



THULAMELA LOCAL MUNICIPALITY

2025/2026 SERVICE STANDARDS

Motto "WE SERVE WITH DEDICATION"

Mission

We build prosperity, eradicate poverty, and promote social, political, and economic empowerment of all our people through delivery of quality services, community participation, local economic development, and smart administration.

Vision

We, the people of Thulamela would like our Municipality to achieve a city status by year 2030, to promote urban regeneration and comprehensive rural development whilst encouraging Local Economic Development to improve the quality of lives of our People.

Objectives

- To ensure effective management of the municipality addressing agreed political priorities
- To ensure that the operation of the Municipality is restructured to deliver effectively.
- To ensure that citizens are given sufficient information, opportunity, and encouragement to participate in and influence the affairs of the municipality.
- To ensure that there is an Integrated Development Plan (IDP) and Budget agreed with all stakeholders, and in which communities have participated, which addresses the challenges of growth and redistribution.
- To ensure that residents are aware of the policies, services, and activities of the municipality.
- To ensure that the Municipality complies with all prescribed legal requirements.

1. Who we are

As the Municipality we are also the Employer. We employ public servants, and we are required to provide the necessary resources and a conducive working environment for the delivery of services.

We are public servants employed by the Municipality and we serve the people of South Africa within Thulamela Municipality boundaries with respect and dignity.

2. Where We Are Found:

Old Agriven Building, Thohoyandou

Operating Hours:

07:45 - starting time.

13:00 – 13:45 Lunch time

16:30 knock-off time

3. All Departments shall as a minimum requirement meet the following Service Standards:

- Serve citizens promptly and courteously at all service delivery points.
- Provide friendly and helpful service.
- Help service users make the right choices in accessing services.
- Provide appropriate signage and information desks.
- Public servants must wear name tags for easy identification.
- Answer calls promptly
- A telephone shall not ring more than three times before it is answered.
- Ensure shorter queues at service delivery points.
- Queue Management System to be in place and effectively managed.
- Respond to queries and complaints promptly.
- Complaints and Compliments Management System and Policy to be in place and managed effectively and efficiently.
- Respond to mail and email correspondence on time.
- Resolve customer complaints fairly, consistently and on time.
- Encourage service users to make suggestions on how to better the services offered.
- Suggestion Boxes will be provided and monitored.
- Employees should not come on duty when they are sick.

4. ORGANIZATIONAL STRUCTURE

There are seven (6) Administrative Departments as follows:

4.1. Office of the Municipal Manager

- Internal Audit Services
- Risk Services
- Legal Section and Administration

4.2. Corporate Services Department

- Mayor's Office
- Public Participation
- MPAC
- Communication Management
- Information & Communication Technology
- Human Resources Services
- Fleet Management
- Labour Relations
- Records Management

4.3. Finance Department (Budget and Treasury)

- Expenditure
- Revenue Management
- Budgeting and Reporting
- Assets Management
- Supply chain Management

4.4. Community Services Department

- Waste & Environmental Management
- Occupational Health and Safety
- Horticulture (Parks & Cemetery Services)
- Cleansing Services
- Traffic Safety & Law-Enforcement
- Licensing & Registration

SPECIAL PROGRAMMES

- Disaster Management
- HIV and AIDS
- Youth Development
- Children Programme
- Senior Citizen & Disability
- Gender Equality

4.5. Planning and Development Department

- Local Economic Development → Integrated Development Plan
- Performance Management System

