties to assist with traffic flow. During road blocks mending no officer is able to issue tickets. We also had rain in December which keeps Officers away from writing summonses.	Appointment or replacement of Officer doing other duties in other Department, will improve number of summonses.	Register of Direct Traffic Summonses
Service Delivery	Improve access to sustainable and affordable services	Traffic Law Enforcement	Traffic fine collection rate	Percentage	9.68%	10.00%	2.00%	10.00%	4.05%	R	Insufficient assistance from the Magistrate office for issuing warrants of arrest. Escort families for funerals that are done during the week which needs the same officers that is supposed to be collecting.	Establishment of municipal court will increase the collection	Monthly revenue statement Traffic Fine system report
Service Delivery	Improve access to sustainable and affordable services	Traffic Law Enforcement	# of roadblocks	Number	0	12	23	3	9	B	Did not deviate	There is room for improvement to 5 road blocks if net work connectivity can work well on the road	Annual Roadblock Plan Roadblock incidences reports



**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Licensing and registration services	# of monthly compliance assessments conducted on Licensing services (as set out in the SLA with Dpt of Transport)	Number	0	12	7	3	2	R			SLA Monthly Licensing Compliance Checklists
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	R-value spent on waste management	R-value	R0.00	R87 341 960.00	R35 929 561.39	R21 835 491.00	R17 627 319.00	O	1) In all probability low-spending occur due to:- a) Vacancies exist due to SLOW procurement of staff which are budgeted-for b) Overtime control and vehicle use is strictly adhered to c) Budget-reconciliations are not effected within the expenditure-month	1) Budget control a) Control-accountability should be centralised within the CFO's Budget-office to- - Ensure underspending analyses-reporting - Turn-around time i.t.o. budget reconciliations should reflect in specific in the expenditure-month	Monthly Expenditure-reports

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	# of Rural Waste Service Areas serviced (Level 2 service)	Number	40	40	20	40	40	G	1) No deviations	1) Budget- a) Project-prioritization to operationalize all 66 x W.S.A.'s 2) URGENT Workstudy:- a) a Proper organogram to operationalize the Rural Waste Management project b) Formalization of Rural stands for identification c) Electronic data capturing // tracking system to be installed in each vehicle with a sustainable monitoring as per a "unique-route" for each area 3) Renewal of the fleet to be prioritized during IDP // Process during the	EPWP Transporter of Waste (ToW) Payment-advices 1 x approved ToW-Timesheet signed off by Ward Committee and Traditional Authority

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	Number of Households with access to weekly kerbside solid waste collection (5 formal towns)	Number	5	8 695	4 778.58	8 695	9 577	G2	1) The total include domestic-; business- and industrial premises	1) Budget:- a) Project-prioritization to operationalize all 66 x W.S.A.'s 2) URGENT Workstudy:- a) a Proper organogram to operationalize the Rural Waste Management project b) Formalization of Rural stands for identification c) Electronic data capturing // tracking system to be installed in each vehicle with a sustainable monitoring as per a "unique-route" for each area 3) Renewal of the fleet to be prioritized during IDP // Process during the projects-phase	Monthly Billing system extract

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	Litterpicking at Tzaneen, Nkowankowa, Lenyenye, Letsitele, Haenertsburg and Main Roads	Q1: Monthly monitoring of 140 litterpicking routes (100%) Q2: Monthly monitoring of 140 litterpicking routes (100%) Q3: Monthly monitoring of 140 litterpicking routes (100%) Q4: Monthly monitoring of 140 litterpicking routes (100%)	100.00%	100.00%	50.67%	100.00%	100.00%	G	1) Route adjustments a) 151 x Routes is being now being attended to	1) Route Analyses a) Annual analyses to be conducted to include new routes	Litter-picking Routes 1 example of a Litterpicking Teamleader's Timesheet/Score card per month
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	Public Toilet sanitation and cleansing (Tzaneen, Nkowankowa, Lenyenye, Letsitele and Haenertsburg)	Q1: Monthly monitoring of 10 public toilets blocks (100%) Q2: Monthly monitoring of 10 public toilets blocks (100%) Q3: Monthly monitoring of 10 public toilets blocks (100%) Q4: Monthly monitoring of 10 public toilets blocks (100%)	100.00%	100.00%	50.00%	100.00%	100.00%	G	Reason for Deviation : 1) Vacancies a) Are not filled in a short-space-of-time which force HIGH overtime to be paid to stand-in Staff 2) Formal Training a) Is needed to "skill" the Labourers on quality cleansing activities 3) Facilities Management a) Lack of a designated Division to attend to structural "Repairs & Maintenance" create "sanitary" problems egg. proper cleansing of	1) Facilities Management a) Public toilets are actually part of the Building & Maintenance programmes and must be transferred to the relevant Department and/or Division 2) Risk Audit a) Risk Audit to be conducted to determine the transfer the function to a designated Division	Public Toilet's Cleansing-schedule 1 example of a Public Toilet Teamleader's Timesheet or Visitation-checklist per month

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
											buildings and utensils		
Service Delivery	Optimise and sustain infrastructure investment and services	Cemetery Management	# of cemeteries maintained	Number	0	8	4.25	8	8.33	G2	No deviation done but also inspected a site with graves at Flora park. Its not proclaimed cemetery, people used it before houses were build at Extension 13	Non	Monthly Reports Supervisor Checklists
Service Delivery	Enhance sustainable environmental management and social development	Maintenance of parks and open spaces	Purchase grass cutting machines	Q1: Not applicable Q2: Draft Specifications and submit to SCM (5%) Q3: Procurement of a service provider completed (5%) Q4: Delivery of Grass cutting machines completed (90%)	0.00%	100.00%	5.00%	5.00%	5.00%	G	We set for BID evaluation and now we waiting for adjudication. In December 2019, people took leave and the implementation of skeleton system .	We waiting for CFO to come back from leave so she can guide what should happen as the SCMU is on special leave.	Specifications Service Provider Appointment letter Delivery note
Service Delivery	Improve access to sustainable and affordable services	Sport, Arts and Culture	Fencing of cemetery Lesedi Regional Cemetery (Lenyenye)	Q1:Draft Specifications 2.5%) and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Fencing of cemetery Lesedi Regional Cemetery completed (40%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	We set for Bid evaluation and because of Dec 2019 holidays , people went on leave. Skeleton system was also implemented .	We set for Bid evaluation and now waiting for adjudication committee to sit.	Specifications Service Provider Appointment letter Completion Certificate

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Sport, Arts and Culture	Ablution block with change room at Lesedi Regional Cemetery (Lenyeny)	Q1: Draft Specifications 2.5%) and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Ablution block with change room at Lesedi Regional Cemetery completed (40%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	Advertised in October and set for evaluation on 4 Dec 2019. People went on leave in Dec 2019	Bid adjudication to sit when holidays are done	Specifications Service Provider Appointment Letter Completion Certificate
Service Delivery	Enhance sustainable environmental management and social development	Cemetery Management	Fence Nkowankowa cemetery extension	Percentage	0.00%	100.00%	10.00%	10.00%	10.00%	G	Advertisement was done in Oct 2019 and evaluation was done on 4 Dec 2019.	Expecting Adjudication committee to sit anytime.	Specifications Service Provider Appointment letter Completion Certificate
Service Delivery	Enhance sustainable environmental management and social development	Waste Management Services	Construct ablution with change room at Nkowankowa cemetery	Q1: Draft Specifications 2.5%) and submit (2.5%) to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Physical construction at 50% (50%) Q4: Construct ablution with change room at Nkowankowa cemetery (40%)	0.00%	40.00%	2.50%	6.67%	6.67%	G	Briefing and site inspection was done on 17 Oct 2019 while closing date for the bid documents was on 23 Oct 2019. The evaluation was done Dec 2019.	Expecting, adjudication meeting by Directors	Specifications Service Provider Appointment letter Completion Certificate
Service Delivery	Optimise and sustain infrastructure	Maintenance of parks and open spaces	# of parks maintained	Number	0	9	4.5	9	9	G	Non, all areas maintained for 3 days a week through EPWP	Non work done according to plan	Monthly Reports Supervisor Checklists

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
	investment and services												
Service Delivery	Enhance sustainable environmental management and social development	Library Services	# of library users	Number	0	96 400	54 254	24 099	23 612	O	Schools and universities are closed in December leading to less users. The branch libraries are closed during the festive season.	User statistics will increase in January when users return from holiday and the schools start.	Tattletape statistics (5 libraries) Monthly Reports (5 libraries)
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	Purchase Mobile Air Quality monitoring station and calibrate annually	Q1: Draft Specifications and submit to SCM (5%) Q2: Procurement of a service provider completed (5%) Q3: Delivery of Air Quality monitoring equipment (100%) Q4: Not applicable this quarter	0.00%	100.00%	10.00%	10.00%	10.00%	G	Briefing session was held. Quotations were received and the quotation analysis done. However, pricing was way above the budgeted amount.	Re advert of the bid will be done once issues around the budget have been dealt with.	Specifications Service Provider Appointment letter Delivery note
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	# of environmental contravention and compliance notices issued	Number	60	60	68	15	30	B	14 x notices issued in November 2019 4 notices and 4 disposal certificates issued in December 2019.	Reporting and checking if report has been uploaded on the system each month and escalate to admin if report is not reflecting on the system.	Compliance Notices Contravention Notices

**Table 15: Performance on targets set for 2<sup>nd</sup> quarter of 2019/20 - Community Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	Climate change and Adaptation Strategy submitted to Council by 30 April '20	Number	0	1	0	0	0	N/A			Climate change and Adaptation strategy Council Minutes
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	Green Economy strategy and action plan submitted to Council by 31 March '20	Number	0	1	0	0	0	N/A			Green Economy Strategy Action Plan Council Minutes
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	% of water samples that comply with SANS 0241	Percentage	86.66%	85.00%	28.75%	85.00%	57.37%	O	Implementation of water quality monitoring schedule. * Average for November and December results: 87% and 86.20 % respectively	Reporting and checking if report has been uploaded on the system each month and escalate to admin if report is not reflecting on the system.	Annual Sampling points Map Annual Sampling programme Register of sampling results
Service Delivery	Enhance sustainable environmental management and social development	Environmental Management	Environmental Awareness Strategy approved by Council	Number	0	1	0	0	0	N/A			Environmental Awareness Strategy Action Plan Council Minutes
Good Governance	Effective and Efficient administration	Safety and Security	# of theft cases theft of Council assets	Number	3	0	5	0	0	G	No Theft occurred in the month of December 2019.	None.	Theft Case register reflecting Police Case numbers



Table 15: Performance on targets set for 2 <sup>nd</sup> quarter of 2019/20 - Community Services Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Good Governance	Effective and Efficient administration	Safety and Security	# of Street Committees established (one per cluster)	Number	0	4	6	1	2	B	Street Committee established for the month of December at Pjapjamele village in ward 6 on the 22 December 2019.	Target met as Street Committee was established.	Establishment notice Minutes TOR
Good Governance	Effective and Efficient administration	Safety and Security	# of monthly compliance assessments conducted on Security Management (ito Service Level Agreement)	Number	0	12	5	3	3	G	Meeting with Mapheto Security held on 03 December 2019 at the Director Community services Office.	None.	SLA Monthly Compliance Ticklist

**Table 16** below presents a summary of the level of performance for the second quarter of 2019/20 reflects that CSD achieved **65.39%** of the targets set a reduction from the **74%** achieved during the first quarter.

*Figure 4: Performance per result category (Community Services Department)*

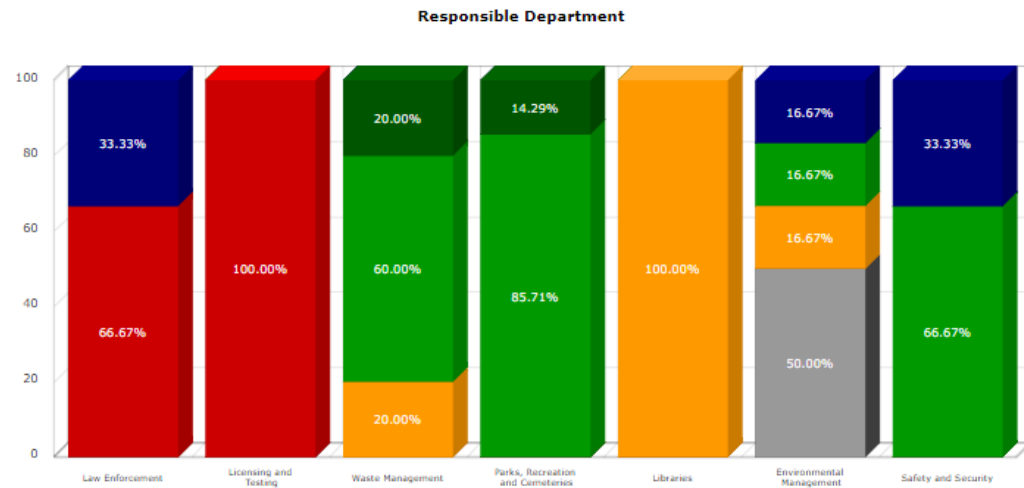
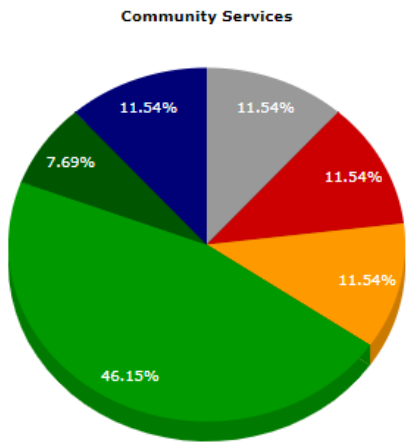


Table 16: Performance per Division (Community Services)

	Community Services	Responsible Department							
		Law Enforcement	Licensing and Testing	Waste Management	Parks, Recreation and Cemeteries	Libraries	Environmental Management	Safety and Security	Director Community Services
Not Yet Applicable	3 (11.54%)	-	-	-	-	-	3 (50.00%)	-	-
Not Met	3 (11.54%)	2 (66.67%)	1 (100.00%)	-	-	-	-	-	-
Almost Met	3 (11.54%)	-	-	1 (20.00%)	-	1 (100.00%)	1 (16.67%)	-	-
Met	12 (46.15%)	-	-	3 (60.00%)	6 (85.71%)	-	1 (16.67%)	2 (66.67%)	-
Well Met	2 (7.69%)	-	-	1 (20.00%)	1 (14.29%)	-	-	-	-
Extremely Well Met	3 (11.54%)	1 (33.33%)	-	-	-	-	1 (16.67%)	1 (33.33%)	-
<b>Total:</b>	<b>26</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>6</b>	<b>3</b>	<b>-</b>
	<b>100%</b>	<b>11.54%</b>	<b>3.85%</b>	<b>19.23%</b>	<b>26.92%</b>	<b>3.85%</b>	<b>23.08%</b>	<b>11.54%</b>	<b>-</b>

*Areas affecting the performance of the Community Services Department:*

- The high incidences of theft of municipal infrastructure
- Under spending on solid waste management compared to budgeted amount
- Traffic law enforcement not yet issuing the targeted number of direct summonses and fines issued are not paid by offenders.
- Security service provider performance not up to standard

### 3.5 Electrical Engineering Services Department

The performance of the Electrical Engineering Services Department (EED) during the second quarter of 2019/20 is presented below.

