



MAKHUDUTHAMAGA
LOCAL MUNICIPALITY

Mmogo re šomela dipheto!

DEPARTMENT:
CORPORATE SERVICES

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ADOPTED

MAKHUDUTHAMAGA MUNICIPAL SERVICE STANDARDS FOR 2026/2027

Vision

To be a catalyst of integrated community driven service delivery

Mission

To strive towards service excellence
To enhance robust community-based planning
To ensure efficient and effective consultation and communication with all municipal stakeholder

1.1 Office of the Municipal Manager

1.2 Corporate Services

1.3 Infrastructure Services

1.4 Economic Development and Planning

1.5 Budget and Treasury

1.6 Community Services

1.7 Council Support

SERVICE STANDARDS

MM 'S OFFICE							
UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
INTERNAL AUDIT	Review of Internal Audit Charter and Internal Audit and Methodology	01	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Makhuduthamaga	Annually by the end of June	Review of Internal Audit Charter and Methodology in line with International Standards for the Professional Practice of Internal Auditing for Municipal employees in Makhuduthamaga

							Offices annually by end of June
	Prepare annual Audit Plan	01	MFMA ACT	Municipal employees	Makhuduthamaga Offices	Annually by the end of June	Prepare 01 annual Audit plan in line with Municipal Finance Management Act for Municipal employees in Makhuduthamaga Offices annually by end of June
	Reports to the Municipal Manager/ Accounting Officer	01	International Standards for the Professional Practice of Internal Auditing MFMA ACT	Municipal employees	Makhuduthamaga Offices	Annually by the end of June	Reporting Administratively to the Municipal Manager in line with International Standards for the Professional Practice of Internal Auditing and Municipal Finance Management Act for Municipal employees in Makhuduthamaga Offices
	Reports to Audit Committee	04	MFMA, International Standards for the Professional Practice of Internal Auditing	Municipal Department	Makhuduthamaga	Quarterly	Report Internal Audit Performance to Audit Committee in line with Municipal Finance Management Act and International Standards for the Professional Practice of Internal Auditing for

							Municipal employees in Makhuduthamaga Offices annually by end of June
	Advice Accounting Officer	01	MFMA	Internal Audit Section	Makhuduthamaga Offices	Annually by the end of June	Advice the Accounting Officer on issues relating to governance and risk in line with Municipal Finance Management Act for Municipal employees in Makhuduthamaga Offices annually by end of June
	Liaise with the External Auditors on combined assurance	01	King III	Municipal Employees	Makhuduthamaga Offices	Annually by the end of June	Liaise with the External Auditors to provide combined assurance in matters relating to risk management and governance in line with King III for Municipal employees in Makhuduthamaga Offices annually by end June
INTERNAL AUDIT	Municipal Council appoint Audit Committee	01	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Makhuduthamaga Offices	Annually by the end of June	Municipal Council appoint Audit Committee in line with International Standards for the Professional Practice of Internal Auditing for Municipal employees

							in Makhuduthamaga Offices annually by end of June
	Approve Internal Audit Plan, Internal Audit Charter, and Internal Audit Methodology	01	International Standards for the Professional Practice of Internal Auditing	Municipal employees	Makhuduthamaga	Annually	Approve Internal Audit Charter, Internal Audit Plan and Methodology in line with International Standards for the Professional Practice of Internal Auditing for Municipal employees in Makhuduthamaga Offices annually by end of June
	Conduct Audit Committee Meetings	04	MFMA	Municipal Departments	Makhuduthamaga	Quarterly	Conduct Audit Committee meetings in line with Municipal Finance Management Act for Municipal employees in Makhuduthamaga Offices annually by end of June
	Audit Committee Reports to Council	04	MFMA	Municipal Council	Makhuduthamaga	Quarterly	Audit Committee Report to the Municipal Council in line with Municipal Finance Management Act for Municipal Council and employees in Makhuduthamaga Offices

INTERGRATED DEVELOPMENT PLAN (I.D.P)	Development of IDP	01	Municipal System Act 32 of 2000	Communities	Makhuduthamaga	5 years	Develop IDP on 5 years in line with Municipal system Act 32 of 2000 for Makhuduthamaga Communities in Makhuduthamaga Offices in five years plan
	Review of IDP	01	Municipal system Act of 2000	Communities and other stakeholders	Makhuduthamaga	Annually	Review of IDP in line with Municipal System Act 32 of 2000 for Municipal Communities and employees in Makhuduthamaga Offices annually by end of June
	Analysis of IDP	01	Municipal System Act 32 of 2000	Communities and other stakeholders	Makhuduthamaga	Annually	Analysing of IDP in line with Municipal System Act 32 of 2000 for Municipal Communities and employees annually by end of June
	Strategizes the IDP	01	Municipal System Act 32 of 2000	Internally	Makhuduthamaga	Annually	Strategizing IDP in line with Municipal System Act 32 of 2000 for Municipal employees in Makhuduthamaga Offices annually by end of June

	Integration of IDP	01	Municipal System Act 32 Of 2000	Municipality and other sector departments	Makhuduthamaga	Annually by end of June	Integration of IDP in line with Municipal System Act of 2000 for Municipality and other Municipal Stakeholders in Makhuduthamaga Offices annually by end of June
	Adoption and approval of IDP	01	Municipal system Act 32 of 2000	Municipal Council	Makhuduthamaga	Annually by end of June	Adoption and approval of IDP in line with Municipal System Act 32 of 2000 for Municipal Council and employees in Makhuduthamaga Offices annually by end of June
RISK	Develop and Review Risk Management Policy	04 Policy Risk Management policy, Risk Management Strategy, Anti-Fraud and corruption strategy	National Treasury Risk Management Framework	Officials and Councillors	Makhuduthamaga	Annually by end of June	Develop and Review Risk Management policy in line with National Treasury and Risk Management Framework for Municipal employees and Councillors in Makhuduthamaga Offices annually by end of June
	Review Risk Register	02 Registers (Strategic Risk Register and Operational Risk Register	National Treasury Risk Management Framework	Officials and Councillors	Makhuduthamaga	Annually by end of June	Review Risk Registers in line with National Treasury and Risk Management Framework for

							Municipal employees and Councillors in Makhuduthamaga Offices
	Conduct Fraud Awareness Campaign	04 Campaigns	Anti – Fraud and Corruption strategy	Officials, Councillors and Community Structures	Makhuduthamaga Offices	Quarterly	Conduct Fraud awareness campaign in line with Anti-Fraud and Corruption Strategy for Municipal employees and councillors in Makhuduthamaga Offices quarterly
	Co- ordinate the risk management reports	04 Risk Management Reports	Risk Management Strategy	Risk Management Committee	Makhuduthamaga	Quarterly	Co- ordinate the risk management reports in line with Risk Management Strategy for Municipal Risk Management Committee in Makhuduthamaga Offices annually by end of June
COMMUNICATION MANAGEMENT	Produce External Newsletters	5 000 Copies	Municipal System 32 of 2000	Members of the community	Members of the community and Municipal Stakeholders	Quarterly	Produce 5 000 external newsletters in line with Municipal System Act 32 of 2000 for Makhuduthamaga Community in Makhuduthamaga Offices on quarterly basis