4.6. Technical Services

- Project Management Unit
- Roads Services
- Housing and Electricity

1. OFFICE OF THE MUNICIPAL MANAGER

INTERNAL AUDIT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/Where	Time Period	Full Statement
INTERNAL AUDIT UNIT						
Review of Internal Audit charter and Internal Audit Methodology	02	International Standards for the Professional Practice of Internal Auditing	Internal Audit Section	Thulamela	Annually	Review of Internal Audit charter and Methodology on an annual basis
Prepare a risk-based annual audit plan	01	MFMA Act, Section 165 (2) (a)	Internal Audit Section	Thulamela	Annually	Prepare a risk-based annual Audit plan on an annual basis for each financial year
Report to the Municipal Manager/Accounting Officer	As and when required	International Standards for the Professional Practice of Internal Auditing, MFMA Act, Section 165 (2) (b)(c)	Municipal Departments	Thulamela	Ongoing	Reporting administratively to the Municipal Manager /Accounting Officer on an annual basisISPPIA Advise the accounting officer on the implementation of the internal audit plan and matters relating to; internal audit, internal controls, accounting procedures and practices, etc.
Report to the Audit and Performance Committee	04	MFMA Act, Section 165 International Standards for the Professional Practice of Internal Auditing	Audit and Performance Committee	Thulamela	Quarterly	Reporting functionally to the Audit and Performance Committee on a quarterly basis
Advice the Accounting Officer	As and when required	MFMA Act, Section 165 (2) (b)(c)	Municipal Departments	Thulamela	Ongoing	Advising the Accounting officer on issues relating to governance, risk, and control on annual basis
Liaise with the internal and external assurance providers on combined assurance	As and when required	King IV Report	Internal and external stakeholders	Thulamela	Ongoing	Liaise with the internal and external assurance providers to provide combined assurance in matters relating to risk management, control, and governance.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/Where	Time Period	Full Statement
INTERNAL AUDIT UNIT (Cont...)						
Audit and Performance Committee meetings	04	Internal Audit Charter	Audit and Performance Committee	Thulamela	Quarterly	Conduct Audit and Performance Committee meetings on a quarterly basis

RISK

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ Where	Time Period	Full Statement
RISK UNIT						
Develop / Review Risk Management Policy documents	8 policy documents (Risk Management Policy, Risk Management Strategy, Anti-Fraud and Corruption Strategy, Anti-Fraud and Corruption Policy, Whistle Blowing Policy, Fraud Prevention Plan, Risk Management Committee Charter and Risk management Implementation Plan.	National Treasury Risk Management Framework	Officials and Councillors	Thulamela LM area	Annually	Review the Risk Management Policy document before the start of the financial year
Review Risk Registers	2 registers (Strategic Risk Register and Operational Risk Register)	National Treasury Risk Management Framework	Officials and Councillors	Thulamela LM area	Annually	Review the Risk Registers before the start of the financial year.

Conduct Fraud Awareness Campaigns	4 campaigns	Anti-Fraud and Corruption Strategy	Officials, Councillors and Community Structures	Thulamela LM area	Quarterly	Conduct awareness campaigns every quarter.
Co-ordinate the risk management reports	4 risk management reports	Risk Management Strategy	Risk Management Committee.	Thulamela LM area	Quarterly	Co-ordinate the risk management reports every quarter.

LEGAL UNIT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ Where	Time Period	Full Statement
LEGAL UNIT						
Compiled EXCO reports	Monthly	Municipal Structures Act, Act 117 of 1998	Council and Executive committee	The municipality	Seven days before Council Seating	Compile monthly reports
Litigation and Legal Opinion	As and when required	Summons received	Council	Council and municipal employees	Ongoing process	-Provide legal opinions as per request, within 7 working days
Development of Policies	As when need arises	Municipal Systems Act, Act 32 2000	Municipal Council	Thulamela Municipality	Annually	
Service Providers Contracts	As and when required	MFMA 53 of 2006	Municipality	Municipality/Service provider and municipalities	As and when required	Contracts are drafted and vetted within 7 working days of receipt from the end user

Provide legal advisory service.	As and when required	Provision of Legal Service Policy	Municipal Council	Within the municipality	Ongoing process	Provide legal advisory service as and when required to municipal departments within the municipality in compliance with applicable relevant laws of the subject matter on an ongoing basis.
Develop By-Laws to regulate the community	As and when required	Municipal Structures Act and Municipal Systems Act	Community	Within Thulamela municipality	Ongoing process	Develop By-laws to govern the conduct of the community
Monitor Implementation of Council Resolutions	As and when required	Municipal Structures Act	Head of Departments.	Thulamela Municipality	As and when required	Monitor Council Resolutions for implementation by respective head of department