Table 17: Performance on targets set for the 2 <sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	New Electricity Connections (Consumer contribution)	Q1: Funds received as services contributions spent on new connections and procurement of transformers (25%) Q2: Funds received as services contributions spent on new connections and procurement of transformers (25%) Q3: Funds received as services contributions spent on new connections and procurement of transformers (25%) Q4: Funds received as services contributions spent on new connections and procurement of transformers (25%)	100.00%	100.00%	59.00%	50.00%	0.00%	R	No Deviations the allocations of the funds are being determined to find the correct amounts and vote numbers	Vote number to be allocated to determine amount of funds	New connections register Job card sign off Requisition orders (Transformers)
Service Delivery	Optimise and sustain infrastructure investment and services	Facility Management	Replacement of Existing Air conditioners in Municipal Buildings (in phases)	Q1: Develop airconditioner priority list (5%) Q2: Determine specifications for airconditioners (5%) Q3: Procurement of a contractor completed (15%) Q4: Installation of airconditioners completed (75%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	No deviation required	No deviation required	Priority List Specifications Appointment Letter Project completion certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Renewal Repairs and maintenance on prepaid meters and infrastructure in phases (Mieliekloof & Tarentaalrand)	Q1: Draft Specifications (2.5%) and appointment of contractor concluded (2.5% (5%) Q2: Procurement of meters and supply to GTM stores (10%) Q3: Retrofitting of pre-paid meters physical progress at 50% (45%) Q4: Renewal Repairs and maintenance on prepaid meters and infrastructure at Mieliekloof and Tarentaalrand completed (40%)	0.00%	100.00%	3.00%	15.00%	3.00%	R	First request for appointment can not be traced. Stores has not procured meters	Write second request. Craft a deviation and buy meters directly from the supplier as a department	Specifications Appointment letter Progress Report Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Motseteng (93 units)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Motseteng (93 units) completed (45%)	0.00%	100.00%	22.00%	10.00%	22.00%	B	No deviation		Appointment letter(Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports/ Handover certificates/ PCS file(Eskom)

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Ntsako area (300 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction 50% (45%) Q4: Electrification at Ntsako (300 units) completed (45%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	No deviation		Appointment letter (Consultant)/ Eskom sign off sheet for Approval /Appointment letter (Contractor) /Progress Reports/ Handover certificates/ PCS file(Eskom)
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Mulati (114 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Mulati (114 units) completed (45%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	No deviation		Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)
Service Delivery	Improve access to sustainable and affordable services	Electricity Infrastructure Maintenance	Electrification of Lenyenye (160 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Lenyenye (160 units) completed (45%)	0.00%	100.00%	64.00%	10.00%	64.00%	B	No deviation		Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Mohlaba Cross (Shukwambana) (80 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Mohlaba Cross /Shukwambana (80 units) completed (45%)	0.00%	100.00%	10.00%	10.00%	10.00%	G	No deviation		Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Ntwanano (307 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Ntwanano (307 units) completed (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Designs not approved by Eskom, due to capacity constraints	Project will be implemented once Eskom resolves capacity issues.	Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Dan (80 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Dan (80 units) completed (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Progress will be made once contractor is appointed.	Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	Electrification of Phepene (29 units)	Q1: Appointment of service provider finalised (5%) Q2: Approval of Designs by Eskom (2.5%) & Appointment of contractor completed (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Electrification at Phepene (29 units) completed (45%)	0.00%	100.00%	5.00%	10.00%	5.00%	R	Designs not yet approved by Eskom, due capacity constraints	Progress will be made once Eskom resolves capacity constraints.	Appointment letter (Consultant) Eskom sign off sheet for Approval Appointment letter (Contractor) Progress Reports Handover certificates PCS file(Eskom)
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Lines Letsitele Valley substation to Bosbou and al T-offs in phases (1.6km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Letsitele Valley substation to Bosbou and all T-offs 11kV line for 1.6km (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Progress will be made once appointment of contractor is finalized.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Optimise and sustain infrastructure investment and services	Electricity network upgrade and refurbishment	Rebuilding Valencia 11kv Lines in phases (1.6km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/ Appointment of contractor (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Rebuilding of Valencia 11kV lines (1.6km) completed (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Work will start immediately once contractor is appointed.	Appointment letter (Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate



**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of lines Gravelotte to De Neck in phases(3.3km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Gravelotte to De Neck 11kV line (3.3km) 45%	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointment of contractor	Work will start immediately once contractor is appointed	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Rooikoppies 11kv lines in phases (1.6km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Rooikoppies 11kV line for 1.6km (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointment of contractor.	Work will start immediately once contractor is appointed	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of 33kv lines Lalapanzi to Waterbok in phases (1.5km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Lalapanzi 33kV line (1.5km) (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointed of contractor.	Work will start immediately once contractor is appointed.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Lines Greenfrog to Haenertsburg in phases (3.3km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Greenfrog to Haenertsburg 11kV line (3.3km)(45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Work will start immediately once contractor is appointed	Appointment letter for Consultant Design document & Specification/Appoint letter (Contractor)/Progress Reports Completion certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Mashutti 11kv lines in phases (1.3km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Mashutti 11kV line (45%)	0.00%	100.00%	7.50%	20.00%	7.50%	R	Waiting for appointment of contractor.	Construction work to start immediately after appointment of contractor.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Deeside 11kv lines in phases (2km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Deeside 11kV line (2km) (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor.	Construction work to start immediately after appointment of contractor.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Mieliekloof and Deerpark 11kV lines in phases (1.6km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Mieliekloof and Deerpark 11kV lines for 1.6km (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointment of contractor	Construction work to start immediately after appointment of contractor.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Yamorna and Shivurali 11kv line in phases (1.6km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Yamorna and Shivurali 11kV line for 1.6km (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointment of contractor.	Construction work to start immediately after appointment of contractor.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Ledzee 11kv line from LZ44 to Vandergryp farm in phases (2km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Ledzee LZ 44 11kV line for 2 km (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	○	Waiting for appointment of contractor.	Construction work to start immediately after appointment of contractor.	Appointment letter(Consultant) Design document& Specification Appoint letter (Contractor) Progress Reports Completion Certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Replace 2 x 15 MVA 66/11 kv Transformers with 2 x 20 MVA at Tzaneen mainsub in Phases 1 of 2	Q1: Review and Approve Transformer drawings from supplier (5%) Q2: Transformer Factory Acceptance tests received (5%) Q3 : Delivering of Transformers completed (5%) Q4 : Installation of Transformer 1 and 2 physical progress at 60% (85%)	0.00%	100.00%	15.00%	10.00%	15.00%	B	No deviation		Approval of Transformer design drawings/ Delivering of Transformer/ Progress Reports
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Substation Fencing at major substations in phases (Letsitele Main Substation)	Q1: Specifications completed (5%) Q2: Appointment of contractor completed (10%) Q3: Physical Construction at 50% (45%) Q4: Installation of Letsitele Main fence completed (45%)	0.00%	100.00%	5.00%	10.00%	5.00%	R	Waiting for appointment of contractor	Construction work to start immediately after appointment of contractor is completed.	Specifications Appointment letter (contractor) Progress Report Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Refurbishment of the Ebenezer 33kv Feeder (2.5km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/ Appointment of contractor (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Rebuilding of Ebenezer 33kv lines (2.5km) completed (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Construction work to start immediately after appointment of contractor is completed.	Appointment letter (Consultant) Design document & Specification Appoint letter (Contractor) Progress Reports Completion Certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Rebuilding of Letaba Feeder 33 kv line in phases (2.5km)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs & Specifications (2.5%)/Appointment of contractor 2.5% (5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of Letaba Feeder 33 kv line in phases (2.5km) (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Construction work to start immediately after appointment of contractor is completed.	Appointment letter (Consultant) Design document & Specification Appoint letter (Contractor) Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Substation Tripping Batteries in phases (Letsitele Valley)	Q1: Appointment of service provider consultant (5%) Q2: Approval of Designs (2.5%) & Specifications/Appointment of contractor concluded (2.5%) (5%) Q3: Physical Construction at 50% (45%) Q4: Completing installation of batteries at Letsitele Valley (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor	Installation will start immediately after appointment of contractor is completed.	Appointment letter (Consultant) Design document & Specification Appoint letter (Contractor) Progress Reports/ Project completion certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Replace 11kv and 33kv Auto reclosers per annum (x4)	Q1: Identifying of strategic location to auto reclosers (10%) Q2: Procurement of Auto reclosers completed (10%) Q3: Installation of auto reclosers (50%) Q4: Commissioning & Energization of 4 x 11kv auto reclosers completed (30%)	0.00%	100.00%	10.00%	20.00%	10.00%	R	Waiting for completion of recloser structures	Complete recloser structures.	List of identified positions & Coordinates, Requisition Orders Progress Report Tests Reports Completion certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Installation of new Entrance streetlights R71 (Adshade bridge to the Voortrekker street robot)	Q1: Appointment of consultant concluded (5%) Q2: Approval of Designs & Specifications (2.5%). Appointment of contractor (2.5%)(5%) Q3: Physical Construction at 50% (45%) Q4: Finalization of streetlight installation at Adshade bridge to the Voortrekker street robot (45%)	0.00%	100.00%	5.00%	15.00%	5.00%	R	Waiting for appointment of contractor	Construction to start immediately after appointment of contractor.	Appointment letter for Consultant and Contractor Design document & Specification Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Miniature substation Urban distribution networks in phases at 8 Christian Miller	Q1 :Identifying of strategic location to install Miniature Substation (5%) Q2: Procurement of Miniature substation completed (15%) Q3: Installation of Miniature substation in progress at 50% (30%) Q4: Commissioning and Energization of Miniature substation at Christian Miller x1 completed (30%)	0.00%	100.00%	5.00%	20.00%	5.00%	R	Civil work still need to be done, before miniature substation can procured	Complete the civil work quicker.	List of identified position and Coordinates Requisition Orders Progress Report Tests Reports Completion certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	High Mast Lights at Dan Village	Q1: Identification of two strategic location to install high mast (2.5%) Secure permission from relevant authorities e.g. Eskom, SANRAL, Traditional Authority (2.5%) (5%) Q2 : Completion of Technical specification (2.5%) SCM process for appointment of contractor (2.5%) (5%), Q3: Physical Construction at 50% (45%) Q4: Finalization two new highmast lights installed at Dan Village (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Funding from MIG not yet approved.	Project will progress once approval is received from MIG.	Co-ordinates for identified locations Capacity confirmation letter from Eskom and SANRAL Appointment letter to contractor Progress Report Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	R71 Deerpark Traffic circle lights (From Voortrekker str traffic lights up to SANRAL Traffic Circle)	Q1: Appointment of consultant concluded (5%) Q2: Approval of Designs and Specifications (2.5%). Appointment of contractor (2.5%)(10%) Q3: Physical Construction at 50% (45%) Q4: Finalization streetlight installation at R71 Deerpark Traffic circle (45%)	0.00%	100.00%	7.50%	15.00%	7.50%	R	Waiting for Appointment of contractor	Construction to start immediately after appointment of contractor is completed.	Appointment letter for Consultant and Contractor Design document and Specification Progress Reports Completion certificate

**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Area Lighting at R36 Kujwana turn-off	Q1: Appointment of consultant concluded (5%) Q2: Approval of Designs & Specifications (2.5%). Appointment of contractor (2.5%)(10%) Q3: Physical Construction at 50% (45%) Q4: Area Lighting at R36 Kujwana turn-off completed (45%)	0.00%	100.00%	7.50%	10.00%	7.50%	O	Waiting for appointment of contractor.	Construction to start immediately after appointment of contractor is completed	Appointment letter for Consultant Design document & Specification/Appoint letter (Contractor)/Progress Reports Completion certificate
Service Delivery	Improve access to sustainable and affordable services	New Electricity Connections	# of households electrified in current financial year	Number	0	1 163	0	0	0	N/A			Completion certificates Village electrification projects
Good Governance	Increase financial viability	Cost Recovery	% Electricity loss (Kwh)	Percentage	22.00%	20.00%	0.00%	0.00%	0.00%	N/A			Eskom account Revenue system reports
Service Delivery	Optimise and sustain infrastructure investment and services	Electricity Infrastructure Maintenance	Km of overhead electricity lines rebuilt	Kilometres	0	23.2	0	0	0	N/A			Project Completion certificates
Service Delivery	Optimise and sustain infrastructure investment and services	Electricity Infrastructure Maintenance	R-value electricity maintenance	R-value	R0.00	R19 661 733.00	R4 996 707.00	R4 915 434.00	R1 844 379.00	R	The effective raining season is only starting in December / January then the maintenance budget spending will pick up	None	Expenditure Reports