	Organise Media Slots	04 Slots	Municipal System 32 of 2000	Members of the community	Community members	Twice per week	Organise 04 media slots for members of the community in line with Municipal System Act 32 Of 2000 for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Conduct Media Engagement Session	01 Per months	Communication Strategy	Media (Print& Electronic)	Makhuduthamaga	Ongoing	Conduct 01 media engagement session with print and electronic media in line with Communication Strategy in Makhuduthamaga Offices by end of June
	Issue Media Statements	As an when required	Communication Strategy	Media	Makhuduthamaga	On going	Issue media statements in line with Communication Strategy for Makhuduthamaga Community in Makhuduthamaga Offices as an when required
PERFORMANCE MANAGEMENT SYSTEM	Review Performance	01	Municipal System Act 32 of 20000	Municipal employees	Makhuduthamaga	Annually by end of June	Review performance management system policy framework in line with Municipal System Act 32 Of 2000 for Municipal employees and

							councillors in Makhuduthamaga Offices by end of June
	Coordinate the Development and Submission of Performance Agreement	06	Performance Management Framework	Municipal employees	Makhuduthamaga	Annually by end of June	Coordinate signing of performance agreement for section 57 Managers in line with Performance Management Framework for Senior Managers in Makhuduthamaga Offices by end of June
	Compile the performance quarterly reports	04	PMS Framework	Municipal employees	Makhuduthamaga	Quarterly	Compile Municipal quarterly performance reports in line with Municipal System Act 32 of 2000 for Makhuduthamaga Community in Makhuduthamaga Offices on quarterly basis
	Develop SDBIP	01	MFMA	Municipal employees	Makhuduthamaga	Annually by end of June	Develop Service Delivery and Budget Implementation Plan in line with Municipal Finance Management Act section 53 for Municipal employees in Makhuduthamaga Offices by end of June

	Compile quarterly institutional performance reports	04	MFMA Section 52 (d)	Municipal employees	Makhuduthamaga	Quarterly	Compile 4 quarterly institutional performance reports in line with Municipal Finance Management Act Section 52(d) for Municipal employees in Makhuduthamaga Offices on quarterly
	Compile and submit Annual Performance Reports to AG office	01	Municipal system Act 32 of 2000 and MFMA	Municipality	Makhuduthamaga	31 August every year	Compile and submit annual performance report to Auditor General in line with Municipal System Act 32 of 2000 and Municipal Finance Management Act for Municipal employees in Makhuduthamaga Offices by end of August every year
	Compile annual report incorporating financial and non-financial information on performance and annual financial statement	01	MFMA 127 (1) and Circular 63	Municipal Manager	Makhuduthamaga	31 August every year	Compile annual report of the municipality in accordance with Municipal System Act and MFMA for Municipal Manager every 31 August
	Facilitate individual	01	Local Government Municipal Performance	Section 56 Managers,	Makhuduthamaga	Annually	Facilitate 4 individual performance assessment in line with

	performance assessment		Regulations for Municipal Managers and Managers Directly Accountable to Municipal Managers.	Municipal Manager			Local Government Municipal Performance Regulation for Municipal Manager and Senior Managers directly accountable to Municipal Manager for Makhuduthamaga Senior Managers in Makhuduthamaga Offices annually by end of June.
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CORPORATE SERVICES							
SERVICE UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
HUMAN RESOURCE MANAGEMENT	Develop, Review and Implement Organisational Structure	01	Municipal System Act 32 Of 2000	Municipal Employees	Makhuduthamaga Offices	Annually by the end of June	Develop, Review and Implement 01 Organisational Structure in line with Municipal System Act 32 Of 2000 for Municipal Employees in Makhuduthamaga Offices Annually by end of June
	Induction and Orientation of employees/ Interns and Experiential learners	100%	Comply with Human resource policies and Skills Development Act	New employees, experiential learners and Interns	Makhuduthamaga Offices	As and when required	100% Induction and Orientation of employees/ Interns and Experiential learners in compliance with Human resource policies and Skills Development Act for New employees, experiential learners and Interns Within the Makhuduthamaga Offices as and when need required
	Provision and management of Experiential Training Programmes for Learners ready to enter the job market	100%	Comply with Human resource policies and Skills Development Act	External learners	Makhuduthamaga Offices	For 18 Months	100% Provision and management of Experiential Training Programmes for Learners ready to enter the job market in Compliance with Human resource policies and Skills Development Act for external learners in Makhuduthamaga Offices for 18 Months

	Compile and submit Workplace Skills Plan and Annual Training Report to LGSETA	01	Comply with skills development Act of 1998	Apply to all staff, councillors and unemployed citizen	Makhuduthamaga Offices	Annually by 30 April	Compile and submit 01 Workplace Skills Plan and Annual Training Report to LGSETA in compliance with skills development Act of 1998 for all staff, councillors and unemployed citizen in Makhuduthamaga Offices by 30 April
	Facilitate the capacity building and training	100%	The Skills Development Act of 1998, Skills Levies Act and Training Policy	Councillors and Staff members	Makhuduthamaga Offices	Annually	Facilitate 100% capacity building and training in line with The Skills Development Act of 1998, Skills Levies Act and Training Policy for all Councillors and staff in Makhuduthamaga Offices annually by 30 of June
	Administration and Management of pension funds	100%	Collective Agreement	All Municipal employees and Councillors	Makhuduthamaga Offices	Monthly	100% Administration and Management of pension funds in line with Collective Agreement for all Municipal Employees and Councillors in Makhuduthamaga Offices Monthly
	Render EAP Service	100%	EAP policy	Municipal employees	Makhuduthamaga Offices	Annually	Render 100% EAP services in line with EAP Policy for Municipal Employees in Makhuduthamaga Offices annually by end of June
LABOUR RELATIONS	Provide sound labour relations and advise	100%	Labour Relations Act of 1995, Basic Conditions of Employment Act	Makhuduthamaga employees	Makhuduthamaga Offices	As and when required	Provide 100% sound labour relations and advice in line with Labour Relations Act of 1995, Basic Conditions of

			of 1997, Municipal System 32 of 2000				Employment Act of 1997, Municipal System 32 of 2000 for Makhuduthamaga Employees in Makhuduthamaga Offices as and when required
	Institute and finalise disciplinary cases	100%	Labour Relations Act Of 1995, Basic Conditions of Employment of 1997, Municipal Code of Conduct and Main Collective Agreement	Makhuduthamaga employees	Makhuduthamaga Offices	Within 03 Months	Institute and finalise 100% disciplinary cases in compliance with Labour Relations Act Of 1995, Basic Conditions of Employment of 1997, Municipal Code of Conduct and Main Collective Agreement for Makhuduthamaga employees in Makhuduthamaga Municipality within 3 Months
	Management of Misconduct Cases	100%	Labour Relations Act of 1995, Basic Conditions of Employment Act of 1997, Municipal Code of Conduct and Main Collective Agreement	Makhuduthamaga employees	Makhuduthamaga Offices	As and when required	Management 100% of Misconduct Cases in accordance with Labour Relations Act of 1995, Basic Conditions of Employment Act of 1997, Municipal Code of Conduct and Main Collective Agreement for Makhuduthamaga Employees in Makhuduthamaga Offices as and when required
OCCUPATIONAL HEALTH AND SAFETY (OHS)	Conduct Inspection to all	100%	OHS Act and its regulations	Municipal buildings	Makhuduthamaga Municipality	Once a month	Conduct 100% Inspection to all Municipal Buildings in line with OHS Act and its