2. CORPORATE SERVICES

MAYOR'S OFFICE

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
MAYOR'S OFFICE						
Report and account on the status of the municipality	1 Section 71 Report per month	Constitution: Municipal Systems Act 32 of 2000, Public Participation Policy	Community and stakeholders	Thulamela Municipality	Monthly	Section 71 reported to the Council Monthly
Conduct Traditional Leaders engagement sessions. (Mayor Mahosi Forum)	1 session conducted	Constitution and Public Participation Policy	7 gazetted Senior Traditional Leaders, and on special occasions all Traditional Leaders	Within Thulamela Municipality	Semestral	Ensuring transparency as per the recommendations of Batho Pele Whitepaper, Batho Pele Principles and Public Participation Policy
Conduct Pastor's Forum meetings	1 session conducted	Constitution and Public Participation Policy	All Pastors within Thulamela jurisdiction	Pastors within Thulamela Municipality	Semestral	Ensuring transparency as per the recommendations of Batho Pele Whitepaper, Batho Pele Principles and Public Participation Policy

PUBLIC PARTICIPATION

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ Where	Time Period	Full Statement
OFFICE OF THE SPEAKER: PUBLIC PARTICIPATION						
Ensure proper functioning of Ward Committees	41 Wards	Local Government Municipal Structures Act No.117 of 1998	Community and stakeholders	41 Wards	Monthly	Ensure proper functioning of ward committees in 41 wards in accordance with Municipal Structures Act No.117 of 1998, daily.
Monitor the sitting of Ward Community Meetings	41 Wards	Municipal Systems Act No.32 of 2000.	Community and stakeholders	41 Wards	Monthly	Monitor monthly mandatory Community Meetings per ward per annum in 41 Wards within the municipality in terms of Municipal Systems Act No.32 of 2000.
Conduct Mayoral outreaches (Imbizos)	4 Wards	Municipal Systems Act 32 of 2000, Thulamela Public participation policy	Community and stakeholders	41 Wards	Quarterly	Conduct 4 Mayoral outreaches (Imbizos) for community and stakeholders within Thulamela Municipality
Conduct Ward Committee Conference	1 Conference	Municipal Systems Act No.32 of 2000	Ward Committee Members and stakeholders	41 Wards	Annually	Conduct Ward Committee Conference in line with Municipal Systems Act No.32 of 2000 annually.
Community complaints	All wards	MSA 32 of 2000 Batho Pele principles	Community / Stakeholders	41 Wards	Monthly	Ensure that community complaints are timeously attend to as per Batho Pele principles

MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/Where	Time Period	Full Statement
MUNICIPAL PUBLIC ACCOUNTS COMMITTEE (MPAC)						
Check and balance if the IDP inform the budget	1	COGTA and SALGA Guidelines	Mayor, Mayoral Committee and Management	Community and stakeholders	Annually	Check and balance if the IDP inform the budget through the Mayor, Mayoral Committee and Management in compliance with COGTA and SALGA Guidelines on an annual basis before the budget is adopted by the council.
Conduct Oversight on Annual Report	1	Section 79 of Municipal Structures Act, Section 129 of MFMA	Mayor and Mayoral Committee	Community and stakeholders	Annually	Conduct Oversight on the Executive and Management in compliance with Section 79 of Municipal Structures Act, section 129 of MFMA once a year
Interrogate and analyse Auditor General's report	1	Section 79 of Municipal Structures Act COGTA and SALGA Guidelines	The Mayor and Executive Management	Community and stakeholders	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 as and when required.
Play oversight role to ensure implementation of	All Policies	- Municipal Structures Act, Act 117 of 1998 - Municipal Systems Act, Act 32 Of 2000. - Council Policies	Council employees	Thulamela Municipality	Quarterly	Play oversight role to ensure implementation of council policies, Acts and Regulations

council policies, Acts and Regulations						
Conduct MPAC Outreach Programme	41 Wards	COGTA and SALGA Guidelines	Community through the Ward Committee System	Community and stakeholders	Annually	Conduct MPAC Outreach Programme in 41 Wards for the community through the Ward Committee System within in compliance with COGTA and SALGA Guidelines annually