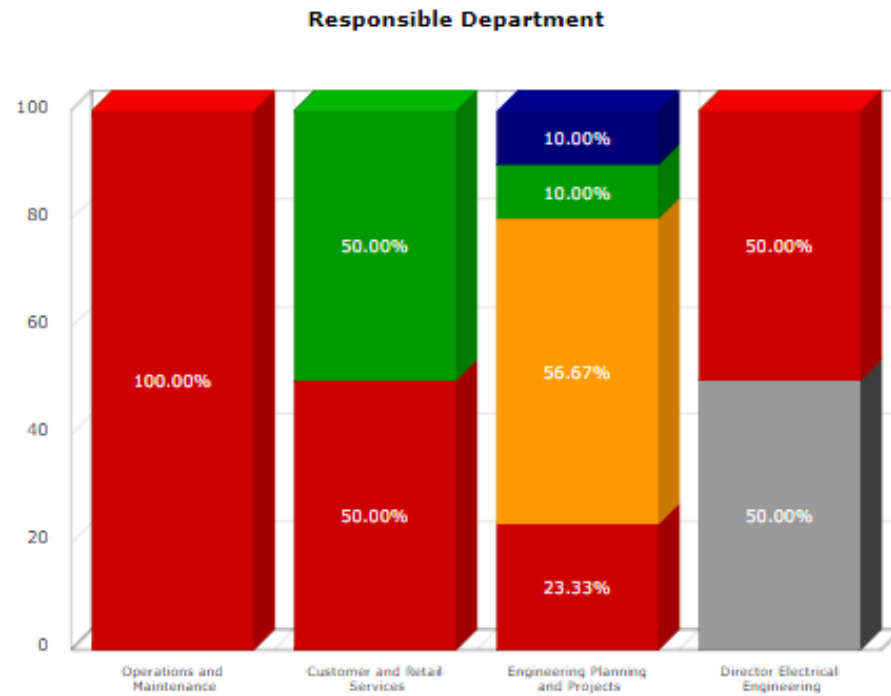
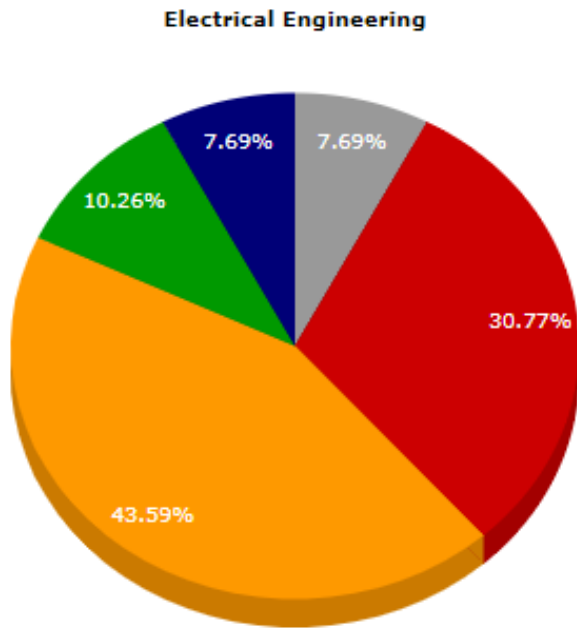


**Table 17: Performance on targets set for the 2<sup>nd</sup> Quarter of 2018/19 - Electrical Engineering Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Provision of Electrical Capital Tools (Customer Retail)	Q1: Determine capital tool requirements for new appointees and status of current equipment (5%) Q2: Determine specifications for capital tools (5%) Q3: Procurement of capital tools in progress (75%) Q4: Procurement of equipment in line with needs analysis completed (15%)	100.00%	100.00%	5.00%	10.00%	5.00%	R			Capital Tool requirements (Customer & Retail Division) Requisitions
Service Delivery	Improve access to sustainable and affordable services	Electricity network upgrade and refurbishment	Provision of Electrical Tools (Operations and Maintenance)	Q 1: Determine capital tool requirements for new appointees and status of current equipment (5%) Q2: Determine specifications for capital tools (5%) Q3: Procurement of capital tools in progress (75%) Q4: Procurement of equipment in line with needs analysis completed (15%)	0.00%	100.00%	5.00%	10.00%	3.00%	R	No Tools were purchased for month of December	No tools were procured	Capital Tool requirements (O&M division) Requisitions

**Table 18** below presents a summary of the level of performance for the second quarter of 2019/20 for EED indicating that only **24%** of the targets set were met a major decline from the **91%** of the targets achieved in the first quarter.

Figure 5: Performance per result category (Electrical Engineering Dpt)



**Table 18: Performance per Division (Electrical Department)**

	Electrical Engineering	Responsible Department			
		Operations and Maintenance	Customer and Retail Services	Engineering Planning and Projects	Director Electrical Engineering
Not Yet Applicable	3 (7.69%)	-	-	-	3 (50.00%)
Not Met	12 (30.77%)	1 (100.00%)	1 (50.00%)	7 (23.33%)	3 (50.00%)
Almost Met	17 (43.59%)	-	-	17 (56.67%)	-
Met	4 (10.26%)	-	1 (50.00%)	3 (10.00%)	-
Well Met	-	-	-	-	-
Extremely Well Met	3 (7.69%)	-	-	3 (10.00%)	-
<b>Total:</b>	<b>39</b>	<b>1</b>	<b>2</b>	<b>30</b>	<b>6</b>
	<b>100%</b>	<b>2.56%</b>	<b>5.13%</b>	<b>76.92%</b>	<b>15.38%</b>

*Areas that affect the performance of the Electrical Engineering Department:*

1. Most projects are on track as planning was in advanced stage when DBSA funds was received.
2. Electricity losses are still a concern a situation which is worsened by the challenges with meter reading.

### 3.6 Engineering Services Department

The performance of the Engineering Services Department by the end of the second quarter of 2019/20 is presented below (see **Table 19**).

Table 19: Performance on targets set for the 2 <sup>nd</sup> quarter of 2018/19 - Engineering Services Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Optimise and sustain infrastructure investment and services	Road Maintenance	Purchasing of tar cutting machines and small compactor	Q1: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q2: Advertise for procurement of tar cutting machine (20%) Q3: Delivery of tar cutting machine and small compactor (70%) Q4: n/a	0.00%	100.00%	65.00%	30.00%	65.00%	B	Tar cutter purchased. Waiting for the finalization of the purchasing of small compactor.  30 + 70/2 = 65	Not required	Specifications and delivery note Advertisement
Service Delivery	Improve access to sustainable and affordable services	Road Maintenance	Rehabilitation of Haenertsburg Cemetery Road	Q1: Approval of Scoping Report (25%) Q2: Approval of Design Report (25%) Q3: Preparation of tender documentation (25%) Q4: Advertisement of a Contractor (25%)	0.00%	100.00%	50.00%	50.00%	50.00%	G	Preliminary designs finalised	Not required	Appointment Letter Scoping Report Design Report Advertisement
Service Delivery	Optimise and sustain infrastructure investment and services	Road Maintenance	m <sup>2</sup> of tarred roads patched	Square meters	0	10 500	7 047.06	2 625	4 869	B	2660m2 patched  202 + 86 + 124 + 248 + 1000 + 1000 = 2660	Not required	Quarterly Road Maintenance Programme Job cards for internal work done Orders issued to service providers

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Optimise and sustain infrastructure investment and services	Road Maintenance	Kilometers of roads graded	Number	0	6 996	3 552.90	1 749	1 186.40	O	Reduced number of graders due to financial constraints and GTM graders breakdowns.	Increase number of graders	Quarterly Road Maintenance Programme Register of Job cards for grading of roads
Service Delivery	Optimise and sustain infrastructure investment and services	Water infrastructure upgrade and maintenance	New generator for George's Valley	Q1: N/A Q2: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q3: Advertise for procurement of a generator (20%) Q4: Delivery of generator (70%)	0.00%	100.00%	10.00%	5.00%	10.00%	B	None	Not required	Specifications and delivery note Advertisement
Service Delivery	Improve access to sustainable and affordable services	Water quality management	% of water samples (at GTM water purification plants) complying with SANS 241	Percentage	0.00%	100.00%	50.00%	100.00%	100.00%	G	None	Not required	Monthly Water Sample Results register
Good Governance	Increase financial viability	Grant Management	% MIG funding spent	Percentage	100.00%	100.00%	59.06%	35.00%	26.06%	O	None. Target met	Not required	Grant Expenditure Reports
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Kilometers of tar and or paved roads completed	Kilometers	15	15.7	0	0	0	N/A	Annual target	Not required	Project Progress Reports for Multi-year projects Practical Completion and or Completion certificates of completed Projects

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Mopye High School Access Road Phase 1 of 1 and 2 of 2	Q1: Physical Progress at 35% (35%) Q2: Physical Progress at 50% (15%) Q3: Physical Progress at 70% (20%) Q4: 100% Road Completed (2km) (30%)	0.00%	100.00%	40.00%	50.00%	40.00%	O	Unavailability of local borrow pit material	Material sourced from commercial source	Monthly Project Progress Reports Project Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Paving of Nelson Ramodike High School Access road to school: Phase 1 of 2 and phase 2 of 3 and 3 of 3	Q1: Appointment of a Contractor completed (5%) Q2: Physical Progress at 10% (25%) Q3: Physical Progress at 20% (25%) Q4: Physical Progress at 35% (45%)	0.00%	100.00%	28.00%	30.00%	28.00%	O	Project at 9% Q1 + Q2: 5 + 22.5 = 27.5%	Speed-up progress	Monthly Project Progress Reports Project Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Upgrading of Access Road to Mbambamencisi	Q1: Physical Progress 65% (40%) Q2: Project Complete (1.2km) (60%) Q3: n/a Q4: n/a	0.00%	100.00%	74.00%	100.00%	74.00%	O	Physical progress at 95%: 95 x (40/65) = 58.46 Performance = 58.46	Contractor to finalize the snag list	Monthly Project Progress Reports Project Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Paving of Moseanoka to Cell C Pharare Internal streets (Ward 28)	Q1: Appointment of an Engineer (25%) Q2: Approval of Scoping Report (25%) Q3: Approval of Design Report (25%) Q4: Advertisement of a Contractor (25%)	0.00%	100.00%	75.00%	50.00%	75.00%	B	None	None	Appointment Letter Scoping Report Design Report Advertisement

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Relela Access Road upgrading from gravel to tar: Phase 1 of 4	Q1: Appointment of a Contractor completed (10%) Q2: Physical Progress at 10% (30%) Q3: Physical Progress at 20% (30%) Q4: Physical Progress at 30% (30%)	0.00%	100.00%	100.00%	40.00%	100.00%	B	None. Project reached the annual target	None	Monthly Project Progress Reports
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Matapa to Leseka Access road to school: Phase 1 of 2 and 2 of 2	Q1: Appointment of a Contractor completed (10%) Q2: Physical Progress at 10% (30%) Q3: Physical Progress at 20% (30%) Q4: Physical Progress at 30% (30%)	0.00%	100.00%	70.00%	40.00%	70.00%	B	Physical progress at 19% 10+30+30 = 70%	Not required	Monthly Project Progress Reports
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Tarring Nkowankowa A Codesa and Hani Street	Q1: Physical Progress at 90% (50%) Q2: Project Completed 1.7km (50%) Q3: n/a Q4: n/a	0.00%	100.00%	75.00%	100.00%	75.00%	O	Contract terminated	Await court ruling	Progress Reports Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Mulati Access road Paving: Phase 1 of 3, 2 of 3 and 3 of 3	Q1: Physical Progress at 55% (20%) Q2: Physical Progress at 60% (20%) Q3: Physical Progress at 70% (30%) Q4: Physical Progress at 80% (30%)	0.00%	100.00%	85.00%	40.00%	83.00%	B	Contract terminated. Progress at 75% 20+20+30=70	Await court ruling	Monthly Project Progress Reports

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Upgrading of Khujwana to Lenyenye Access Road: Phase 1 of 3, 2 of 3 and 3 of 3	Q1: Physical Progress at 50% (20%) Q2: Physical Progress at 60% (30%) Q3: 100% Completed (5.6km) (50%) Q4: n/a	0.00%	100.00%	60.00%	50.00%	58.33%	G2	Physical progress at 75% $20 + 75/60 \times 30 = 57.5\%$	Not required	Monthly Project Progress Reports Project Completion Certificate
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Mawa B12 low level bridge	Q1: Appointment of a Contractor completed (10%) Q2: Physical Progress at 10% (30%) Q3: Physical Progress at 20% (30%) Q4: Physical Progress at 30% (30%)	0.00%	100.00%	100.00%	40.00%	100.00%	B	Physical progress at 35%. Annual target achieved	Not required	Monthly Project Progress Reports
Service Delivery	Improve access to sustainable and affordable services	Upgrading of Road Network	Paving of Risaba, Mnisi, Shando to Driving School Internal Street in Ward 5	Q1: Appointment of an Engineer (25%) Q2: Approval of Scoping Report (25%) Q3: Approval of Design Report (25%) Q4: Advertisement of a Contractor (25%)	0.00%	100.00%	75.00%	50.00%	75.00%	B	No deviation	Not required	Appointment Letter Scoping Report Design Report Advertisement
Service Delivery	Improve access to sustainable and affordable services	Public Transport	New Lenyenye Taxi Rank Phase 1 of 2 and 2 of 2	Q1: Appointment of a Contractor completed (10%) Q2: Physical Progress at 10% (30%) Q3: Physical Progress at 20% (30%) Q4: Physical Progress at 30% (30%)	0.00%	100.00%	95.00%	40.00%	95.00%	B	Physical progress at 25% $10+30+30+25=95$	Not required	Project progress reports



**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Unspecified	Paving of road from Ndhuna Mandlakazi, Efrika, Zangoma, Mpenyisi to Jamba Cross and Nwamitwa Bridge via Nhlengeleti School to Taxi Rank, Clinic via Lwandlamoni School to Nwamitwa Mandlakazi Road	Q1: Appointment of an Engineer (25%) Q2: Approval of Scoping Report (25%) Q3: Approval of Design Report (25%) Q4: Advertisement of a Contractor (25%)	0.00%	100.00%	75.00%	50.00%	75.00%	B	None	Not required	Appointment Letter Scoping Report Design Report Advertisement
Service Delivery	Improve access to sustainable and affordable services	Building Control	# of contravention notices issued to decrease non-compliance to building regulations	Number	34	50	10	12	6	B	None	Not required	Copies of notices issued
Service Delivery	Optimise and sustain infrastructure investment and services	Fleet Management	% of availability of Fleet.	Percentage	0.00%	60.00%	34.97%	60.00%	85.35%	B	None	Not required	Fleet Register Ticklist (list of all vehicles, monthly verification of functionality) Workflow Register

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Service Delivery	Improve access to sustainable and affordable services	Facility Management	Upgrading of old fire station building and Civic Centre	Q1: Installation of passenger Lift physical progress at 80%. (20%). Designs for roof completed. (5%) (25%) Q2: Installation of lift completed. (20%). Advertisement for replacement of Civic Centre Roof (5%) (25%) Q3: Appoint service provider for replacement of roof completed (5%) Q4: Replacement of roof completed (45%)	0.00%	100.00%	54.00%	50.00%	54.00%	G2	Progress for Nov 2019 was maintained since there was no progress meeting held in Dec 2019	Progress meeting to be held in Jan 2020	Roof Design report Lift & Roof Completion certificate Appointment letter for Roof
Service Delivery	Optimise and sustain infrastructure investment and services	Facility Management	New generator for Head Office	Q1: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q2: Advertise for procurement of a generator (25%) Q3: Appointment of service provider for a generator (20%) Q4: Delivery of generator for head office completed (50%)	0.00%	100.00%	10.00%	30.00%	10.00%	R	Delay in advertisement	SCM to advertise project	Specifications Appointment letter Advertisement Delivery note
Service Delivery	Optimise and sustain infrastructure investment and services	Road Maintenance	Purchase of Fleet: 1 x TLB, 1 x Excavator, 2 x Waste trucks, 1 x Low Bed truck	Q1: Develop (2.5%) and submit (2.5%) specifications to SCM (5%) Q2: Advertise for procurement of fleet (20%) Q3: Appointment of service provider for fleet (20%) Q4: Delivery of 1 x TLB, 1 x Excavator, 2 x Waste trucks, 1	0.00%	100.00%	10.00%	30.00%	10.00%	R	- Delay in advertisement - Adjustment budget	SCM to advertise tender	Specifications Appointment letter Advertisement Delivery note

**Table 19: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Engineering Services Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
				x Low Bed truck completed (50%)									
Service Delivery	Improve access to sustainable and affordable services	Facility Management	Additions to existing Tzaneen Stores, including fencing	Q1: Develop specifications (2.5%) and submit to SCM (2.5%) (5%) Q2: Advertise for appointment of contractor (5%) Q3: Appoint service provider and physical progress at 20% (40%) Q4: Project completed (50%)	0.00%	100.00%	5.00%	10.00%	5.00%	R	Delays in advertisement	SCM to advertise the tender	Specifications and completion certificate Appointment letter
Economic Growth	Increased investment in the GTM economy	Job Creation	# of active jobs through the municipal EPWP projects (Full time equivalent)	Number	0	502	735.98	96	246.98	B	Target met. No deviation	Not required	EPWP Beneficiary list Capital project jobs register

**Table 20** and the graph below presents a summary of the level of performance for the second quarter of 2019/20 for ESD indicating that **66%** or the targets se were met a reduction from the **89%** of the targets met during the first quarter.