	Municipal Buildings						regulations for all Municipal buildings in Makhuduthamaga Municipality monthly
	Establish Safety Committee	100%	OHS Act and its regulations	Committee members	Within the Municipality	Quarterly	Establish 100% Safety Committee in line with OHS Act and its regulations for Committee members in Makhuduthamaga Offices Annually
	Provide health and safety working environment	100%	COIDA/ OHS	All employees	Makhuduthamaga Municipality	As and when required	Provide 100% healthy and safety working environment in compliance with COIDA/ OHS for all Employees in Makhuduthamaga Municipality as and when required
	Provision of PPE	100%	OHS Act and its regulations	Makhuduthamaga Employees	Makhuduthamaga Offices	As and when required	100% Provision of PPE in line with OHS Act and its regulations for Makhuduthamaga Employees in Makhuduthamaga Offices as and when required
RECORDS MANAGEMENT	Develop, Review and Implement records management policies	All Municipal Records	National Archives and Records Services Act 43 of 1996 as amended	Municipal employees	Makhuduthamaga Offices	Annually by the end of June	Develop, Review and Implement records management policies for all Municipal Records in line with National Archives and Records Services Act 43 of 1996 as amended for Makhuduthamaga employees in

							Makhuduthamaga offices annually by end of June
	Implement filing system	100%	Records Management Policy and Procedure Manual	Municipal employees	Makhuduthamaga Offices	Annually	Implement 100% filing system in compliance with Records Management Policy and Procedure Manual for Municipal Employees in Makhuduthamaga Offices annually by end of June
	Retrieval of files and all correspondences	100%	National Archives and Records Services Act 43 of 1996 as amended	Municipal employees and members of public	Makhuduthamaga Offices	As and when required	100% Retrieval of files and all correspondences in line with National Archives and Records Services Act 43 of 1996 as amended for Municipal Employees and members of public in Makhuduthamaga Offices as and when required
	Verify and audit municipal records/files	100%	National Archives and Records Services Act 43 of 1996 as amended, Records Management Policies and Procedure Manual	Municipal employees	Makhuduthamaga Offices	Annually	Verify and audit 100% of municipal records/ files in line with National Archives and Records Services Act 43 of 1996 as amended for Municipal Employees and members of public in Makhuduthamaga Offices as and when required
LEGAL SERVICES	Provide Legal Opinion	100%	Applicable Legislations and Labour Relations Act	Makhuduthamaga Employees and Councillors	Makhuduthamaga Municipality	As and when required	Provide 100% Legal Opinion in line with Applicable Legislations and Labour Relations Act for Makhuduthamaga

							Employees and Councillors in Makhuduthamaga Municipality as and when required
	Develop service provider's contract	100%	MFMA 53 OF 2006	Service providers	Makhuduthamaga Office	As and when required	Develop 100% service provider's contract in line with MFMA 53 OF 2006 for Service Providers in Makhuduthamaga Municipality as and when required
	Develop by-laws	100%	Municipal Structures Act and Municipal System Act	Makhuduthamaga Community	Makhuduthamaga Municipality	As and when required	Develop 100% by laws in line with Municipal Structures Act and Municipal System Act for Makhuduthamaga Community in Makhuduthamaga Municipality as and when required
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)	Provide Help desk support	100%	Info. Tech. Infrastructure Library (ITIL)	Makhuduthamaga employees	Makhuduthamaga Offices	Daily	Troubleshoot errors on End-Users computers in line with InfoTech and Infrastructure Library (ITILK) for Municipal employees in Makhuduthamaga Offices daily
	Provide Network Availability for ICT usage	98% of ICT availability	ISO 27001 And IEEE 802 CAT 6E Infrastructure	Makhuduthamaga employees	Makhuduthamaga Offices	Daily	At least 98% availability of ICT Network Services provided and maintained in line with ISO 27001 and IEEE 802 CAT 6E Infrastructure for Municipal employees in

							Makhuduthamaga Offices on daily
	Implement Disaster Recovery Plan	60% of DRP implemented	Approved disaster recovery plan	Server System	Server Room	Daily	60% implemented ICT DRP for the Municipality in accordance with Approved Disaster Recovery Plan for Municipal employees in Makhuduthamaga Offices on daily
	Publish Website fully	100%	PAIA	Public	National	As and when required	Legislated documents to be published and marketing of the municipality in line with PAIA for Municipal employees, Community members in Makhuduthamaga Offices
CUSTOMER CARE	Manage, Acknowledge and Respond public complaints	100%	Batho Pele Principles and According to National Standards	Makhuduthamaga Community	Makhuduthamaga Municipality	Within 30 working days	Manage, Acknowledge and Respond 100% of public complaints in line with Batho Pele Principles and According to National Standards, for Makhuduthamaga Community in Makhuduthamaga Municipality within 30 working days
	Render Batho – Pele Build up Activity	01	Batho Pele Principles and According to National Standards	Makhuduthamaga Community	Makhuduthamaga Municipality	Annually	Render 01 Batho – Pele Build up Activity in line with Batho Pele Principles and According to National Standards for Makhuduthamaga Community in Makhuduthamaga

							Municipality annually by end of June
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INFRASTRUCTURE SERVICES							
UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
INFRASTRUCTURE	Patchwork repairs (potholes, edge beam slurry and crack seal)	100 %	Maintenance plan	Makhuduthamaga Community	Makhuduthamaga Offices	Within 25 working days	All potholes reported are inspected and repaired in line Approved Maintenance Plan for Makhuduthamaga Community in Makhuduthamaga Offices with 25 working days
	Provide Roads marking	100%	SABS approve, Road's construction maintenance manual and Traffic management act	Makhuduthamaga Community	Makhuduthamaga Offices	Within 25 working days	All roads' marking / signs (installation, maintenance and replacement) reported/ inspected in line with SABS Approved, Roads Construction Maintenance Manual and Traffic Management Act for Makhuduthamaga Community in Makhuduthamaga Offices within 25 working days
	Roads sign installation and maintenance and replacement	100%	Traffic Management Act	Makhuduthamaga Community	Makhuduthamaga Offices	Within 24 hours	All roads' signs reported are inspected in line with Traffic Management Act for Makhuduthamaga