COMMUNICATION MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/ WHICH STANDARD	TARGET GROUP/ WHO	TARGET AREA/ WHERE	TIME	FULL STATEMENT
COMMUNICATION MAGEMENT						
Produce External Newsletters	6 000 copies	Municipal System Act (MSA) 32 OF 2000	Members of the community	Members of the community and Municipal Stakeholders	Quarterly	Produce 6 000 External Newsletters as required by the MSA for members of the community on a quarterly basis.
Organise Media slots	2 Media Slots	- Municipal System Act (MSA) 32 OF 2000 - Access to information Act	Members of the community	Community members	Weekly	Organise media slots for members of the community as required by the MSA
Conduct Media Engagement Sessions	4 per month	Communication strategy	Media (Print & Electronic)	Within Thulamela Municipality	Monthly	Conduct media engagement sessions with the media as outlined by the communication strategy
Issue Media Statements	As and when required	Communication Strategy	Media	Thulamela Municipality	Quarterly	Issue media statements as and when required to the media as outlined by the communication strategy

Conduct Mayoral outreach programmes	4 outreach programmes	Municipal Systems Act	Community and Stakeholders	Within Thulamela Municipality	Quarterly	Enhancing Public Participatory democracy
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INFORMATION AND COMMUNICATION TECHNOLOGY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
INFORMATION AND COMMUNICATION TECHNOLOGY (ICT)						
Desk support (ICT)	All End Users	(ITIL)Info. Tech. Infrastructure Library - CGIT Policy Framework	All End-Users	All Offices	daily	Installations and troubleshoot of errors on Enduser computers
Network Availability for Connectivity	All End Users and Systems	-ISO 27001 And IEEE 802 -CAT 6E Infrastructure -ICT Security Policy	All End-Users	All Offices	daily	At least 95% availability of ICT Network Services provided and maintained daily

Disaster Recovery Plan Implemented	All Systems	-ISO 27001 -MISS and MIOS - System Back-up Policy	Server Systems	Server Rooms and Hosting Facility	daily	Servers to be backed up to ensure that there is no loss of data
Website fully published	All Stakeholders	- Government Communicators Manual - Structures Act - MFMA. PAIA, POPI	Public	International	daily	Legislated documents to be published to market the municipality and to be transparent to the public
System Account Access and support	All End Users, System Controllers and Administrators	- CGIT Policy Framework -User Access Management policy	All End-Users	Service Form Applications	Ongoing process	Ensure All updated information is aligned to the data in the system (User Access information)
Protect Employees from Cyber attacks	All End Users and Systems	-ISO 27000 --ICT Security Policy	All End-Users and Server Systems	All Offices	daily	Ensure that all systems are set to protect endusers from cyber attacks

HUMAN RESORCE MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
HUMAN RESOURCE MANAGEMENT						
Review of Organizational Structure and Establishment	1 Organisational Structure	Municipal Systems Act	Qualified and Competent Staff	Within the Municipality	Conditional as per Staff Regulation	Review of the Organizational Structures should be reviewed according to Staff Regulation.

Conduct Induction Programme	All New Employees	Human Resource Practices & Procedures	Induction of employees	Newly appointed employees	Within 30 days of the assumption of duty	Conduct Induction Programme to all newly appointed staff from all departments within the municipality within 30 days in compliance with the Human Resource Practices.
Facilitate the Capacitation and Training	All Employees and Councillors	The Skills Development Act of 1998, Skills Levies Act, Recruitment & Training policy	Councillors & Staff members	Councillors and Employees planned for and budgeted for in the WSP and targeted by stakeholders. (LGSETA and SALGA)	Annually	Facilitate the capacitation and training of all Councillors & staff within the municipality in compliance with the Skills Development Act of 1998, Skills Levies Act, and Recruitment & Training policy annually.
Pension administration	All Employees and Councillors	Basic Conditions of employment act and Collective agreement	All employees	Within Municipal Departments	Continuous	To adhere to all legislations governing pension funds
Management of Work Experiential Learning / Internship and Apprenticeship	Depends on municipal departmental needs	Comply with the Municipal Policies	External learners	Within Thulamela Municipality	As per learner's academic requirements (12 – 24 months)	-learners for the job market -Improving their chances of employment -Assist learners to complete their qualifications through practical on job training
KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
HUMAN RESOURCE MANAGEMENT (Cont....)						
Orientation	100% of Newly recruited Internship/WIL/ Learnership/ Apprenticeship Learners Oriented	Comply with Municipal Policies	Newly recruited Internship, WIL Apprenticeship and Learnership Learners	Within Municipal Departments	Annually	100% of Newly recruited Internship/WIL/Apprenticeship/Learnership Learners orientated within one week of their recruitment