Figure 6: Performance per result category (Engineering Services Dpt)

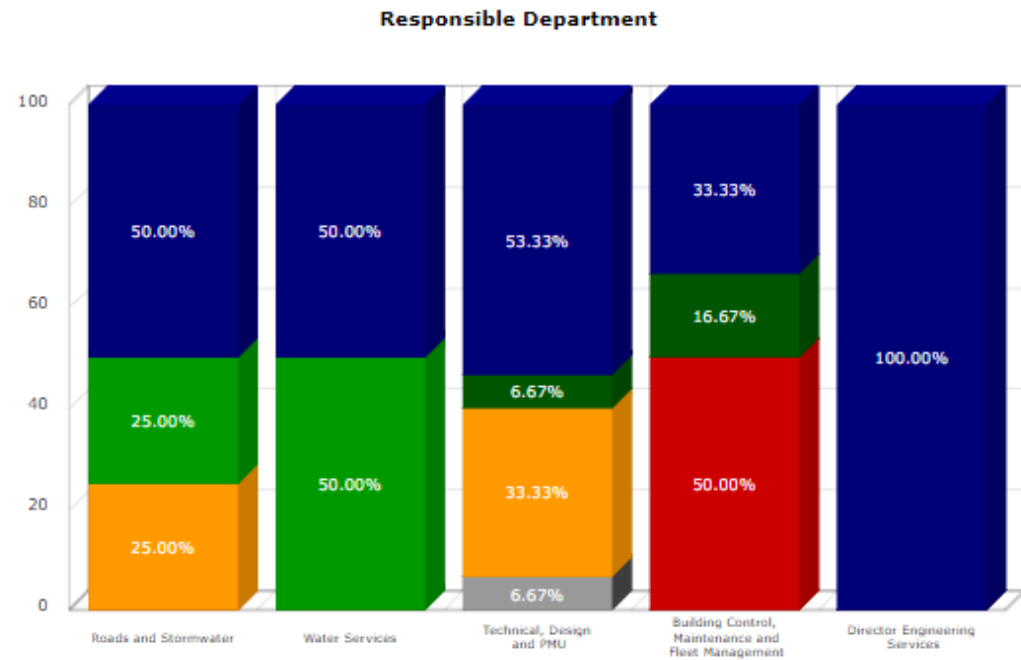
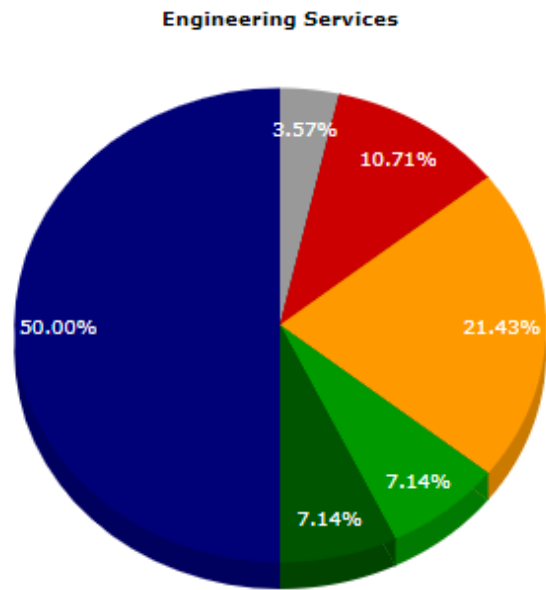


Table 20: Performance per Division (Engineering Services)

	Engineering Services	Responsible Department				
		Roads and Stormwater	Water Services	Technical, Design and PMU	Building Control, Maintenance and Fleet Management	Director Engineering Services
Not Yet Applicable	1 (3.57%)	-	-	1 (6.67%)	-	-
Not Met	3 (10.71%)	-	-	-	3 (50.00%)	-
Almost Met	6 (21.43%)	1 (25.00%)	-	5 (33.33%)	-	-
Met	2 (7.14%)	1 (25.00%)	1 (50.00%)	-	-	-
Well Met	2 (7.14%)	-	-	1 (6.67%)	1 (16.67%)	-
Extremely Well Met	14 (50.00%)	2 (50.00%)	1 (50.00%)	8 (53.33%)	2 (33.33%)	1 (100.00%)
<b>Total:</b>	<b>28</b>	<b>4</b>	<b>2</b>	<b>15</b>	<b>6</b>	<b>1</b>
	<b>100%</b>	<b>14.29%</b>	<b>7.14%</b>	<b>53.57%</b>	<b>21.43%</b>	<b>3.57%</b>

Issues that affected the performance of the Engineering Services Department:

- Implementation of multi-year MIG projects are progressing well.
- Targets set for the patching of tar roads not.

### 3.7 Planning and Economic Development Department

The performance of the Planning Economic Development Department during the second quarter of 2019/20 is presented below.

Table 21: Performance on targets set for the 2 <sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Create a stable and an enabling environment by attracting suitable investors	Enterprise Development	# of Agricultural Expos	Number	1	1	1	0	1	G2			EXPO Programme EXPO Report
Economic Growth	Increased investment in the GTM economy	Job Creation	# of jobs created through municipal LED initiatives and Capital Projects	Number	2 663	2 400	1 168	600	108	R	There was no new projects implemented	Implement new projects to create more jobs	Monthly Job creation register

**Table 21: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Create a stable and an enabling environment by attracting suitable investors	Informal Sector Support	Regulate informal Sector Economy	Q1: Formalise a task team to regulate the Informal Sector economy, develop Terms of Reference for the committee (25%) Q2: TOR and Task Team and By-law ITEM approved by Council by 30 Dec '19 (25%) Q3: Arrange and conduct a workshop for informal traders on the implementation of the Informal Sector Strategy and By-law (25%) Q4: By-law on Street Trading promulgation concluded. (25%)	4.00%	100.00%	80.00%	50.00%	80.00%	B	No Reason for Deviation	No Corrective Measures	TOR Council Resolution By-Law Promulgation Workshop invitation and attendance register
Economic Growth	Increased investment in the GTM economy	SMME Development	# of SMME's supported	Number	34	50	209	0	171	G2			Invitations to SMMEs Attendance Register of events
Economic Growth	Create a stable and an enabling environment by attracting suitable investors	Investment Attraction	Incentive Policy	Q1: Draft Incentive Policy (50%) Q2: Incentive policy adopted by Council by 30 Dec '19 (50%) Q3: n/a Q4: n/a	0.00%	100.00%	55.00%	100.00%	55.00%	R	Lack of comments by directorate	Comments by directorate and adoption by council	Draft & Final Incentive Policy Council Resolution

**Table 21: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Create a stable and an enabling environment by attracting suitable investors	Investment Attraction	Tourism Strategy Development	Q1: Develop Specifications and submit to SCM (10%) Q2: Advertisement and closure of bid (5%) Q3: Evaluation and Adjudication and appointment of Service provider (5%) Q4: Draft Tourism Strategy Available by 30 June '20 (80%)	0.00%	100.00%	15.00%	15.00%	15.00%	G	Bid opened, waiting for adjudication from SCM	no corrective measures	Specifications Draft Tourism Strategy
Economic Growth	Increased investment in the GTM economy	Investment Attraction	SMME Development Strategy	Q1: Develop Specifications and submit to SCM (10%) Q2: Advertisement and closure of bid (5%) Q3: Evaluation and Adjudication and appointment of Service provider (5%) Q4: Draft Informal Sector Strategy Available by 30 June '20 (80%)	0.00%	100.00%	25.00%	15.00%	25.00%	B	To be advertised through Supply Chain Management	No corrective measures	Specifications Draft Informal Sector Economy Strategy
Economic Growth	Enhanced Integrated development al planning	Town Planning	# of SPLUMA tribunal sittings	Number	0	4	4	1	3	B	One meeting was held on 05 December 2019	Not applicable	Invitations Minutes & Attendance Register



**Table 21: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Enhanced Integrated developmental planning	Town Planning	Formulation of land use scheme for GTM area as per SPLUMA	Q1: Land Use Scheme completed by 30 Sept '19 (80%) Q2: Land Use Scheme adopted by Council by 30 Nov '19 (10%) Q3: Promulgation of Land Use Scheme by 30 March '20 (10%) Q4: n/a	0.00%	100.00%	60.00%	90.00%	10.00%	R	1.the contract of the service provider has already lapse on the 30th September 2019. 2.the amount of work conclude is less than 10% of the expected work. 3. service provider requested extension of time , which could not be granted as he failed to bring a revised project plan.	1.meeting held to discuss the shortfall. 2.letter written to service provider to submit work plan and additional information regarding land use survey.	LUMS Council Resolution Promulgation notices

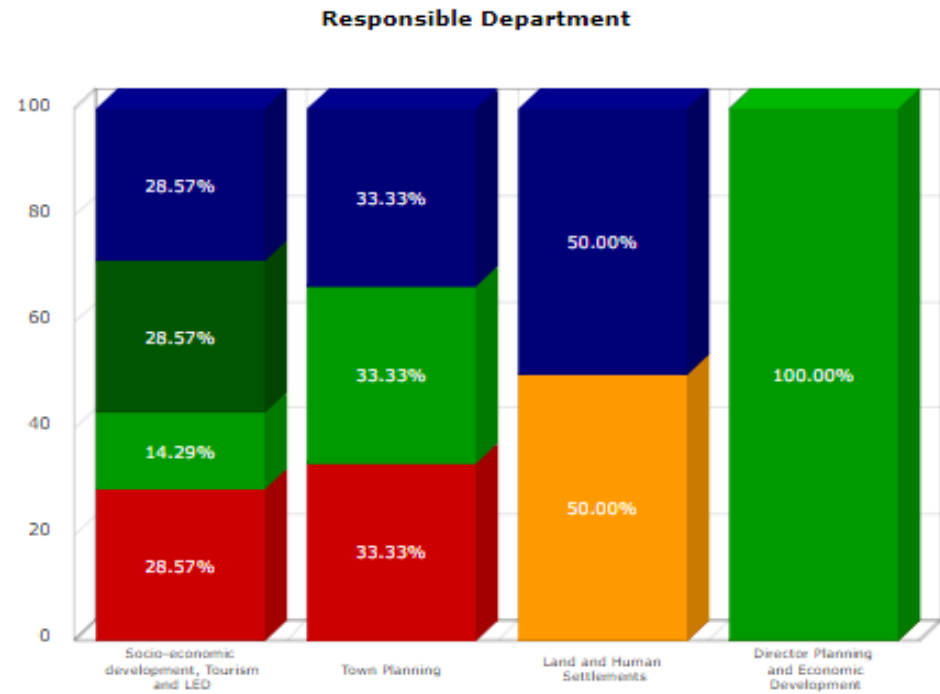
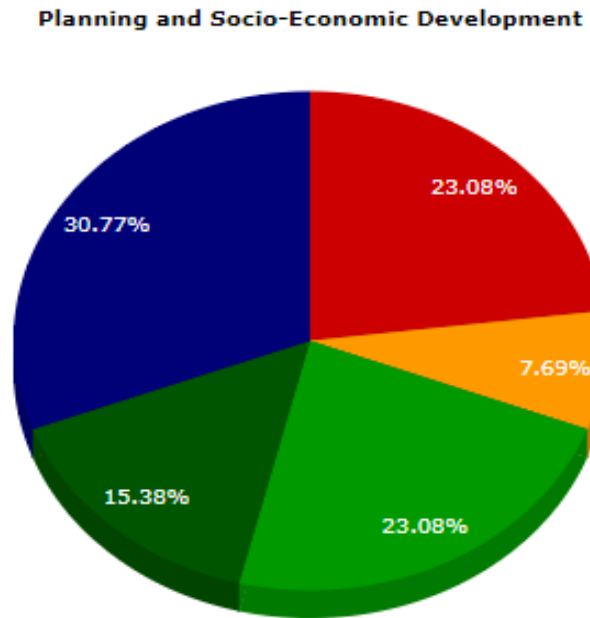
**Table 21: Performance on targets set for the 2<sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department**

Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Enhanced Integrated development al planning	Sustainable Human Settlements	Purchase Geographical Information Systems Equipment	Q1: Draft Specifications and finalise Request for Proposal Documentation to SCM by end Aug (10%) Q2: Procurement process and closure of bid. (5%) Q3: Appointment of service provider and SLA concluded (5%) Q4: Delivery of GIS equipment in line with SLA. (80%)	0.00%	100.00%	15.00%	15.00%	15.00%	G	no deviation	meeting scheduled to evaluate the submitted bids	Specifications Request for Proposal SLA Delivery note
Economic Growth	Enhanced Integrated development al planning	Sustainable Human Settlements	Formulation of a Land Audit report for entire GTM area	Q1: Draft Land Audit Report submitted by 30 Sept '19 Q2: Final Land Audit Report submitted to Council by 30 Dec '19 Q3: n/a Q4: n/a	0.00%	100.00%	90.00%	100.00%	90.00%	O	The report is awaiting council adoption	Adoption of the report by council	Draft Land Audit Report Council Resolution
Economic Growth	Enhance sustainable environmental management and social development	Sustainable Human Settlements	# of Housing Consumer Education initiatives	Number	4	4	4	1	4	B	The consumer education was held in November	Not applicable	Advertisement/ Invitations Information Brochures Attendance Register

Table 21: Performance on targets set for the 2 <sup>nd</sup> quarter of 2018/19 - Planning and Economic Development Department													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Increased investment in the GTM economy	Investment Attraction	GTEDA Support	Q1: Review (20%) and conclude a Service Level Agreement with GTEDA by end of August '19 (20%) Q2: Consultations with GTEDA on LED strategy and budget requirements (30%) Q3: Review the GTEDA Annual Business Plan for 20/21 Financial year for inclusion in IDP (20%) Q4: GTEDA Business plan projects included in the GTM IDP for 20/21 (10%)	0.00%	100.00%	70.00%	70.00%	70.00%	G	None	GTEDA was part of the Municipal Strategic Planning session and the LED strategy and budget was discussed.	GTEDA SLA Annual Business Plan GTM approved IDP

**Table 22** below presents a summary of the level of performance for the second quarter of 2019/20 for PED, indicating that **69%** of the targets set for the quarter were met, an improvement from the **60%** achieved in the first quarter.