							Community in Makhuduthamaga Offices attended to within 24 hours
	Culvert construction	All Programmed requested	SABS approved Construction and Maintenance manual	Pedestrians and Motorist	Makhuduthamaga	Annually	All programmed culverts must be constructed in accordance with SABS and Approved Construction Maintenance Manual for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Blading of roads (05 streets per village and ring roads	100%	Road's construction and maintenance manual	Pedestrians and Motorist	Makhudutamaga	Every financial year	All programmed gravel roads will be bladed in line with Roads Construction and Maintenance Manual for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Blading of roads for funeral request	100%	Road's construction and maintenance manual	Pedestrians and Motorist	Makhuduthamaga	03 days	All funeral requests submitted before Wednesday 12h00 pm must be attended to in accordance with Roads Construction and Maintenance Manual on Thursday and Fridays
	Breakdown of streetlights	100%	Sans electrical wiring standard	Makhuduthamaga Community	Makhuduthamaga	07 days	To attend breakdown for the streetlights in

							line with Sans Electrical Wiring Standards for Makhuduthamaga Community in Makhuduthamaga Offices within 07 working days
	Breakdown of traffic lights	100%	Sans electrical wiring standard	Pedestrians and Motorist	Makhuduthamaga	72 hours	Attend breakdown of traffic lights in line with Sans Electrical Wiring Standards for Makhuduthamaga Community in Makhuduthamaga Offices within 72 hours
	Blockage of ablution facilities	100%	Sans and building regulation	Municipal buildings	Makhuduthamaga Offices	72 hours	Attend breakdown for Municipal buildings in line with Sans and Building Regulation in Makhuduthamaga offices within 72 hours
	Breakdown of air conditions	100%	Sans standard	Municipal Offices	Makhuduthamaga	07 days	Attend breakdown of air conditions in line with Sans Standards in Makhuduthamaga Offices within 7 working days

ECONOMIC DEVELOPMENT AND PLANNING							
UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
PLANNING AND DEVELOPMENT	Application of sites	Depends on the number of applications	SPLUMA	Community	Makhuduthamaga	03 Months	Processing of applications in line with SPLUMA in Makhuduthamaga Community in Makhuduthamaga Offices within 03 Months
	Rezoning of sites	31 Wards	SPLUMA	Makhuduthamaga Community	Makhuduthamaga	06 Months	Processing of rezoning application in terms of SPLUMA for Makhuduthamaga Community in Makhuduthamaga Offices within 06 Months
	Transfer of sites	31 Wards	SPLUMA	Makhuduthamaga Community	Makhuduthamaga Offices	04 Months	Process transfer of ownership in line with SPLUMA for Makhuduthamaga Community in Makhuduthamaga Offices within 04 Months
	Permission to occupy (P.T.O)	31 wards	SPLUMA	Makhuduthamaga Community	Makhuduthamaga Offices	04 Months	Process permission to occupy applications in line with SPLUMA for Makhuduthamaga Community in Makhuduthamaga

							Offices within 04 Months
	Demarcation of sites	31 Wards	Land Survey Act and SPLUMA	Makhuduthamaga Community	Makhuduthamaga Offices	18 Months	Formal planning and settlement and development in line with Land Survey Act and SPLUMA in Makhuduthamaga Community in Makhuduthamaga Offices within 18 months
	Property valuation	31 Wards	Property valuation Act	Municipal Community	Makhuduthamaga Offices	02 months	To determine property value in accordance with Property Valuation Act for Makhuduthamaga Community in Makhuduthamaga Offices within 02 months
	Approval of Building Plan	31 Wards	National Building Regulation and Standard Act	Makhuduthamaga Community	Makhuduthamaga	02 Months	Approval of Building plans in line with National Building Regulation Standards Act for Makhuduthamaga Community in Makhuduthamaga Offices within 02 Months

	Site identification	31 Wards		Community	Makhuduthamaga	05 days	To determine site identification in line with
	Land use management	31 Wards	Town Planning and Proclamation of R188 of 1968	Makhuduthamaga Community	Makhuduthamaga Offices	On going	Administration of land use in line with Town Planning and Proclamation of R188 of 1968 for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Town Establishment	31 Wards	Spatial Planning and Land Use Management Act 16 of 2013, and Regulations	Makhuduthamaga Community	Makhuduthamaga Offices	Annually end of June	Conducting of town establishment in line with spatial planning and land use management Act of 2013 for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Conduct subdivision of land	31 Wards	Spatial Planning and Land Use Management Act 16 of 2013 and regulations	Makhuduthamaga Community	Makhuduthamaga Offices	Annually	Conducting of subdivision of land in line with Spatial Planning and Land Use Management Act 16 of 2013 for Makhuduthamaga Community in Makhuduthamaga Offices by end of June

	Housing needs database	31Wards	National Housing Act, Social Housing Act, Housing code and green paper	Makhuduthamaga Community	Makhuduthamaga Offices	Annually	Coordinating of housing needs database in line with National Housing Act, Social Housing Act and green paper for Makhuduthamaga Community in Makhuduthamaga Offices By end of June
	Quality assurance on residential areas and PHP houses	31 wards	National Building Regulation Act and National Home Builders Regulation council	Makhuduthamaga Community	Makhuduthamaga	Ongoing	Inspection of building projects in line with National Building Regulation Act and National Home Builders Regulation Council for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
LOCAL ECONOMIC DEVELOPMENT	Promote Economic Development	31 wards	LED Strategy, Municipal System Act of 2000, National Development Plan, The Constitution of RSA and White Paper on Local Government	Community	Makhuduthamaga	Quarterly	Promote Economic Development in line with LED Strategy, Municipal System Act of 2000, National Development Plan, Constitution of RSA and White paper on Local Government for Makhuduthamaga Community in Makhuduthamaga Offices on quarterly

	Establishment of Economic growth and Local Development	31 Wards	Municipal System Act of 2000 and LED and National Framework	Community	Makhuduthamaga	Quarterly	Promote Economic Development to Community
	Support and Promote Enterprise Development	31 Wards	Municipal Finance Management Act	Community	Makhuduthamaga	Quarterly	Support and promote enterprise to community in line with Municipal Finance Management Act for Makhuduthamaga in Makhuduthamaga Offices Quarterly
	Coordinate training	31 Wards	Skills Development Facilitation Act	SMME and Cooperatives	Makhuduthamaga	Quarterly	Coordinate SMME training in line with Skills Development Facilitation Act for Makhuduthamaga SMME and Corporatives
	Attract Investors through the Development of tourism master plan	31 Wards	National Development Plan and Trade and Investment Act	Community	Makhuduthamaga	Bi-annually	Attract investors through the development of tourism master plan in accordance with National Development Plan and Trade and Investment Act for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Conduct outreaches	Identified wards	Municipal System Act and White Paper	Community	Makhuduthamaga	Quarterly	Conduct outreaches to identified wards in line

			on Transformation service delivery				with Municipal System Act and White Paper on Transformation and Service Delivery for Makhuduthamaga Community in Makhuduthamaga Offices quarterly
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BUDGET AND TREASURY							
UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
EXPENDITURE	Pay Creditors	As and when require	MFMA, Creditors Policy and Supply Chain Management Policy	Creditors	Makhuduthamaga	As and when there is an invoice	Payment of suppliers will be made within 5 working days upon received correct completed documents in line with MFMA, Creditors Policy and Supply Chain Management Policy for Makhuduthamaga Creditors in Makhuduthamaga Offices
	Pay salaries	100%	Basic Condition of Employment Act, Unemployed Insurance Fund Contribution Act and Skills development Levies Act	Officials and Councillors	Makhuduthamaga	Monthly	Payment of the salaries for Councillors and employees to be done on the 25 th of every month in line with Basic Condition of Employment Act, Unemployment Insurance Fund Contribution Act and Skills Development Levies Act for Makhuduthamaga employees and councillors in Makhuduthamaga Offices Monthly