Compile & submit Workplace skills Plan and Annual Training Report by April Annually	1 approved WSP and Annual Training Report	Comply to LGSETA Standards	Internal Staff, Interns, WIL/ Apprenticeship/ Learnership learners and Councillors	Within the Municipal Departments	Annually	1 WSP and Annual Training Report approved in line with LGSETA Standards on the 30th of April yearly
Offer Employee Wellness Programme	100% Attendance of all employee's wellness issues or and All cases reported	Employee Assistance Programme Standard	Municipal employees	Thulamela Municipality	Ongoing	Implementation of all wellness programs
Render Occupational Health and Services	100% Attendance of all employee's OHS issues or and All cases reported	OHS Act	Municipal employees	Thulamela Municipality	Ongoing	Implementation of health and safety needs of all employees

FLEET MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time Period	Full Statement
FLEET MANAGEMENT						
Vehicle requisition	All Municipal vehicles	Fleet Management Policy	Officials	Internal	Ongoing	Vehicle request processed on daily basis according to Fleet Management Policy

Licence disk	All Vehicles	Fleet Management Policy - Road Traffic Management Act 93 of 1996	Officials	Internal	Two weeks before expiry date	License disks are renewed two weeks before expiry dates
Accidents	All Vehicles	Fleet Management Policy	Officials	Internal	24 hrs	Accidents are reported to the South African Police Service and to the immediate supervisor and transport officer within 24 hours by the official who was in control of the vehicle.
Management of Switchboard	All Calls	Telephone Etiquette	All Calls	Internal & External	Daily	-Switchboard manned all the time and during Lunch Time -Incoming calls are answered within 3 rings during working hours.
Printing Services	Municipal employees	Municipal Systems Act	All municipal employees	Internal	Daily	Ensure all printing needs of the council are done timeously

LABOUR RELATIONS

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time Period	Full Statement
LABOUR RELATIONS						

Provide sound labour relations and advice	All employees	Labour Relations Act of 1995. Basic Conditions of Employment Act of 1997, Municipal System Act (Municipal Code of conduct) and Main Collective Agreement.	Municipal employees	Internal	Daily	Provide sound labour relations and advice all employees and the employer within the municipality
Institute Disciplinary Hearings	All reported cases	Labour Relations Act of 1995. Basic Conditions of Employment Act of 1997, Municipal Code of conduct and Main Collective Agreement.	Municipal employees	Internal	Within 3 Months	- Institute disciplinary cases of Alleged Offenders of the municipality within 3 months - Conduct investigations and proceed with disciplinary processes.

RECORDS MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time Period	Full Statement

RECORDS MANAGEMENT UNIT						
Promote & preserve the proper management of records	All correspondences	National Archives and Records Services Act 43 of 1996 as amended	Municipal employees	In the municipality	Daily	Promote and preserve the proper management of municipality records within the municipality in compliance with the National Archives and Records Services Act 43 of 1996 daily.
Implement filing system	All correspondence	Records Management Policy and procedure manual	Municipal employees	In the municipality	Daily	Implement filling system of all correspondences of the municipality in compliance with Record Management Policy
Retrieval of files and all correspondences	All	In line with the National Archives Act and Thulamela Records Management Policy and Procedure Manual	Council employees and the public	Within the Municipality	2 days	Files should be retrieved within a period of 2 hours upon request depending on the availability and sensitiveness of the type of information
Files and correspondences requested	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	Weekly	<ul style="list-style-type: none"> - Files requested are signed for in the register - Follow-up on un-returned files should be done after 5 days
Opening of new files	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	Daily	New files are opened within one day after the need has been identified
Closing of files	All	In line with NAA and Thulamela Records	Employees	Within the Municipality	Annually	Files shall be closed if terminated or have reached the thickness of 3cm/150 folios at any time.
		Management Policy and Procedure Manual				