Figure 7: Performance per result category (PED Dpt)



**Table 22: Performance per Division (PED)**

	Planning and Socio-Economic Development	Responsible Department			
		Socio-economic development, Tourism and LED	Town Planning	Land and Human Settlements	Director Planning and Economic Development
Not Yet Applicable	-	-	-	-	-
Not Met	3 (23.08%)	2 (28.57%)	1 (33.33%)	-	-
Almost Met	1 (7.69%)	-	-	1 (50.00%)	-
Met	3 (23.08%)	1 (14.29%)	1 (33.33%)	-	1 (100.00%)
Well Met	2 (15.38%)	2 (28.57%)	-	-	-
Extremely Well Met	4 (30.77%)	2 (28.57%)	1 (33.33%)	1 (50.00%)	-
<b>Total:</b>	<b>13</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>1</b>
	<b>100%</b>	<b>53.85%</b>	<b>23.08%</b>	<b>15.38%</b>	<b>7.69%</b>

*Areas that affected the performance of the Planning and Economic Development Department:*

1. Poor performance of the service provider appointed to develop the Land Use Scheme
2. Agricultural expo was not reported
3. Housing Consumer Initiatives were not conducted as planned
4. New SLA with GTEDA still awaiting Council approval.

### 3.8 Greater Tzaneen Economic Development Agency

The performance of the Greater Tzaneen Economic Development Agency (GTEDA) by the end of the 2<sup>nd</sup> quarter of 2019/20 is presented below (see **Table 23**).

Table 23 Performance on targets set for the 2 <sup>nd</sup> quarter of 2018/19 - Greater Tzaneen Economic Development Agency													
Municipal KPA	Strategic Objective	Programme	KPI Name	Description of Unit of Measurement	Baseline	Original Annual Target	YTD Actual	Overall Performance for October 2019 to December 2019			December Reporting		Source of Evidence
								Original Target	Actual	Rating	Reason for Deviation	Corrective Measures Taken	
Economic Growth	Create a stable and an enabling environment by attracting suitable investors	Investment Attraction	# of committed investors attracted through GTEDA	Number	4	2	0	0	0	N/A			Service Level Agreement/ MOU (Makgoba Dieplaagte, Manufacturing and Agro processing)
Good Governance	Increase financial viability	Management and Administration	Purchase of MSCOA printers Equipment's	Q1: Specifications completed (5%) Q2: Procurement of service provider completed (5%) Q3: Printers and Equipment delivered (90%) Q4: Not applicable this quarter	0.00%	100.00%	5.00%	10.00%	5.00%	R			Specifications Appointment letter Receipt

**Table 25** below presents a summary of the level of performance for GTEDA reflecting that **0%** of the targets set for the period were met.

	GTEDA	Responsible Department
		CEO GTEDA
Not Yet Applicable	1 (50.00%)	1 (50.00%)
Not Met	1 (50.00%)	1 (50.00%)
Almost Met	-	-
Met	-	-
Well Met	-	-
Extremely Well Met	-	-
<b>Total:</b>	<b>2</b>	<b>2</b>
	<b>100%</b>	<b>100.00%</b>

*Areas of affected the performance of the Greater Tzaneen Economic Development Agency:*

- Measurement included in the IDP only measures year-end result of GTEDA initiatives.
- GTEDA Projects not included in the IDP

### 3.9 Overall Organisational Performance 2019/20 (1 September-31 Dec '19)

During the Second quarter of 2019/20 GTM reached only **51%** of the targets set a marked decline from the **75%** achieved during the first quarter.

**Table 25: Overall performance for GTM during the 2<sup>nd</sup> Quarter of 2019/20**

	Greater Tzaneen Municipality	Responsible Department							
		Office of the Municipal Manager	Corporate Services	Budget and Treasury	Community Services	Electrical Engineering	Engineering Services	Planning and Socio-Economic Development	GTEDA
■ Not Yet Applicable	19 (11.52%)	5 (17.86%)	3 (17.65%)	3 (25.00%)	3 (11.54%)	3 (7.69%)	1 (3.57%)	-	1 (50.00%)
■ Not Met	39 (23.64%)	10 (35.71%)	3 (17.65%)	4 (33.33%)	3 (11.54%)	12 (30.77%)	3 (10.71%)	3 (23.08%)	1 (50.00%)
■ Almost Met	32 (19.39%)	1 (3.57%)	2 (11.76%)	2 (16.67%)	3 (11.54%)	17 (43.59%)	6 (21.43%)	1 (7.69%)	-
■ Met	32 (19.39%)	6 (21.43%)	4 (23.53%)	1 (8.33%)	12 (46.15%)	4 (10.26%)	2 (7.14%)	3 (23.08%)	-
■ Well Met	8 (4.85%)	-	2 (11.76%)	-	2 (7.69%)	-	2 (7.14%)	2 (15.38%)	-
■ Extremely Well Met	35 (21.21%)	6 (21.43%)	3 (17.65%)	2 (16.67%)	3 (11.54%)	3 (7.69%)	14 (50.00%)	4 (30.77%)	-
<b>Total:</b>	<b>165</b>	<b>28</b>	<b>17</b>	<b>12</b>	<b>26</b>	<b>39</b>	<b>28</b>	<b>13</b>	<b>2</b>
	<b>100%</b>	<b>16.97%</b>	<b>10.30%</b>	<b>7.27%</b>	<b>15.76%</b>	<b>23.64%</b>	<b>16.97%</b>	<b>7.88%</b>	<b>1.21%</b>



#### 4. Midyear Assessment of the performance of Service providers for 2019/20

**Table 25** contains an evaluation of the performance of service providers that were appointed through a competitive bid process, delivering services during the first six months of the financial year.

<b>Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)</b>														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
MM	Legal services	Mahumani Inc. Attorneys	Own funds	2017/10/01	Three Year Contract	The Municipality appointed Developers to Develop relevant portions of the land belonging to the Municipality. The Developments were not moving the institution decided to appoint the attorneys from our panel of attorneys to put the developers on terms so that the Developments can be concluded, the meetings with the attorney and the developers are currently underway.	None	4	4	n/a	n/a	The Service Provider is discharging the services as instructed by the Municipality and doing exceptionally well.	36 Months	R528 560
MM	Legal services	Modjadji Raphesu Attorneys	Own funds	2017/10/01	Three Year Contract	The Service Provider was appointed to liquidate the Phadima Phadima Group Holding Company which was unable to pay a debt owed to the Municipality. The liquidation case is underway in the High Court.	None	3	4	n/a	n/a	The Service Provider is discharging the services as instructed by the Municipality.	36 Months	R370 543
MM	Legal services	Talane & Associates	Own funds	2017/10/01	Three Year Contract	The Service Provider was appointed to defend the cases of Bravospan, Phinnet Communications, Letaba Pakkers, Malunga Tax Consultants and the	None	5	n/a	n/a	n/a	The Service Provider is doing exceptionally well and have 100% record of all the	36 Months	R2 567 998

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
						Disciplinary Hearing of an employee.						disputes referred to them.		
MM	Legal services	Mateme Inc. Attorneys	Own funds	2017/10/01	Three Year Contract	The Service Provider was appointed to defend the case of Siphive Engineering and to do the Transfers of Properties for the Municipality and to chair a Disciplinary Hearing	None	4	n/a	n/a	n/a	The Service Provider is doing exceptionally well and have 100% record of all the disputes referred to them.	36 Months	R654 765
MM	Legal services	Machaba Inc Attorney	Own funds	2017/10/01	Three Year Contract	The Service Provider was appointed to defend the Municipality in the case of Greater Tzaneen Municipality and its Managers, and to do the Transfers of Properties, to be the Prosecutor in Disciplinary Hearings.	None	3	4	n/a	n/a	The Service Provider is discharging his services slowly as instructed.	36 Months	R3 689 678
MM	Legal services	Ntuli Attorneys	Own funds	2017/10/01	Three Year Contract	The Service Provider was appointed to defend the case of Mapheto Business Enterprise and to Chair Disciplinary Hearings.	None	5	4	n/a	n/a	The Service Provider has done 100% excellently well and the cases were completed successfully with ease in record time.	36 Months	R1 925 213
MM	Electronic Performance Reporting	ActioniT	Own funds	1/09/2019	31/04/2020	Provide electronic system for reporting on SDBIP, Performance plans, auditing of POEs and conducting individual performance assessments	None	5	5	n/a	n/a	Turnaround time on support requested is excellent	R149,975 (7 month extension pending advert)	R150 000

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CORP	Safe Handling of Cleaning detergent/Agent/Chemicals	Paseka Business Enterprise	Own funds	2019/10/08	2019/10/09	They are performing according to expectations and are submitting monthly reports.	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R208 250	R208 250
CORP	Operating Regulations for High Voltage System (ORHVS) and Pump Operation and Maintenance	Manjocor Projects and Training Academy	Own funds	2019/10/14	2019/10/18	Electricians trained	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R214 073	R214 073
CORP	Hazard Identification and Risk Assessment	Nyankwavi Investment	Own funds	2019/10/14	2019/10/18	General Workers Trained.	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R217 261	R217 261
CORP	Advanced Computer Literacy and Advanced Excel	Revival Technologies and Academy	Own funds	2019/10/21	2019/10/25	Officials trained computer usage	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R160 056	R160 056
CORP	Municipal Finance Management Programme (MFMA)	Gumela Projects	Own funds	2019/10/01	2020/06/02	MFMP training ongoing	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R1 513 015	R1 513 015
CORP	Customer Care Training	Talent Emporium	Own funds	2019/11/06	2019/11/07	Officials trained on customer care	None	n/a	4	n/a	n/a	Service Provider is performing in line with the SLA.	R34 500	R34 500
CORP	Mimecast : Unified Email Management System	EOH	GTM / IT	2018/07/01	2021/06/30	Mimecast provides a comprehensive email security and archive solution	None	5	5	n/a	n/a	Exceptional Performance	R 23 115 pm	R115,575.00

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CORP	Website Services	SITA	GTM/ IT	2015/05/01	Ongoing	The Service provides website maintenance and support for the municipal website	None	5	5	n/a	n/a	Exceptional Performance	R5553.78 pm	R33,322.62
CORP	Microsoft products	CHMVuwani	GTM/ IT	2017/11/28	2020/10/28	Usage of Microsoft products	None	5	5	n/a	n/a	Exceptional Performance	\$ 92 642 Dollars Annually	R1,06,538.61
CORP	Printing Services	Limpopo Nashua	GTM/IT	2018/08/01	7/31/2021	The Service provider provides printing services for the Municipality	None	4	4	n/a	n/a	Exceptional Performance	R195,956.00 pm	R1,423,562.08
CORP	Printing Services	Phinnet Communication	GTM/ IT	2018/08/01	7/31/2021	The Service provider provides printing services for the Municipality	None	4	4	n/a	n/a	Exceptional Performance	R57,500.04 pm	R402,500.16
CORP	Telephone Services	Call Save	GTM/ IT	2017/05/01	2020/04/30	The service provider provides telephone system for the Municipality	Telephone calls delays and the service provider was engaged and he will further investigate on the matter	3	3	n/a	n/a	Average	R76134.75 pm	R761,921.55
CORP	Leasing of ICT LAN Equipment	CHM Vuwani Computer Solutions	GTM/IT	1/01/2019	31/12/2022	Provides maintainance and support for the firewall and switches.		5	5	n/a	n/a	Exceptional Performance	R 2 503 799.73 total for the duration of the contract.	R555,299.94
CORP	Leasing of Servers and storage equipment.	First technology (pty)	GTM/IT	1/01/2019	31/12/2022	Servers and storage devices installed, configurations on going.		5	5	n/a	n/a	Exceptional Performance	R 1 246 884.37 total for the duration of the contract	R345,816.00
CORP	Disaster Recovery Plan	Afrocentric IP	Own funds	1/01/2019	31/12/2019	Provides maintenance and support for the DR Server.	None	5	5	n/a	n/a	Exceptional Performance	R196 000 annually	R37,841.44

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CFO	General Valuation Roll and maintenance	Uniqueco	Own funds	01-Jul-17	30-Jun-21	General valuation roll was submitted on time. Received supplementary and maintain valuation roll	None	4	4	n/a	n/a	Service provider deliver on requirements as per SLA	7m	4,9m
CFO	Meterreading service	Baatshuma (Pty)ILtd	Own funds	01-Oct-18	30-Sep-21	Meterreading are received on a monthly basis although not complete, large power users readings assisted by electrical department. Water meters in Lenyenye and Nkowankowa instructed not to be read due to challenges.	Regular meetings with service provider and engagement of electrical team for reading assistance, yet no significant progress	2	3	n/a	n/a	Council is not receiving all consumption readings for billing purposes, Second quarter improved slightly.	8m	2.263m
CFO	Disconnection and reconnection of services	Baatshuma (Pty)ILtd	Own funds	01-Oct-18	30-Sep-21	Daily disconnection of electrical and water meters as per extracts from system, managing disconnection and reconnection of services.	Claims from consumers that Final reminders are not delivered and received by them.	3	3	n/a	n/a	Given the challenges on farms for disconnection the overall performance in town is satisfactory	5m	2.149m
CFO	Debt collection	Transaction Capital Recoveries	Own funds	01-Oct-19	30-Sep-22	Data was submitted to service provider, they are in process of validation for recovery purposes.	The delay in implementing the new financial system (Sebata) create challenges with regards to information submission to service provider.	n/a	n/a	n/a	n/a	Introduction meetings took place, no physical actions yet to assess.	10% on recovery amount	R -