REVENUE MANAGEMENT	Statement of accounts	100%	Credit control policy	Sites owners	Makhuduthamaga	Monthly	Statement of account are sent to debtors on the 25 th of every month in line with Credit Control Policy for Makhuduthamaga site owners in Makhuduthamaga Offices monthly
	Payment's arrangement capturing	100%	Credit control policy	Debtors	Makhuduthamaga	Monthly	Payment arrangements to be capture into the financial statements within 2 working days of the next calendar month in accordance with Credit Control Policy for Makhuduthamaga debtors in Makhuduthamaga Offices Monthly
	Billing of Municipal services	100%	MFMA	Makhuduthamaga Community	Makhuduthamaga	Monthly	Billing of municipal services done within 5 working days of the next calendar in line with Municipal Finance Management Act for Makhuduthamaga Community in Makhuduthamaga Offices monthly

	Capturing known direct deposits	12	MFMA	Public	Makhuduthamaga	As and when required	All known direct deposits should be captured into the financial system within 2 working days of appearing on the bank statement in line with Municipal Finance Management Act for Makhuduthamaga Community in Makhuduthamaga Offices as and when required
	Consumer queries		Credit control policy	Public	Makhuduthamaga	Monthly	Consumer accounts queries must be attended to within 14 days of receipt in accordance with Credit Control Policy for Makhuduthamaga Community in Makhuduthamaga Offices Monthly
	Capturing of indigent register		Indigent policy	Community	Maklhuduthamaga	As and when required	Indigent application forms should be captured within 10 days after receipt of fully completed forms in line with Indigent Policy for Makhuduthamaga Community in Makhuduthamaga

							Offices as an when required
BUDGET AND REPORTING	Bank reconciliations	04	MFMA	Officials	Makhuduthamaga	Monthly	Bank reconciliations are compiled within 10 working days after the end of each month in line with Municipal Finance Management Act for Makhuduthamaga employees in Makhuduthamaga Offices
	Bank related journal		MFMA	Employees	Makhuduthamaga	Monthly	All bank related journal is prepared and captured within 10 working days after the end of each month in accordance with Municipal Finance Management Act for Makhuduthamaga employees in Makhuduthamaga Offices Monthly
	Municipal draft budget	01	MFMA	Community	Makhuduthamaga	Annually	Municipal draft budget and budget related policies and tariffs will be tabled on the 31 st of March each financial year, they will be made available for inspection at main municipal

							offices, satellite offices and website within 10 working days in line with Municipal Finance Management Act for Makhuduthamaga Community in Makhuduthamaga Offices by end June
	Municipal annual budget	01	MFMA	Community	Makhuduthamaga	Annually	Municipal annual budget and budget related policies and tariffs will be approved in line with Municipal Finance Management for Makhuduthamaga Community in Makhuduthamaga Offices by end of June
	Purchase requisition		MFMA	Officials	Makhuduthamaga	As and when required	Purchase requisition will be signed by budget official within 24 hours of submission in line with Municipal Finance Management Act for Makhuduthamaga employees as and when required
	Budget vs actual report	01	MFMA	Officials	Makhuduthamaga	Ongoing	Budget vs actual report will be done within 10 working days after the

							end of each month in line with Municipal Finance Management Act for Makhuduthamaga employees in Makhuduthamaga Offices
	Section 71 report	01	MFMA		Makhuduthamaga	Monthly	Section 71 report will be prepared and submitted to Mayor, ICT, National and Provisional Treasury in line with Municipal Finance Management Act for Makhuduthamagama employees in Makhuduthamaga Offices Monthly
	Statistics report	04	Constitution of South Africa	Statistics SA	Makhuduthamaga	Quarterly	Statistic report will be sent to Statistic SA after the end of each quarter in line with Constitution of South Africa for Statistics SA in Makhuduthamaga Offices quarterly
	Preparation of AFS	01	MFMA	Provincial treasury	Makhuduthamaga	Annually	Preparation and submission of annual financial statements shall be done in line with Municipal Finance Management Act for

							Provincial Treasury in Makhuduthamaga Offices on or before 31 st of August each year
	Audit Action Plan	01	MFMA		Makhuduthamaga	Weekly	Updating the Auditor General Action on weekly basis after the expression of opinion from AG in line with
ASSESTS MANAGEMENT	Assets register	100%	1		Makhuduthamaga	As and when required	All assets shall be registered in the assets register within 24 hours after receipt
	Asset unique number	100%	GRAP 17	Makhuduthamaga employees	Makhuduthamaga	As and when required	All assets shall be assigned a unique asset number in line with GRAP 17 within 24 hours after receipt for Makhuduthamaga employee in Makhuduthamaga Offices as and when required
	Asset Verification	02	GRAP 17		Makhuduthamaga	Half yearly	Asset verification shall be done every semester in line with GRAP 17 for Makhuduthamaga employees in Makhuduthamaga Offices every 06 months
	Movement of movable asset	100%	GRAP 17 and Asset policy		Makhuduthamaga	As and when required	Movement of any movable assets shall be logged in the register

							before the movement takes place in line with GRAP 17 and Asset Policy for Makhuduthamaga employees in Makhuduthamaga Offices
	Loss or damage of asset	100%	GRAP 17 and Asset		Makhuduthamaga	As and when required	Loss or damage of an asset shall be reported in line with GRAP 17 and Asset Policy within 8 working days to the admin department for Makhuduthamaga employees in Makhuduthamaga Offices as and when required
	Theft of asset	100%	GRAP 17 and Asset policy		Makhuduthamaga	As and when theft occurred	In case of theft of an asset, a case will be opened within 12 hours in line with GRAP 17 and Asset Policy for Makhuduthamaga employees in Makhuduthamaga Offices as and when required
SUPPLY CHAIN MANAGEMENT	Booking arrangement	100%	SCM policy	Municipal employee	Makhuduthamaga	As and when required	Booking arrangements are done in line with SCM Policy within seven working prior to the

							departure of official for Makhuduthamaga employees in Makhuduthamaga Offices
	Preparation and issuing of orders	100%	SCM policy	Service provider	RSA	As and when required	Preparation and issuing of orders will be done in accordance with SCM Policy for Makhuduthamaga Service Providers in Makhuduthamaga Offices as and when required
	Advertisement of Bids	100%	SCM policy	Service provider	RSA	As and when required	Bids are advertised for a minimum period of 7 days on notice board and 14 days for bids below 10 000 000.00, at least 30 days for bids above R10 000 000.00 in line with SCM Policy for Makhuduthamaga service providers in Makhuduthamaga Offices as and when required
	Evaluation and adjudication bids	100%	SCM policy	User departments	Makhuduthamaga	As and when required	Evaluation and adjudication of bids done in accordance with SCM Policy within 90 days after closing date of advert for