KEY SERVICE	SERVICE STANDARD
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	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time Period	Full Statement
RECORDS MANAGEMENT UNIT (Cont.....)						
Transfer of files	All	In line with NAA and Thulamela Records Management Policy and Procedure Manual	Council Employees	Within the Municipality	Within 30 days	Transfers of files to/from departments should be done within 30 days
In-coming faxes	All	Thulamela Records Management Policy and Procedure Manual	Employees	Within the Municipality	30 minutes	In-coming faxes are distributed within 30 minutes of receipt
Mails by hand	All	Thulamela Records Management Policy and Procedure Manual	Employees	Within the Municipality	Daily	Mails are recorded and filed within a day of submission to registry
Verification of contents	All	Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	Daily	Record clerk verified the contents of the files before he/she issued them out
Post office mail	All	Thulamela Records Management Policy and Procedure Manual	Council employees	Within the Municipality	Daily	Mail from the Post Office is collected at 09:00 am, sorted and distributed to relevant offices by 11:00 daily
Records Disposal	All	National Archives and Records Services Act 43 of 1996 as amended	Municipal Records	Within the Municipality	Quarterly	Ensure proper disposal of municipal records as per the Act

3. BUDGET AND TREASURY DEPARTMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
EXPENDITURE						
Pay creditors	As and when required	MFMA, Creditors Policy, Supply Chain Management Policy	Creditors	Internal and external creditors	30 days after receiving fully completed documents	30 days after receiving fully completed documents
Pay salaries	- 605 employees + Interns - 80 Councillors - 417 Ward Committee Members (TOTAL: 1 102)	Basic Condition of Employment Act, Unemployed Insurance Fund Contribution Act, Skills development Levies Act MFMA	Officials and Councillors and Contractual Workers	Internal	Monthly	Payment of salaries for councillors and employees to be done on the 25 th of every month. Payment of salaries for Ward Committees and Contractual Employees to be made on the 30 th and 31 st of every month.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/where	Time	Full Statement
REVENUE MANAGEMENT						
Rendering of Statement of accounts	139 000	MFMA; Credit control policy; MSA; MPRA	Consumers and Rate Payers	Internal and external creditors	Monthly	Statements of account are sent to debtors on the 25 th of every month
Payment arrangements capturing	Depends on the number of applicants	Credit control policy	Thulamela Debtors	Internal and external creditors	Monthly	Payment arrangements to be captured into the financial system within 2 working days of the next calendar month (Before monthly billing)
Billing of Municipal services	All available on financial system	MFMA; MSA; MPRA	Thulamela Municipality account holders	Internal and external creditors	Monthly	Billing of municipal services is done within five working days of the next calendar month
Request for refunds	Depends on the number of applicants for refunds received	MFMA; Cash Management Policy	People with credit balances	Internal and external creditors	Monthly	Request for refunds should be sent to expenditure within 2 days of receiving fully completed supporting documents
Manual receipt capturing	Depend on manual receipt available	MFMA	Consumers and Rate Payers	Internal and external creditors	Monthly	Manual Receipt should be captured into the system before the closure of the month in which they occur
Capturing of known direct deposits	As per bank statement	MFMA	Consumers and Rate Payers	Internal and external creditors	Monthly	All known direct deposits should be captured into the financial system within 2 working days of appearing on the bank statements