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CFO	Electrical Pre-paid system	Contour (Pty)Ltd	Own funds		31-Dec-19	Managing prepaid through closed vending system, compatible with current electrical infrastructure. Contract extended till 30 June 2020 due to delay in appointment of new service provider	None	4	4	n/a	n/a	User friendly system, well maintained and reports available on system. Receive reconciliations monthly.	5% Commission fee.	R 238 000
CFO	Printing of account statements	Focus Forms	Own funds		Bid Advertised and Adjudicated. No termination date	Monthly printing of account statements for distribution.	None	5	4	n/a	n/a	We do not experience any delays or problems with current service provider.	Depending on amount of acc's billed per month-operational expenditure under postage vote	R 27 000
CFO	VAT review	PK Consulting	Own funds	01-Jul-18	30-Sep-20	Monthly reports are filed at SARS and recons	None	3	4	n/a	n/a	Ongoing	Rate	R 1 440 688
CFO	Assets Consultants	ARMS	Own funds	01/05/2017	01-Nov-19	Audit completed	none	4	4	n/a	n/a	1 finding to be resolved with AG	R7 199 000	R 1 230 291
CFO	Insurance	KUNENE MAKOPO	OPERATING BUDGET	1/10/2018	30/09/2021	This is municipal 3 year contract , there is no particular action required except quarterly meetings on claims coverage and progress on payment of claims	improvement on turn around time to process some claims	2	2	n/a	n/a	Slow Payment of claims, turnaround time on requests regarding policy schedule & various claim handlers	1 942 469	R-

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CFO	Financial System	SEBATA	OWN	1/04/2017-current	As this is a running financial system ,this contract matter still being resolved	Delay in revenue module	None	2	3	n/a	n/a	Progress delayed on revenue	rates based per consultant , however annual licence fee is around R2 million per annually	R 9 284 475
CSD	Treatment & Disposal Management (SCMU 16/2017)	Theuwedi Trading Enterprise	GTM	1/12/2017	30/11/2020	<ul style="list-style-type: none"> <li>•Sustainable Disposal Management service are provided @ Tzaneen Landfill-site.</li> </ul>	<ul style="list-style-type: none"> <li>•Constant supervision are conducted by the Regional Waste Management Officer ensuring sustainable "compliance" with norms; standards &amp; specifications</li> <li>• 17 x S.L.A.-KPA`s (per Checklist) is auditted monthly with Payment Advice as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification</li> </ul>	4	5	n/a	n/a	<ul style="list-style-type: none"> <li>•The Tender-SLA include as part of the technical specifications a "Performance-checklist" with ratings which vary as follows viz:-</li> <li>▶ 1=Poor (1% - 39%)</li> <li>▶ 2=Fair (40% - 59%)</li> <li>▶ 3=Average (60% - 74%)</li> <li>▶ 4=Good (75% - 94%)</li> <li>▶ 5=Excellent (95% -100%)</li> <li>• 17 x S.L.A.-KPA`s (per Checklist) is auditted monthly with <b>Payment Advice</b> as substantiating</li> </ul>	R 20,236,610-52 (+ 10% annaul escalation)	R 3,226,126.32

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
							deviations egg. AWOL; PPE's					P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's		
CSD	Litterpicking Region-North (SCMU 01/2018)	Theuwedi Trading Enterprise	GTM	1/10/2018	30/09/2021	<ul style="list-style-type: none"> <li>Sustainable Litterpicking services are provided within the Northern Services-area in Tzaneen-suburb &amp; Main Roads.</li> </ul>	<ul style="list-style-type: none"> <li>Constant supervision are conducted by the Regional Waste Management Officer ensuring sustainable "compliance" with norms; standards &amp; specifications</li> <li>17 x S.L.A.-KPA's (per Checklist) is auditted monthly with Payment Advice as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's</li> </ul>	4	5	n/a	n/a	<ul style="list-style-type: none"> <li>The Tender-SLA include as part of the technical specifications a "Performance-checklist" with ratings which vary as follows viz:- <ul style="list-style-type: none"> <li>1=Poor (1% - 39%)</li> <li>2=Fair (40% - 59%)</li> <li>3=Average (60% - 74%)</li> <li>4=Good (75% - 94%)</li> <li>5=Excellent (95% -100%)</li> </ul> </li> <li>17 x S.L.A.-KPA's (per Checklist) is auditted monthly with <b>Payment Advice</b> as substantiating P.o.E. for imposing</li> </ul>	R 21,613,616-00 (+ 10% annaul escalation)	R 2,765,298.45



**Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)**

Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
											penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's			
CSD	Litterpicking Region-South (SCMU 06/2018)	Theuwedi Trading Enterprise	GTM	1/01/2019	31/12/2021	<ul style="list-style-type: none"> <li>• Sustainable Litterpicking services are provided within the Southern Services-area in Nkowankowa-suburb.</li> </ul>	<ul style="list-style-type: none"> <li>• Constant supervision are conducted by the Regional Waste Management Officer ensuring sustainable "compliance" with norms; standards &amp; specifications</li> <li>• 17 x S.L.A.-KPA's (per Checklist) is auditted monthly with Payment Advice as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's</li> </ul>	4	5	n/a	n/a	<ul style="list-style-type: none"> <li>• The Tender-SLA include as part of the technical specifications a "Performance-checklist" with ratings which vary as follows viz:-                             <ul style="list-style-type: none"> <li>▶ 1=Poor (1% - 39%)</li> <li>▶ 2=Fair (40% - 59%)</li> <li>▶ 3=Average (60% - 74%)</li> <li>▶ 4=Good (75% - 94%)</li> <li>▶ 5=Excellent (95% -100%)</li> </ul> </li> <li>• 17 x S.L.A.-KPA's (per Checklist) is auditted monthly with <b>Payment Advice</b> as substantiating P.o.E. for imposing penalties i.t.o. MINOR</li> </ul>	R 15,024,704-00 (+ 10% annual escalation)	R 3,009,546.10

**Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)**

Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
											specification deviations egg. AWOL; PPE's			
CSD	Collection & Transportation Lenyenye (SCMU 07/2018)	Molebogens Trading Enterprise	GTM	1/01/2019	31/12/2021	<ul style="list-style-type: none"> <li>• Sustainable waste removal-services are provided within the Southern Services-area in Lenyenye-suburb.</li> </ul>	<ul style="list-style-type: none"> <li>• Constant supervision are conducted by the Regional Waste Management Officer ensuring sustainable "compliance" with norms; standards &amp; specifications</li> <li>• 17 x S.L.A.-KPA's (per Checklist) is auditted monthly with Payment Advice as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's</li> </ul>	4	5	n/a	n/a	<ul style="list-style-type: none"> <li>• The Tender-SLA include as part of the technical specifications a "Performance-checklist" with ratings which vary as follows viz:-                             <ul style="list-style-type: none"> <li>▶ 1=Poor (1% - 39%)</li> <li>▶ 2=Fair (40% - 59%)</li> <li>▶ 3=Average (60% - 74%)</li> <li>▶ 4=Good (75% - 94%)</li> <li>▶ 5=Excellent (95% - 100%)</li> </ul> </li> <li>• 17 x S.L.A.-KPA's (per Checklist) is auditted monthly with <b>Payment Advice</b> as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification</li> </ul>	R 12,988,091-00 (+ 10% annaul escalation)	R 1,882,332.00

**Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)**

Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CSD	Collection & Transportation Nkowankowa & Rural Bulk-waste (SCMU 18/2017)	Molebogens Trading Enterprise C.C.	GTM	01/03/2018	28/02/2021	<ul style="list-style-type: none"> <li>Sustainable waste removal-services are provided within the Southern Services-area in Nkowankowa-suburb &amp; Region-South (Rural)</li> </ul>	<ul style="list-style-type: none"> <li>Constant supervision are conducted by the Regional Waste Management Officer ensuring sustainable "compliance" with norms; standards &amp; specifications</li> <li>17 x S.L.A.-KPA's (per Checklist) is auditted monthly with Payment Advice as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's</li> </ul>	4	5	n/a	n/a	<ul style="list-style-type: none"> <li>The Tender-SLA include as part of the technical specifications a "Performance-checklist" with ratings which vary as follows viz:-                             <ul style="list-style-type: none"> <li>1=Poor (1% - 39%)</li> <li>2=Fair (40% - 59%)</li> <li>3=Average (60% - 74%)</li> <li>4=Good (75% - 94%)</li> <li>5=Excellent (95% -100%)</li> </ul> </li> <li>17 x S.L.A.-KPA's (per Checklist) is auditted monthly with <b>Payment Advice</b> as substantiating P.o.E. for imposing penalties i.t.o. MINOR specification deviations egg. AWOL; PPE's</li> </ul>	R 16,053,512-40 (+ 10% annaul escalation)	R 2,534,391.50

**Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)**

Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CSD	Provision of Physical Security	Mapheto Business Services	GTM	01/06/2019	31/05/2021	Provision of Physical security at the municipality	Thefts at the Municipal premises. Meetings are held to discuss the challenges and interventions.	1	1	n/a	n/a	Not protecting the staff and councillors and municipal premises. Allowed inflammable liquid to enter the municipality without searched and this placed the lives of all at the very high risk. They don't pay or replace lost assets .	R27 793 200.00 for 24 Months	R6948 000.00
CSD	Cash In Transit (CIT)	Fidelity Cash Solutions	GTM	01/03/2017	31/03/2020	Provision of Cash In Transit Banking Security Services	Not collecting cash and failure to report to GTM citing challenges with their vehicles. Held meetings with service provider to work according to SLA.	2	2	n/a	n/a	Not collecting GTM cash is a violation of SLA and putting the municipality at high risk, exposing staff to theft etc.	R665 750,88 Contract value for 36 Months.	R117 588.15

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CSD	Access Control	Pro Satellite Systems	GTM	01/07/2013	to date	Repair and Maintenance of Biometric Access Control for Civic Centre and Tzaneen Municipal Store offices	lack of Repair and Maintenance Contract is proving costly for the municipality. Service requested on a need basis.	2	2	n/a	n/a	Service Provider does not have Repair and Maintenance Contract and very difficult for call up and costly. Challenge is that they are sole Licence Holder and currently expired. does not attend to call up requests in time even in an emergency situation.	as per quotation	R29 000.00
CSD	Provision of Physical Security on High Level	Ulwazi Security Group (PTY) LTD	GTM	16/09/2019	15/10/2019	Provision of High Tech Close Protection Officers for the Municipality	None. Contract expired.	4	Contract expired	n/a	n/a	Contract expired.	R716 858.88	R1432 116.18
CSD	Enhancement Of Security Measures	Diamond Jam Investment (PTY) LTD t/a Diamond Security	GTM	01/04/2019	31/03/2022	Provision of Security Measures for GTM Substations to prevent theft of electrical infrastrure.	None	4	4	n/a	n/a	There are no thefts of electrical infrastrure at the GTM Substations to date.	R4 043 972.07 once off and R7 547 435.64 for 36 months	R 1 816 848.00
CSD	Provision of Uniform	HIV-UNIFORM	GTM	2019/07/01	Once off	Provision of Uniform for Traffic Officers	Slow in delivery and poor quality	1	1	n/a	n/a	Performance Unsatisfactory	R200 00-00	

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
CSD	Traffic speed law enforcement and back office services	MAVAMBO ITS	GTM	01.12.2017	DEC 31 2020	Provision of speed machines and back office services.	Limitation in services. SLA doesn't have provision for serving reminders	4	4	n/a	n/a	Performance is satisfactory as per SLA	Rates	
CSD	Security at substations	Diamond Jam Investment (PTY) LTD t/a Diamond Security	GTM	01/04/2019	31/03/2022	Provision of Security Measures for GTM Substations to prevent theft of electrical infrastructure.	None	4	4	n/a	n/a	There are no thefts of electrical infrastructure at the GTM Substations to date.	R4 043 972.07 once off and R7 547 435.64 for 36 months	R 1 816 848.00
EED	Maintenance and Refurbishment of Overhead power line and other related Equipment	Rivisi Electrical Contractors	GTM	18-Dec-17	18-Dec-20	Emergency line rebuilding and new electricity connections	None	4	4	n/a	n/a	Performance is satisfactory, can still improve on quality of work	On orders	R 1 326 362
EED	Streetlights Ward 15	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	1	n/a	n/a	Delays in submitting of Designs	R 65 217.39	R 32 609
EED	R71 Deepark Traffic circle lights SANRAL	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	3	n/a	n/a	Performance was satisfactory	R 205 434.78	R 104 348
EED	Area Lighting at R36 Kujwana turn off	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	3	n/a	n/a	Performance was satisfactory	R39 130.43	R 19 565

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Replace 2 x 20 MVA 66/11 kV at Tzaneen main sub	Chule Projects	LOAN	01/07/2019	30/06/2020	Busy with the construction of new plinths. Transformer delivered	Additional Scope	4	4	n/a	n/a	Performance was good. Project is a multi-year project	R3 494 864.97	R 698 973
EED	Replace 2 x 20 MVA 66/11 kV at Tzaneen main sub	Rems Electrical	LOAN	01/07/2019	30/06/2020	Busy with the construction of new plinths. Transformer delivered	Delays in starting to implement project/ Additional scope	3	3	n/a	n/a	Performance was satisfactory. Project is a multi-year project	R 8 055 135.03	R 14 669 869
EED	Design and supervision for Uppgrading of Waterbok 33/11 Substation	Chule Projects	LOAN	01/07/2019	30/06/2020	Waiting for long lead time materials /Roll over project	Insufficient project management	2	2	n/a	n/a	Performance was unsatisfactory	R224 972.55	R 44 995
EED	Uppgrading of Waterbok 33/11 Substation	Khakhi Electrical	LOAN	01/07/2019	30/06/2020	Waiting for long lead time materials/Roll over projects	Poor project execution and delays in delivering of materials	2	2	n/a	n/a	Performance was unsatisfactory	R 1 487 177	R 670 466
EED	Design and supervision for Uppgrading of Blacknoll 33/11	Chule Projects	LOAN	01/07/2019	30/06/2020	Waiting for long lead time materials/Roll over projects	Insufficient project management	2	2	n/a	n/a	Performance was unsatisfactory	R 224 972	R 66 923
EED	Uppgrading of Blacknoll 33/11	Khakhi Electrical	LOAN	01/07/2019	30/06/2020	Waiting for long lead time materials/Roll over projects	Poor project execution and delays in delivering of materials	2	2	n/a	n/a	Performance was unsatisfactory	R 1 499 817.00	R 938 935