							Makhuduthamaga employees in Makhuduthamaga Offices
	Awarding of notices	100%	SCM policy	Service providers	RSA	As and when required	Notice are awarded in line with SCM Policy within 30 days after closing date for Makhuduthamaga Service provider in Makhuduthamaga Offices as and when required
	Bid evaluation meetings	100%	SCM policy		Makhuduthamaga	As and when required	Bid evaluation meeting are held in line with SCM Policy for Makhuduthamaga employees in Makhuduthamaga Offices as and when required
	Bid adjudication meetings	100%	SCM policy		Makhuduthamaga	As and when required	Bid adjudication meeting are held in line with SCM Policy for Makhuduthamaga employees in Makhuduthamaga Offices as and when required
FLEET MANAGEMENT	Vehicle request	100%	Fleet Management Policy	Officials	Makhuduthamaga	Daily	Vehicle request processed on daily basis in line with Fleet Management Policy for Makhuduthamaga

							employees in Makhuduthamaga Offices daily
	Trip authorisation	100%	Fleet Management Policy	Officials	Makhuduthamaga	Daily	Trip authorization is obtained prior to trip being undertaken and Transport Officer inspects vehicles before and after a trip is undertaken in accordance with Fleet Management Policy for Makhuduthamaga employees in Makhuduthamaga Offices daily
	Licence disc	100%	Fleet Management Policy	Officials	Makhuduthamaga	Two weeks	Licence discs are renewed in line with Fleet Management Policy for Makhuduthamaga employees in Makhuduthamaga Offices two weeks before expiry date
	Petro cards	100%	Fleet Management Policy	Officials	Makhuduthamaga	Daily	Petrol cards are used for the vehicles allocated and for the intended business purpose in line with Fleet Management Policy for Makhuduthamaga employees in Makhuduthamaga Offices daily
	Accidents	100%	Fleet Management Policy	Officials	Makhuduthamaga	24 hours	Accidents are reported to SAPS and to immediate

							supervisors and to transport officer in line with Fleet Management Policy within 24 hours after the accidents has occurred from the officials who was driving the car for Makhuduthamaga employees in Makhuduthamaga Offices
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COMMUNITY SERVICES

UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
WASTE AND ENVIRONMENTAL MANAGEMENT	Collection of household waste	100%	National Environmental Management Waste Act No 59 of 2008	Community	Makhuduthamaga	Once per week	Collect of waste from households to promote clean and healthy environment in line with National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community in Makhuduthamaga Offices
	Collection of business waste	100%	National Environmental Management Waste Act No 59 of 2008	Business, Government Institution and Industrial areas	Makhuduthamaga	Three times per week	Collect waste from Business, Government institution and Industrial areas in terms of National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community in Makhuduthamaga Offices 03 times a week
	Removal of Skip Bins	65	National Environmental Management Waste Act No 59 of 2008	Makhuduthamaga Community	Makhuduthamaga	Three times per week	Collect waste from 35 wards and businesses in line with National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community in Makhuduthamaga Offices 03 times a week
	Street Cleaning in CBD	04	National Environmental Management Waste Act No 59 of 2008	Jane Furse, Glen Cowie,	Makhuduthamaga	Daily	Street cleaning done in CBD in terms of National Environmental Management

				Schoonoord & Phokoane			Waste Act No 59 of 2008 for Makhuduthamaga Offices daily
	Cleaning of Public areas	100%	National Environmental Management Waste Act No 59 of 2008	Taxi Ranks, Bus Ranks	Makhuduthamaga	Daily	Cleaning of public areas done in line with National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Taxi Ranks and Bus Ranks in Makhuduthamaga Offices daily
	Illegal dumping	All	National Environmental Management Waste Act No 59 of 2008	All areas	Makhuduthamaga	Daily	Cleaning of illegal dumping to achieve clean and healthy environment in line with National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community in Makhuduthamaga Offices daily
	Environmental Awareness Campaign	100%	National Environmental Management Waste Act No 59 of 2008	Community and Schools	Makhuduthamaga	Quarterly	Conduct Environmental education and awareness campaign in line with National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community and Schools
	Landfill site management	01	National Environmental Management Waste Act No 59 of 2008	Community	Makhuduthamaga	Daily	Monitor landfill site management in line with National Environmental Management Waste Act No 59 Of 2008 for Makhuduthamaga Community in

							Makhuduthamaga Offices daily
	EIA	100%	National Environmental Management Waste Act No 59 of 2008	Community	Makhuduthamaga	Ongoing	Provide environmental management services to proposed developments in terms of National Environmental Management Waste Act No 59 of 2008 within the jurisdiction of Makhuduthamaga
	EPWP	34	National Environmental Management Waste Act No 59 of 2008	EPWP	Makhuduthamaga	Daily	Collect households and businesses waste in line with National Environmental Management Waste Act No 59 of 2008 within the jurisdiction of Makhuduthamaga
	Environmental Management	100%	National Environmental Management Waste Act No 59 of 2008	Community	Makhuduthamaga	Daily	Provide environmental management services to community in terms of National Environmental Management Waste Act No 59 of 2008 for Makhuduthamaga Community in Makhuduthamaga Offices
	Sports facilities maintenance	04	National Environmental management Act 107 of 1998 This legislation is not relevant to this activity	Community	Makhuduthamaga	Daily	Maintenance of sports facilities done in line with National Environmental Management Act 107 of 1998 for Makhuduthamaga Community in Makhuduthamaga Offices daily

	De-bushing	19	National Environmental Management Act 107 of 1998	Community	Makhuduthamaga	Daily	De-bushing done in line with National Environmental Management Act 107 of 1998 for Makhuduthamaga Community in Makhuduthamaga Offices daily
TRAFFIC AND LAW ENFORCEMENT	Conduct traffic law enforcement	On targeted roads	National Road Traffic Act 93 of 1996	Motorist	Makhuduthamaga	Quarterly	Conduct law enforcement on public roads in line with National Road Traffic Act 93 of 1996 for Makhuduthamaga motorist in Makhuduthamaga Offices quarterly
	Conduct scholar patrol	On targeted schools	National Traffic Act 93 of 1996	To schools	Makhuduthamaga	Daily	Conduct scholar patrol to schools for safety of the learners in terms of National Traffic Act 93 of 1996 for Makhuduthamaga Schools in Makhuduthamaga Offices daily
	Conduct K 78 roadblocks	04	National Traffic Act 93 Of 1996	Motorist	Makhuduthamaga	Monthly	Conduct k78 roadblock on motorist to ensure safety in terms of National Traffic Act 93 of 1996 for Makhuduthamaga Motorist in Makhuduthamaga Offices monthly
LICENCING AND REGISTRATION	Licencing registration and deregistration of motor vehicles	100%	National Traffic Act 93 Of 1996	Motorist	Makhuduthamaga	Waiting time 30 minutes daily	Conduct licencing registration and deregistration of motor vehicles in line with National Traffic Act 93 of 1996 for Makhuduthamaga Motorist in