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ Who	Target area/ where	Time	Full Statement
REVENUE MANAGEMENT (Cont.....)						
Consumers print out	As and when request is available	Credit control policy	Councillors	Thulamela Municipal Area	Monthly	Consumers print out to be made available to councillors one day of receiving request
Capturing of indigent forms	As and when completed application are available	Indigent Policy	Thulamela residents	Thulamela Municipal Area	Monthly	Indigent application forms should be captured within 10 days after receipt of fully completed forms.
Cash Received	As received per day	Banking and Investment policy Cash management policy	Consumers and Rate Payers	Internal and external creditors	Daily	Cash received should be banked the following working day after being received
Written Consumer accounts queries	As per letters received	Credit control policy	Consumers and Rate Payers	Internal and external creditors	14 days	Consumer accounts queries must be attended to within 14 days of receipt
Attending account queries at Enquiries desk	As per number of clients attended	MSA	Consumers and Rate Payers	Internal and external creditors	At least 30 minutes	Consumer will be attended at least 30 minutes of queuing

KEY SERVICE	SERVICE STANDARD			
	Quantity	Quality/ which standard	Target group/ who	Target area/ where
			BUDGET AND REPORTING	
Bank reconciliations	1	MFMA	Thulamela	Internal
Municipal Draft Budget	1	MFMA	Thulamela	Thulamela Municipal Area
Municipal annual budget	1	MFMA	Thulamela	Thulamela Municipal Area
Verification of available budget for requisition (Purchase requisitions)	Depend on the number received	MFMA	Thulamela	Internal
Virement	Depend on the number received	MFMA	Thulamela	Internal

Section 71 Report	1	MFMA	Thulamela, Mayor, NT and PT	Thulamela, PT and NT
Statics Report	1	Constitution	Statistics SA	Thulamela, PT and NT
Preparation of AFS	1	MFMA; GRAP Standard	External and Internal	Thulamela ,PT and NT
Sec 52(d) Report	1	MFMA	Thulamela, Mayor, NT and PT	Thulamela, Mayor, NT and PT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/who	Target area/where	Time	Full Statement
ASSETS MANAGEMENT						
Assets register	1	GRAP, MFMA	Thulamela	Internal	Annually	Assets register will be available on the 15 August each financial year.
Capturing of new assets on the assets register	As and when new assets are acquired	GRAP, MFMA	Thulamela	Internal	Monthly	All assets shall be registered in the assets register within 2 working days after receipt
Allocation of Asset unique number (barcode)	As and when new assets are acquired	GRAP 17	Thulamela	Internal	As and when received	All assets shall be assigned a unique asset number within 2 working after receiving of invoice and delivery note

Asset verification	1	GRAP 17	Thulamela	Internal	Twice per year	Asset verification shall be done twice a year
Capturing of Movement of movable asset	As per authorised request	GRAP 17 and Asset Policy	Thulamela	Internal	2	Movement of any movable assets shall be logged in the register before the movement takes place (2 working days)
Capturing Loss or damage of asset	As and when we receive completed form/ as per list of damaged assets	GRAP 17 and Asset Policy	Thulamela	Internal	As and when loss or damage occurs	Within 2 working days after receiving council resolution for approval.
Issuing of stores items	As per approved request	GRAP, Inventory Policy	Thulamela	Internal	Daily	Stores items must be issued daily after they have been approved.
Receiving of stores items	As per approved purchase order	GRAP, Inventory Policy	Thulamela	Internally	As and when there is delivery	Stores items will be captured when approved stores purchases has been received
Physical Stock taking	Twice in a year	GRAP, Inventory Policy	Thulamela	Internally	Twice in a year	Stock items will be counted before end of December and before end of June.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
SUPPLY CHAIN MANAGEMENT						
Booking arrangements	Pls remove	SCM policy	Municipal Employees	Head Office and satellite offices	As and when required	Booing arrangements are done within seven working prior to the departure of official.
Checking of Requisitions before acquisition	As per requests received	SCM Policy	Municipal official	Internal	1 day	Requisition will be checked 1 day after receiving request.