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Design and Supervision for Rebuilding of Roikoppies 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Managing of the project/Roll over projects	Insufficient project management	2	2	n/a	n/a	Performance was unsatisfactory	R 53 359.67	R -
EED	Rebuilding of Roikoppies 11kv lines	Xiverengi Electrical	LOAN	01/07/2019	30/06/2020	Rebuilding of the line/ Roll over projects	Poor performance in executing the project	2	1	n/a	n/a	Performance was poor	R 223 320	R -
EED	Design and Supervision for Rebuilding of Politsi Valley 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Managing of the project/Roll over projects	Insufficient project management	2	2	n/a	n/a	Performance was unsatisfactory	R 27 272	R -
EED	Rebuilding of Politsi Valley 11kv lines	Moagi Electrical	LOAN	01/07/2019	30/06/2020	Rebuilding of the line/Roll over projects	Poor performance in executing the project	2	1	n/a	n/a	Performance was poor	R 296 047	R 142 309
EED	Substation Tripping Batteries (Item B53 6/14)	Chule Projects	LOAN	01/07/2019	30/06/2020	Managing of the project/Roll over projects	None	4	4	n/a	n/a	Performance good	R 52 173.	R -
EED	Substation Tripping Batteries (Item B53 6/14)	Dzotho Projects	LOAN	01/07/2019	30/06/2020	Installation of substation breakers	None	3	5	n/a	n/a	Performance was excellent	R 619 998	R 646 591
EED	Substation Tripping Batteries (Item B53 6/14)	Chule Projects	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	5	4	n/a	n/a	Performance was good	R 52 173.90	
EED	Design and Supervision for Rebuilding	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 500 000.00	



Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
	of lines – Letsitele Valley substation – Bosbou and all T offs													
EED	Design and Supervision for Rebuilding of Valencia 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 500 000.	
EED	Design and Supervision for Rebuilding of Rooikoppies 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 61 956.52	R 32 609
EED	Design and Supervision for Rebuilding of Haenertsburg_ Green Fog 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 130 434.	R 68 478
EED	Design and Supervision for Rebuilding of lines Gravelotte 11kV – De Neck	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 127 173	R 65 217

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - <i>(Narrative required on what work was done by service provider)</i>	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Design and Supervision for Rebuilding of 33 KV lines – Lalapanzi – Waterbok	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 75 000.00	R 39 130
EED	Design and Supervision for Rebuilding of Mashutti 11kv line	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 48 913.04	R 26 087
EED	Design and Supervision for Rebuilding of Deeside 11kv line	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 75 000.00	R 39 130
EED	Design and Supervision for Rebuilding of Yarmona /Shivulari 11kv line	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 75 000.00	R39 130
EED	Design and Supervision for Rebuilding of Mieliekloof / Deerpark 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 61 956.52	R 32 609
EED	Design and Supervision for Rebuilding of Ledzee 11kv lines	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 179 347.83	R 91 304

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Rebuilding of Letaba Feeder 33KV line	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 127 173.91	R 65 217
EED	Design and Supervision for Refurbishment of the Ebenhezer 33kV Feeder-	Calibre Consulting Engineers	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	4	4	n/a	n/a	Performance was good.	R 127 173.91	R 65 217
EED	Design and Supervision for Substation Fencing (Letsitele Main)	Chule Projects	LOAN	01/07/2019	30/06/2020	Design & Managing the project	Waiting for appointment of contractor	5	4	n/a	n/a	Performance was good.	R 75 000.00	R -
EED	Electrification of 95 units at Mariveni	Uranus Consulting Engineers	INEP	01/07/2019	30/06/2020	Managing of project / Roll Over project.	Project completed	3	3	n/a	n/a	Perforamcne was satisfactory	R208 434.39	R -
EED	Electrification of 95 units at Mariveni ( Design and Supervision)	Madz Electrical	INEP	01/07/2019	30/06/2020	Construction stage/ Roll Over project.	Project completed	3	3	n/a	n/a	Performance satisfactory. Delays in the ordering of meters	R 1 389 562.62	R -
EED	Electrification of 23 units at Zangoma	Uranus Consulting Engineers	INEP	01/07/2019	30/06/2020	Managing of project / Roll Over project.	Waiting for Energizing	3	3	n/a	n/a	Performance satisfactory. Project not completed	R 48 386.56	R 32 623

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Electrification of 23 units at Zangoma( Design and Supervision)	Madz Electrical	INEP	01/07/2019	30/06/2020	Delays due to Eskom not approving outage/ Roll Over project.	Waiting for Energizing	3	3	n/a	n/a	Performance was satisfactory. Delays in completing project on time	R322 577.04	R 322 577
EED	Electrification of 90 units at Mbhekwana ( Design and Supervision)	Uranus Consulting Engineers	INEP	01/07/2019	30/06/2020	Energized	Project completed	3	4	n/a	n/a	Performance was good.	R185 625.00	R 80 019
EED	Electrification of 90 units at Mbhekwana	Tshabalala Munti Purpose Workshop	INEP	01/07/2019	30/06/2020	Energized	Project Completed	3	4	n/a	n/a	Performance was good.	R1 237 500.	R 1 113 750
EED	Electrification of 24 units at Relela ( Design and Supervision)	Uranus Consulting Engineers	INEP	01/07/2019	30/06/2020	Managing of project / Roll Over project.	Insufficient project management	2	2	n/a	n/a	Performance unsatisfactory. Poor level project management	R 49 482	R25 542
EED	Electrification of 24 units at Relela	Phomelelo Industrial Power Supply	INEP	01/07/2019	30/06/2020	Construction stage/ Roll Over project.	Poor project execution, project behind schedule	2	2	n/a	n/a	Performance unsatisfactory. Project completion way behind schedule	R 329 880	R 329 880
EED	Electrification of 238 units at Mandlakazi(M arikana)- Design and Supervision	Uranus Consulting Engineers	INEP	2018/01/07	30/06/2019	Construction stage/ Roll Over project.	Insufficient project management	2	2	n/a	n/a	Performance unsatisfactory. Insufficient management of project	R 490 696	R 490 697

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								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Electrification of 238 units at Mandlakazi(Marikana)	Phomelelo Industrial Power Supply	INEP	01/07/2019	30/06/2020	Construction stage/ Roll Over project.	Poor project execution and delays in delivering of materials due to additional units	2	1	n/a	n/a	Performance unsatisfactory. Project not completed on time	R 3 271 310	R 3 271 310
EED	Electrification of 100 units at Nabane ( Design and Supervision)	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Energized	Project completed	4	4	n/a	n/a	Performance was good	R 206 250.	R -
EED	Electrification o 100 units at Nabane	Omphile Electrical and Construction	INEP	01/07/2019	30/06/2020	Energized	Project completed	5	5	n/a	n/a	Performance was excellent	R 1 375 000	R -
EED	Electrification of 200 units at Madawa	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Managing of project / Roll Over project.	Delays at Eskom with approval of designs due to feeder split project to be completed before the village can be connected	3	3	n/a	n/a	Performance was satisfactory. Insufficient level of supervision	R 412 500	R -
EED	Electrification of 200 units at Madawa	Gumela Projects	INEP	01/07/2019	30/06/2020	Construction stage/ Roll Over project	Waiting for Eskom to approve outage	3	4	n/a	n/a	Performance was good	R 2 750 000	R -

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Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Electrification of 78 units at Gabaza	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Managing of project / Roll Over project.	Delays at Eskom with approval of designs due to feeder split project to be completed before the village can be connected	2	2	n/a	n/a	Performance was unsatisfactory . Insufficient level of supervision	R 160 875	R -
EED	Electrification of 78 units at Gabaza	Ritswalo Project	INEP	01/07/2019	30/06/2020	Construction stage/ Roll Over project.	Project behind schedule, due to late approval of roll over	3	3	n/a	n/a	Performance was satisfactory	R 1 072 500	R -
EED	Electrification of 160 units at Lenyenye	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Design & Managing the project	None	5	3	n/a	n/a	Performance was satisfactory	R 412 800	R -
EED	Electrification of 160 units at Lenyenye	Omphile Electrical and Construction	INEP	01/07/2019	30/06/2020	Construction stage	None	5	4	n/a	n/a	Performance was good	R 2 339 200	R -
EED	Electrification of 93 units at Motseteng	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Design & Managing the project	Project started late due to material being too high and budget not sufficient	5	3	n/a	n/a	Performance was satisfactory	R 239 940	R -
EED	Electrification of 93 units at Motseteng	Hlulani Projects Contractor	INEP	01/07/2019	30/06/2020	Construction stage	Project started late due to material being too high and budget not sufficient	5	3	n/a	n/a	Performance was satisfactory	R1 359 660	R -

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Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Electrification of 29 units at New Phepene	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Busy with designs	Designs not approved by Eskom. Due to capacity constraints on their network.	3	3	n/a	n/a	Performance was satisfactory	R 423 980.00	R -
EED	Electrification of 307 units at Ntwanano	Calibre Consulting Engineers	INEP	01/07/2019	30/06/2020	Busy with designs	Designs not approved by Eskom. Due to capacity constraints on their network.	3	3	n/a	n/a	Performance was satisfactory	R 4 386 000	R -
EED	Electrification of 80 units at Dan	Simolola Consulting Engineers	INEP	01/07/2019	30/06/2020	Waiting for appointment of contractor	Appointment of contractor	4	4	n/a	n/a	Performance was good/ Designs completed in time	R 206 400	R -
EED	Electrification of 140 units at Mohlaba Cross	Simolola Consulting Engineers	INEP	01/07/2019	30/06/2020	Design & Managing the project	None	4	4	n/a	n/a	Performance was good/ Designs completed in time	R 206 400	R -
EED	Electrification of 140 units at Mohlaba Cross	Kedibone Construction	INEP	01/07/2019	30/06/2020	Construction stage	Contractor appointed on the 29 November 2019	N/A	4	n/a	n/a	Performance was good	R 2 044 000	R -
EED	Electrification of 80 units at Mulati	Simolola Consulting Engineers	INEP	01/07/2019	30/06/2020	Design & Managing the project	None	4	4	n/a	n/a	Performance was good/ Designs completed in time	R 294 120	-
EED	Electrification of 80 Units at Mulati	Manco Business Enterprise	INEP	01/07/2019	30/06/2020	Construction stage	Contractor appointed on the 20 November 2019	N/A	4	n/a	n/a	Performance was good	R 1 168 000	R -

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Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
EED	Electrification of 307 units at Ntsako	Simolola Consulting Engineers	INEP	01/07/2019	30/06/2020	Design & Managing the project	None	4	4	n/a	n/a	Performance was good/ Designs completed in time	R 774 000	R -
EED	Electrification of 307 units at Ntsako	Manco Business Enterprise	INEP	01/07/2019	30/06/2020	Construction stage	Contractor appointed on the 20 November 2019	N/A	4	n/a	n/a	Performance was good	R 4 482 200	R -
EED	Multi year contract/ Specialize Maintenance	Rhino Consulting Engineer	Operational	01/02/2016	01/02/2020	Specialized Maintenance within the electrical department	None	4	4	n/a	n/a	Performance was good	R 4 628 000	R 1 399 213
ESD	Repair and maintenance of all equipments on all water pumps and pumpstations	Wanga projects	Own	2017/09/17	2020/09/01	Maintenance work completed	None	4	4	n/a	n/a	The service provider performed well and completed the works on time	Orders issued as need arises	R 922 600
ESD	Repair and maintenance of all equipments on all water pumps and pumpstations	MANCO business enterprise	Own	2017/10/17	2020/10/01	Maintenance work completed	None	4	4	n/a	n/a	The service provider is very professional and performed well	Orders issued as need arises	R 828 698



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								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Hiring of wter tankers to deliver water in Greater Tzaneen Municipality Area	Hulelasi constructio n and projects	Own	2017/04/01	2020/04/01	Water delivered	None	4	n/a	n/a	n/a	n/a	Orders issued as need arises	R -
ESD	Hiring of water tankers to deliver water in Greater Tzaneen Municipality Area	Mathothoka trading	Own	2017/04/01	2020/04/01	Water delivered	None	4	n/a	n/a	n/a	n/a	Orders issued as need arises	R -
ESD	Hiring of water tankers to deliver water in Greater Tzaneen Municipality Area	Selby Constructio n	Own	2017/04/01	2020/04/01	Water delivered	None	4	n/a	n/a	n/a	n/a	Orders issued as need arises	R -
ESD	Hiring of water tankers to deliver water in Greater Tzaneen Municipality Area	Bukuta Constructio n and plant hire	Own	2017/04/01	2020/04/01	Water delivered	None	4	4	n/a	n/a	n/a	Orders issued as need arises	R 1 084 464

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Maintenance of tarred roads	Moepeng Trading 40	Own	05/2017	05/2020	Tarred roads patching	None	5	5	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 702 752
ESD	Maintenance of tarred roads	Makasana Construction	Own	05/2017	05/2020	Tarred roads patching	None	5	5	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 979 213
ESD	Maintenance of tarred roads	Selby Construction	Own	05/2017	05/2020	None	None	n/a	n/a	n/a	n/a	No order issued this quarter	Orders issued as need arises	R -
ESD	Maintenance of tarred roads	Kamojoe Trading & Projects	Own	05/2017	05/2020	None	None	n/a	n/a	n/a	n/a	No order issued this quarter	Orders issued as need arises	R -
ESD	Machine hire	Selby Construction	Own	05/2017	05/2020	Grading of gravel roads, regravelling and TLB hire.	None	4	4	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 162 097
ESD	Machine hire	Kamojoe Trading & Projects	Own	05/2017	05/2020	Grading of gravel roads, regravelling and TLB hire.	None	4	4	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 324 194
ESD	Machine hire	Selema Planthire Construction C.C.	Own	05/2017	05/2020	Grading of gravel roads, regravelling and TLB hire.	None	4	4	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 279 282
ESD	Machine hire	Bukuta BK	Own	05/2017	05/2020	Grading of gravel roads, regravelling and TLB hire.	None	4	4	n/a	n/a	Good performance by the service provider	Orders issued as need arises	R 550 600

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								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Maintenance of stormwater Drainage systems	Selby Construction	Own	05/2017	05/2020	None	None	n/a	n/a	n/a	n/a	No order issued this quarter	Orders issued as need arises	R -
ESD	Maintenance of stormwater Drainage systems	Kamojoe trading & Projects	Own	05/2017	05/2020	None	None	n/a	n/a	n/a	n/a	No order issued this quarter	Orders issued as need arises	R -
ESD	Maintenance of stormwater Drainage systems	Rekhuditse	Own	05/2017	05/2020	None	None	n/a	n/a	n/a	n/a	No order issued this quarter	Orders issued as need arises	R -
ESD	Upgrading of Road D1350: Moruji to Maswi/Kwesh okolowe from Gravel to Tar	Quality Plant Hire/ Expectra 388 JV	MIG/Own	05/09/16	16/01/2019	The road is surfaced and open to chainage 12,05km. The Contractor is attending to defects on the surface before Practical Completion Certificate can be issued	Dispute about work done under the previous consultant. Joint site inspection was held	3	3	n/a	n/a	Contractor behind schedule	R 127 904 235	R -
ESD	Upgrading of Road D1350: Moruji to Maswi/Kwesh okolowe from Gravel to Tar	Makasela Consulting an Projects	MIG	05/09/16	16/01/2019	The road is surfaced and open to chainage 12,05km. The Contractor is attending to defects on the surface before Practical Completion Certificate can be issued	None	4	4	n/a	n/a	Good performance by the service provider	R10 560 147	R -
ESD	Upgrading of Lenyenye Taxi Rank	Makasela Consulting an Projects	MIG	11/09/17	2020/11/06	Site establishment was completed. The Contractor is busy with civil services	None	4	4	n/a	n/a	The service provider is very professional	R1 680 043	R -