							Makhuduthamaga Offices daily
	Application and renewal of drivers and learner's licences	100%	National Traffic Act 93 Of 1996	Public	Makhuduthamaga	Waiting time 30 minutes daily	Administer application and renewal of driver's licences and learner's licences in terms of National Traffic Act 93 of 1996 for Makhuduthamaga Community in Makhuduthamaga Offices daily
	Application and renewal of public drivers permit	100%	National Traffic Act 93 Of 1996	Community	Makhuduthamaga	Daily	Administer applications and renewal of public drivers permit in line with National Traffic Act 93 of 1996 for Makhuduthamaga Community in Makhuduthamaga Offices daily
	Application for special and temporary permits for motor vehicles	100%	National Traffic Act 93 Of 1996	Community	Makhuduthamaga	Monthly	Manage applications for special and temporary permits for motor vehicles as per application in terms of National Traffic Act 93 of 1996 for Makhuduthamaga Community in Makhuduthamaga Offices monthly
	Application of duplicate certificates for motor vehicles and traffic registers	100%	National Traffic Act 93 Of 1996	Community	Makhuduthamaga	Monthly	Manage application of duplicate certificates for motor and traffic registers in line with National Traffic Act 93 of 1996 for Makhuduthamaga Community

							in Makhuduthamaga Offices monthly
DISASTER MANAGEMENT	Dispatch emergency relief	100%	Disaster Management Act, No. 57 of 2002 National Disaster Management Framework Local Municipal Disaster Management Plan	Makhuduthamaga Community	Makhuduthamaga	24 hours	Dispatch 100% emergency relief after risk assessment has been done within 24 hours in line with Disaster Management Act, No 57 of 2000, National Disaster Management Framework and Local Municipal Disaster Management Plan for Makhuduthamaga Community in Makhuduthamaga Offices
	Dispatch complaints calls	100%	Disaster Management Act, No. 57 of 2002 National Disaster Management Framework Local Municipal Disaster Management Plan	Makhuduthamaga Community	Makhuduthamaga	24 hours	Attend to all disaster related queries within 24 hours in terms of Disaster Management Act, No. 57 OF 2002, National Disaster Management Framework and Local Municipal Disaster Management Plan for Makhuduthamaga Community in Makhuduthamaga Offices
	Respond to disaster/ incidents/ Accidents	100%	Disaster Management Act, No. 57 of 2002 National Disaster Management Framework	Makhuduthamaga Community	Makhuduthamaga	24 hours	Respond to disaster incidents and accidents calls received within 24 hours in terms of Disaster Management Act No, 57 of 2002 and National Disaster Management Framework for Makhuduthamaga Community in Makhuduthamaga Offices

	Conduct disaster management awareness campaign	04	Disaster Management Act, No. 57 of 2002 National Disaster Management Framework	Makhuduthamaga Community	Makhuduthamaga	Quarterly	Conduct awareness campaigns on disaster management on quarterly in compliance with Disaster Management Act, No. 57 Of 2002 and National Disaster Management Framework for Makhuduthamaga Community in Makhuduthamaga Offices
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MAYORS OFFICE

UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
HIV & AIDS	Conduct local aids council sitting	04	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016, Thulamela HIV, STI and TB Operational Plan 2016 – 17 & Limpopo Provincial AIDS Councils Policy Framework of 2011.	Municipal Employees Councillors, and Sector departments.	Makhuduthamaga	Quarterly	Conduct Multi-Sectoral HIV/AIDS, TB and STI prevention programmes through LAC stakeholders in line with Limpopo Provincial AIDS Councils Policy Framework of 2011, National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) on quarterly basis for Makhuduthamaga employee, Councillors and Sector Departments in Makhuduthamaga Offices
	Conduct Local Aids Council Technical Committee Sitings	04	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016, Makhuduthamaga HIV, STI and TB Operational Plan 2016 – 17 & Limpopo Provincial AIDS Councils Policy Framework of 2011.	Municipal Officials, Councillors, and Sector departments.	Makhuduthamaga	Quarterly	Conduct Multi-Sectoral HIV/AIDS, TB and STI prevention programmes through LAC stakeholders in line with Limpopo Provincial AIDS Councils Policy Framework of 2011, National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) for Makhuduthamaga Employees, Councillors and Sector departments quarterly
	Conduct awareness on Drugs, Alcohol	31	Drug and Substance Abuse Act National Strategic Plan (NSP) 2012/2016 Provincial Strategic Plan	Community	Makhuduthamaga	Annually	Conduct awareness on Drugs, Alcohol and Substance Abuse in all 31 wards within the municipality in line with Drug an

	and substance abuse		(PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016.				Substance abuse Act National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016, for Makhuduthamaga Community in Makhuduthamaga Offices annually by end of June
	Established Home-Based Care Forum	01	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016, Makhuduthamaga HIV, STI and TB Operational Plan 2016 – 17 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes.	All Home-Based Care Organisations	Makhuduthamaga	2 years	Establish Home Based Care Forum at Local Level which report to Local AIDS Council as per Limpopo Provincial AIDS Councils Policy Framework of 2011, National Strategic Plan 2012/2016, Provincial Strategic Plan 2012/2016, District Strategic Plan 2012/2016, Makhuduthamaga HIV,STI and TB Operational Plan 2016/2017 and Department of Social Development Guidelines for Establishing Home/ Community Based Care and Support Programmes for Makhuduthamaga Home Based Care Organisations in Makhuduthamaga Offices every 02 years
	Home Bases Care Forum Meetings	12	National Strategic Plan (NSP) 2012/ 2016 Provincial Strategic Plan (PSN) 2012/ 2016, Makhuduthamaga HIV, STI and TB Operational	All Committee members	Makhuduthamaga	Monthly	Coordinate Home Based Care Forum meetings to consolidate all reports received from all Home-Based Care Organizations in compliance with National Strategic Plan 2012/2016,