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
	Upgrading of Lenyenye Taxi Rank	Mabule Rail and Infrastructure	MIG	2019/11/06	2020/11/06	Site establishment was completed. The Contractor is busy with civil services	None	n/a	4	n/a	n/a	The service provider is on schedule	R 9 882 609	R2 271 178
ESD	Upgrading of Mulati Access Road	Letsopa Project Managers and Consulting Engineers	MIG	11/09/17	31/01/2021	Contractor was terminated	Contract price disparities	4	4	n/a	n/a	No activities on site	R 6 328 112	R 290 131
ESD	Upgrading of Mulati Access Road	Tshiamiso Trading 235	MIG	31/01/2019	31/01/2021	Contract was terminated	Contract price disparities	3	n/a	n/a	n/a	Contract was terminated	R 26 824 513	R -
ESD	Upgrading of Lenyenye to Khujwana Access Road	Ryntex Consulting Engineers	MIG	11/09/17	28/05/2020	The Contractor has surfaced upto 5.1km and currently busy with RAL intersection	None	4	5	n/a	n/a	The service provider is very professional	R 5 510 513	R 418 671
ESD	Upgrading of Lenyenye to Khujwana Access Road	Selby Construction	MIG	2018/11/15	2020/09/15	The Contractor has surfaced upto 5.1km and currently busy with RAL intersection	None	5	5	n/a	n/a	Project progress is on schedule and work is good quality	R 32 699 128	R 4 926 473
ESD	Upgrading of Mbambamencisi Access Road	Ryntex Consulting Engineers	MIG	11/09/17	Depending on the appointment of the contractor	The Contractor has completed 100% of the base and 90% of the paving has been laid.	None	5	4	n/a	n/a	The service provider is very professional	R 1 231 211	R 68 421
ESD	Upgrading of Mbambamencisi Access Road	Makasana Construction	MIG	2018/11/15	2019/09/15	The Contractor has completed 100% of the base and 90% of the paving has been laid.	None	4	4	n/a	n/a	Project progress is on schedule	R 7 242 418	R 837 801

Table 25: Evaluation of Service Provider Performance for the Period 1 July '19 – 31 Dec '19 (2019/20 FY)														
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								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Construction of Mawa Block 12 Low level bridge	AM Consulting Engineers	MIG	11/09/17	Depending on the appointment of the contractor	Contractor completed excavations and is busy with compaction of pavement layers	None	5	5	n/a	n/a	The service provider is very professional	R 843 856	R 82 800
ESD	Construction of Mawa Block 12 Low level bridge	Matome wa Monareng Security and Projects	MIG	11/09/17	Depending on the appointment of the contractor	Contractor completed excavations and is busy with compaction of pavement layers	None	3	4	n/a	n/a	Contractor is on schedule after recovering from slow start of the project	R 1 742 288	R 184 155
ESD	Upgrading of Relela Access Road	Makasela Consulting an Projects	MIG	2018/09/07	Depending on the appointment of the contractor	Contractor completed excavations and is busy with layer works	None	4	4	n/a	n/a	The service provider is very professional	R 4 580 202	R 370 276
ESD	Upgrading of Relela Access Road	Leb P Construction	MIG	2018/09/07	Depending on the appointment of the contractor	Contractor completed excavations and is busy with layer works	None	4	4	n/a	n/a	Project progress is on schedule	R 16 252 448	R 1 536 085
ESD	Mmatapa to Leseka Access Road	MGM-BLUHRAY ENGINEERS	MIG	2018/09/07	Depending on the appointment of the contractor	Contractor is busy box cutting, construction of roadbed and upper selected layer	None	5	4	n/a	n/a	The service provider is very professional	R 6 047 268	R 1 430 245
ESD	Mmatapa to Leseka Access Road	Zacks Business Enterprise	MIG	2018/09/07	Depending on the appointment of the contractor	Contractor is busy box cutting, construction of roadbed and upper selected layer	Labour disputes. Meeting held with stakeholders	4	4	n/a	n/a	The service provider accelerated progress after delays	R 35 572 166	R 4 179 491

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								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Nelson Ramodike High School Access Road	Conceptual Engineers	MIG	11/09/17	Depending on the appointment of the contractor	Contractor has completed site establishment, busy box cutting and clearing of bypass	None	4	4	n/a	n/a	The service provider is very professional	R 5 805 316	R -
ESD	Nelson Ramodike High School Access Road	Selby Construction	MIG	11/09/17	Depending on the appointment of the contractor	Contractor has completed site establishment, busy box cutting and clearing of bypass	SMMEs disputes. Meeting held with stakeholders	3	4	n/a	n/a	The service provider is on schedule after accelerating progress	R 34 148 923	R 1 765 901
ESD	Mopye High School Access Road	Mosomo Consulting Engineers	MIG	43543	2020/03/19	The Contractor has completed the roadbed and currently busy with the base layer.	None	4	4	n/a	n/a	The service provider is very professional	R 3 619 304	R 428 297
ESD	Mopye High School Access Road	Eternity Star Investments	MIG	43543	43909	The Contractor has completed the roadbed and currently busy with the base layer.	None	4	4	n/a	n/a	Project progress is on schedule after extension of contractual period	R20 411 939	R 2 365 973
ESD	Upgrading of CODESA to Hani Street Paving	KMSD Engineering Consultants	MIG	22/01/2019	22/10/2019	Contractor was terminated	Contract price disparities	3	3	n/a	n/a	No activities on site	R1 566 993	R 243 596
ESD	Upgrading of CODESA to Hani Street Paving	Tshiamiso Trading 235	MIG	22/01/2019	22/10/2019	Contract was terminated	Contract price disparities	3	n/a	n/a	n/a	Contract was terminated	R9 217 611	R -

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Dept	Project name	Name of Service provider	Source of funding	Contract Start date	Contract End date	Physical Progress to date - (Narrative required on what work was done by service provider)	Challenges with service provider performance and/or interventions	Assessment SCORE given to service provider (Scale 1-5) 1 - Poor 2 - Fair 3 - Average 4 - Good 5 - Excellent				Assessment comments (reason for assessment score provided)	R-value of contract awarded	Expenditure (Year to date)
								Qtr 1	Qtr2	Qtr3	Qtr4			
ESD	Upgrading of civic centre ,community services offices, old fire station and installation of lift in the civic centre	MSW project Managers and Consulting Engineers	Own	03/09/2018	30/12/2018	Planning, design and supervision of Civic Centre, installation of lift and roof upgrading	None	5	5	n/a	n/a	The service provider is very professional	R11 700 000	R 1 981 850
ESD	Upgrading of civic centre, community services offices, old fire station and installation of lift in the civic centre	Immaculate Management / V3F JV	Own	03/09/2018	30/12/2018	Site was handed over to the lift installation contractor. Lift was ordered and awaits delivery	Delay in delivery of lift. Lift to be delivered in January 2020	3	4	n/a	n/a	The service provider has performed well	R 1 500 980	R160 850
PED	Land Audit	Jacques Du Toit Associates	GTM	01/02/2019	31/01/2021	The Project was concluded on the 5th of November 2019.	none	5	5	n/a	n/a	The Project was completed within the time frame.	R 340 000	R 340 000
PED	Formulation of Land Use Scheme	Matete Consulting	GTM	1st Sept.2018	30th August, 2019	Draft land use scheme was submitted by the service provider , which Draft only represented 10 % of the entire project.	Service provider seem to have very serious challenges relating to capacity in handling the project.	1	1	n/a	n/a	Contract of the service provider has expired and only 10% percent of the work is in place.	R 908 500	R 181 000

The concerning issues regarding the performance of service providers are:

- The impact on revenue collection by the service providers appointed to read meters and conduct credit control.
- The poor performance by the service providers appointed to provide insurance cover.
- Security concerns after a serious breach in security occurred in September along with various case of theft of Council infrastructure under the watch of the current service provider.



## 5. Implementation of the 2018/19 Annual Performance Report recommendations

The Annual Performance Report (APR) is compiled annual along with the Annual Financial Statements. The report contains recommendations to improve the performance of the organisation. **Table 26** below reflects the progress made with the implementation of the recommendations.

Table 26: Progress made with the implementation of recommendations made in the Annual Performance Report for 2018/19						
	APR Recommendation	Responsible Dept	Timeframe	Progress Made by 31 Dec '19	Challenges	Interventions Required
1	The capacity of the in-house Credit control section of the Revenue Division should be strengthened to be able to support the meter reading service provider.	CORP	30 June '20	2 Clerk positions in revenue division are budgeted for 2019/2020, however they are not yet filled due to financial constraints.	The positions were not filled due to financial constraints	Waiting for the finances of Council to improve, then the vacancies will be advertised
2	Cost benefit analysis be conducted on the current outsourced function, to consider the option of procuring speed cameras and conduct speed law enforcement in-house.	CSD	30 June '20	The option of procuring speed cameras and conduct speed law enforcement in-house after the current contract ends.	None	None
3	Risk Management Unit to investigate the variations on MIG expenditure.	MM	31 Oct '19	A private investigator was appointed to do investigations on some MIG projects. The report from Risk and Compliance will only be made available upon receipt of PI report to avoid duplication of work. A session was held with Director Engineering and PMU regarding the variations, if any.	None	None
4	Month to month reconciliation of expenditure on grant funded and all capital projects should be done between service departments and the expenditure division.	CFO	Monthly	Grants reconciliations are done monthly.	There is hisctoric unresolved issues regarding the MIG grant	Engagements with COGHSTA in progress
5	The implementation of capital projects over multi-financial years should be avoided, as this increases the risk or irregular expenditure and puts extra strain on project management functions.	EED	31 March '20	EED has one multi year project. It is not possible to implement the project in one financial year, due to the magnitude of the scope and the waiting period for long lead material. Up to so far some of the some of long lead material have been delivered on site	Insufficient budget for the project. Price escalations on materials. Additional scopes of work	Sufficient funding required for project to be completed.

Table 26: Progress made with the implementation of recommendations made in the Annual Performance Report for 2018/19						
	APR Recommendation	Responsible Dept	Timeframe	Progress Made by 31 Dec '19	Challenges	Interventions Required
		ESD	31 March '20	Projects are not awarded in different phases. Contractors are awarded the entire scope of work for implementation in two (2) financial years but without interruptions to avoid extra expenses	None	None
6	That the implementation of shift work be considered in units were individual exceed the 40hour a month limit on overtime.	CORP	30 June '20	Shift work is being implemented on limited basis.	The delay in approval of Draft Overtime Policy	The issue of overtime is being addressed through a draft policy. The implementation of shift work and restructuring off working hours is a matter to be considered as part of change following review of organisational structure and work study investigation.
7	That the Strategic Support unit identify teams that consistently work overtime during weekends and develop a monitoring and evaluation plan to determine the efficiency of the services delivered during normal working hours.	MM	31 Dec '19	The recommendation will be included in the quarter three targets.	Capacity in Strategic Support	Strategic support unit to liaise with departments that are affected.
8	That each SLA with service providers contain an addendum with measurable, time bound project milestones and Key Performance Indicators.	MM	Ongoing	Legal		
9	That Internal audit unit audit the level of compliance with the SOP for the Evaluation of Service Providers.	MM	30 June '20	The process will be included in our annual plan if approved by the Audit Committee.	Human Capacity. Our work is based on an approved annual plan with budgeted hours. Adhoc requests hampers implementation of the plan as we have limited capacity. Additional hours must be approved by the Audit Committee	Strategic support and the Compliance unit should also assist in the matter
10	That the Strategic Support unit assist Directors to improve the quality of monthly Departmental Reports in accordance with the SDBIP and other statutory reporting requirements.	MM	31 Dec '19	The quality of monthly Departmental Reports have improved in accordance with the SDBIP and other statutory reporting requirements	None	None
11	Strategic Support unit must report repeated non-attendance of IDP steering Committee meetings by a Directors and/or Managers to Municipal Manager for intervention.	MM	Monthly	Strategic Support unit reports repeated non-attendance of IDP steering Committee meetings by a Directors and/or Managers to Municipal Manager for intervention.	None	None

<b>Table 26: Progress made with the implementation of recommendations made in the Annual Performance Report for 2018/19</b>						
	<b>APR Recommendation</b>	<b>Responsible Dept</b>	<b>Timeframe</b>	<b>Progress Made by 31 Dec '19</b>	<b>Challenges</b>	<b>Interventions Required</b>
12	Individuals who consistently fail to comply with performance reporting requirements should be subjected to disciplinary procedures.	MM	Ongoing	Individuals who consistently fail to comply with performance reporting requirements are being reported to the MM monthly	None	None
13	Strategic Support unit must report repeated non-attendance of IDP steering Committee meetings by a Directors and/or Managers to Municipal Manager for intervention.	MM	Monthly	Strategic Support unit reports repeated non-attendance of IDP steering Committee meetings by a Directors and/or Managers to Municipal Manager for intervention.	None	None
14	Management must ensure that Council resolutions are funded (covered by the budget allocated for the function), specific (which department must implement) and time bound (when must implementation start and or end) to enable monitoring of implementation.	CORP	Monthly	The Council report template was amended to include financial implications as a measure to address resolutions that are unfunded.	The recommendations to Council are sometimes not specific on who should implement.	Departments should improve in crafting recommendations to Council that includes specific timelines and the relevant departments to implement.

From **Table 26** it can be seen that most of the recommendations are still in the process of being attended to.

## 6. Evaluation of overall performance

Considering the performance reported by the Departments during the 2<sup>nd</sup> quarter of the 2019/20 financial year the main area of concern is the financial state of the municipality.

1. Cost coverage ratio does not cover expenses for even one full month.
2. A Special adjustment budget will be presented to Council during November, which will hopefully address some of the concerns raised by Treasury. However GTM will have to implement tighter expenditure controls while ensuring that service standards are maintained.
3. Unplanned Expenditure of R4.9 million had to be covered by own funds when an application for roll-over of INEP funds was not granted in full
4. ESKOM account incurred interest since it was not paid on time.
5. Service charges received was only 88% of the budgeted amount for the quarter due to meter reading challenges. Service meters are not being read consistently and accurately resulting in losses in income from service charges.

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