			Plan 2016-2017 and Department of Social Development for Establishing Community Home Based Care Programme				Provincial Strategic Plan 2012/2016, Makhuduthamaga HIV, STI and TB, Operational Plan 2016/2017 and Department of Social Development for Establishing Community Home Based Care Programmes for Makhuduthamaga Committees in Makhuduthamaga Offices Monthly
SPECIAL PROGRAMME	Coordinate Senior Citizen related issues	31	National Plan of action 2012-2017, Elderly persons act 13 of 2006 & Gender equality act of 2004	Elderly persons	Makhuduthamaga	Ongoing	Coordinate Senior Citizens related issues as per National Plan of Action 2012-2017, Elderly Persons Act 13 of 2006 and Gender Equality Act of 2004 for Makhuduthamaga Elderly Persons in Makhuduthamaga Offices as and when required
	Facilitate Woman's Day celebration	31	Gender policy framework for local government	Woman's	Makhuduthamaga	Annually	Mainstream of Woman, Children, people with disability and elderly issues and Women's Day celebration in line with National plan of action 2012-2017, elderly person act 13 of 2006 and gender equality act of 2004 and Gender Policy Framework for Local Government for Makhuduthamaga Woman's in Makhuduthamaga Offices by end of June

	Facilitate indigenous games, and walking marathon	31	Older persons act 13 of 2006	Elderly persons	Makhuduthamaga	Annually	Facilitate indigenous games and walking marathon for elderly and promote healthy lifestyle for older persons in line with Older Persons act 13 of 2006 for Makhuduthamaga elderly persons in Makhuduthamaga Offices annually by end of June
	Conduct Awareness campaign on sixteen days of activism	31	Gender equality act of 2004 and Gender policy framework for local government	Woman, Children and people living with disabilities	Makhuduthamaga	Annually	Conduct awareness campaign on sixteen days of activism for woman, children and people with disabilities in 31 wards in line with Gender equality act of 2004 and Gender Policy Framework for local government for Makhuduthamaga Woman's, children and people living with disabilities in Makhuduthamaga Offices annually by end of June
	Conduct Youth summit	01	National Development Agency Act of 2008, Constitution of S.A & National Youth Policy 2015-2020	Youth	Makhuduthamaga	Annually	Conduct youth summit for all youth structures as per National Development Agency Act of 2008, Constitution of South Africa and National Youth Policy 2015/2020 for Makhuduthamaga youth in Makhuduthamaga Offices annually by end of June
	Local Youth Council Launch	01	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of	Youth	Makhuduthamaga	Annually	Launch local Youth Council in line with South African Youth Council Constitution of South

			the Republic of SA, National Youth Policy 2015 -2020.				Africa, National Youth Development Agency Act of 2008 South African Youth Council Constitution and National Youth Policy 2015/2020 for Makhuduthamaga youth in Makhuduthamaga annually by end of June
	Local Youth Council Meetings	12	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth Council Committee	Makhuduthamaga	Monthly	Coordinate Local Youth Council Meetings to plan for Youth activities as per South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of South Africa and National Youth Policy 2015/2020 for Makhuduthamaga youth council committee In Makhuduthamaga monthly

COUNCIL SUPPORT

UNIT	KEY SERVICES	QUANTITY	QUALITY/WHICH STANDARDS	TARGET GROUP	TARGET AREA	TIME PERIOD	FULL STATEMENT
PUBLIC PARTICIPATION	Ensure proper functioning of ward committee	12	Local Government Municipal Structures Act No.117 of 1998	Community and Ward committee members	Makhuduthamaga	Monthly	Ensure proper functioning of ward committees in 31 wards in accordance with Municipal Structures Act No.117 of 1998, for Makhuduthamaga Community and Ward Committee members in Makhuduthamaga Offices monthly
	Monitor the sittings of ward committee meetings	12	Municipal System Act 32 of 2000	Office of the Speaker	Makhuduthamaga	Monthly	Monitor mandatory Community Meetings per ward in terms of Municipal Systems Act No.32 of 2000 for Makhuduthamaga Community in Makhuduthamaga Offices quarterly
	Conduct Public participation outreach	04	Municipal System Act 32 of 2000	Community	Makhuduthamaga	Quarterly	Conduct 4 Public participation outreach in line with Municipal System Act 32 of 2000 for Makhuduthamaga Community in Makhuduthamaga quarterly
	Conduct ward committee conference	01	Municipal System Act 32 of 2000	Ward committee members	Makhuduthamaga	Annually	Conduct Ward Committee Conference in line with Municipal Systems Act No.32 of 2000 For Makhuduthamaga Ward Committees in Makhuduthamaga annually by end of June

MUNICIPAL PUBLIC ACCOUNTS COMMITTEE	Check and balance if the IDP inform the budget	01	COGTA and SALGA guidelines	Mayor, EXCO and Management	Makhuduthamaga	Annually	Check and balance if the IDP inform the budget through the Mayor, Mayoral Committee and Management in compliance with COGTA and SALGA Guidelines for Makhuduthamaga Executive Committee and Management in Makhuduthamaga annually by end of June
	Conduct Oversight	01	Section 79 of Municipal Structures Act, Section 129 of MFMA	Mayor and EXCO	Makhuduthamag	Annually	Conduct Oversight on the Executive and Management in compliance with Section 79 of Municipal Structures Act, section 129 of MFMA on quarterly for Makhuduthamaga Mayor, Executive Committee and Management in Makhuduthamaga Offices annually by end of June
	Interrogate and analyse Auditor General Report	01	Section 79 of Municipal Structures Act, COGTA and SALGA guidelines	Mayor, EXCO and Management	Makhuduthamaga	Annually	Interrogate and analyse the Auditor General's report through the Mayor and Management as and when required in compliance with Section 79 of Municipal Structures Act, COGTA and SALGA Guidelines for Makhuduthamaga Executive Committee and Management in Makhuduthamaga Offices annually by end of June

	Conduct MPAC outreach programme	31	COGTA and SALGA Guidelines	Community	Makhuduthamaga	Annually	Conduct MPAC Outreach Programme in 31 wards in line with COGTA and SALGA Guidelines for Makhuduthamaga Community in Makhuduthamaga annually by end of June
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Mmogo re šomela diphetošo!

COUNCIL PROCEEDINGS

REF:3/2/4

AGENDA ITEM OC/17.35/04/2026: DRAFT MLM SERVICE STANDARD 2026/2027 REVIEW

RESOLUTION NO 202 OF 2025/2026 FINANCIAL YEAR

RESOLUTION ON DRAFT MLM SERVICE STANDARD 2026/2027 REVIEW

NOTING THAT:

The Makhuduthamaga Service Standards were adopted as the legal guiding and measuring tools through which the level of service rendition by the municipality is measured. This is the national requirement to all state entities which are entrusted with the responsibility of serving the South African populace.

The report was submitted to Council Adoption.

Makhuduthamaga Municipality at its Ordinary Council Sitting Held on the 29TH April in the MLM Council Chamber.

Resolved:

That Council Adopts the service standards report.

Mover: Cllr Mahlase M.M

Seconder: Cllr Piitjo M.H

Speaker: Cllr Mphelane M.J

Acting Municipal Manager: Matsetse P.E

Signature: 

Signature: 

Date: 29/04/2026

Date: 29/04/2026