Preparation and issuing of orders	As per requests received	SCM policy	Service providers	The whole of RSA	3 working days	Preparation and issuing of orders will be done within 3 working days
Advertisements of Bids	As per requests received	SCM policy	Service Providers	The whole of RSA	As and when required	Bids are advertised for a minimum period of 7 days on Notice board for Notice, at least 14 days for bids below R10 000 000.00 and at least 30 days for bids above R10 000 000.00
Evaluation and adjudication bids	As per bid document submitted	SCM Policy	User Departments	Internal	90 working days	Evaluation and adjudication of bids is done within 90 working days after closing date
Awarding of notices	As per bid document submitted	SCM Policy	Service Providers	Internal	30 working days	Notices are awarded within 30 days after closing date
Demand Management Plan	1	SCM Policy	Thulamela	Internal	Monthly	Demand Management plan is done 30 days after the start of the new financial year
Bid evaluation meeting		SCM Policy	Thulamela	Internal	Weekly	Bid evaluation meetings are held at least twice per week
Bid Adjudication meetings		SCM Policy	Thulamela	Internal	Weekly	Bid adjudication meeting are held at least once per week

COMMUNITY SERVICES DEPARTMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
WASTE AND ENVIRONMENTAL MANAGEMENT						
Collection of Household waste urban areas	20069	National Environmental Management: Waste Act 59 of 2008	Thulamela Community members	Urban area	Once per week	Collect waste from 20069 households in urban areas once a week to promote clean and healthy environment
Collection of household Waste rural	7148	National Environmental Management: Waste Act 59 of 2008	Thulamela Community members	Rural area	Once a week	Collect waste from 7148 households in rural areas once a week to promote clean and healthy environment
Campsite collection of waste in villages	102	National Environmental Management: Waste Act 59 of 2008	Thulamela Community members	Rural area	Once a week	Campsite collection of waste in 102 villages once a week to promote a clean and healthy environment

Collection of business waste	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Businesses	Business, Government Offices, Institution, and Industrial area	Daily	Collect waste from businesses to promote clean and healthy environment
condemnation	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Businesses	Thulamela Businesses	24 Hours	Collect condemned food items from Businesses when required

Collection of waste in Government Institution and Industrial Area	As required	National Environmental Management: Waste Act 59 of 2008	Government Institutions and Industrial Area	Government institution and Industrial area	Once a week	Collect Waste from Government Institution and Industrial area once a week
Removal of Skip Bin	74	National Environmental Management: Waste Act 59 of 2008	Thulamela Identified Facilities	Business, Government Offices, Institution, Industrial area, and public places	Ongoing	Collect households and businesses waste in 41 wards
Street Cleaning in CBD	3 Towns	National Environmental Management: Waste Act 59 of 2008	Thulamela municipality	Thohoyandou, Sibasa and Tshilamba	Daily	Street Cleaning in Thohoyandou, Sibasa and Tshilamba daily
Street Cleaning in other areas excluding CBD	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Municipality	Main roads and streets	Daily	Street cleaning in main roads and streets daily
Cleaning of public areas	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Municipality	Bus Ranks Taxi Ranks Parking areas Open spaces	Daily	Cleaning of bus ranks, Taxi ranks, parking area and open spaces daily

Refuse removal Complaints	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Municipality	Thulamela Area	72 Hours	Attend all refuse removal complaints within 72 hours
Illegal dumping	All	National Environmental Management: Waste Act 59 of 2008	Thulamela Municipality	Identified Open spaces	72 Hours	Cleaning of illegal dumping done daily at identified open spaces to achieve clean and healthy Environment.
Environmental Awareness Campaign	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Municipality	Schools and Community	Ongoing	Conduct Environmental Education and awareness campaigns in schools and communities
Landfill site management	Three (3)	National Environmental Management: Waste Act 59 of 2008	Thulamela municipality	Thohoyandou, Gundani and Makwilidza	Daily	Monitor landfill sites. management daily
EIA	100%	Act 107 of 1998 NEMA	All Project requesting	Municipal Projects	Ongoing	Provide Environmental Management services to community
EPWP programme	330	National Environmental Management: Waste Act 59 of 2008	400 EPWP workers	Thulamela municipal area	Daily	Collect waste households, businesses, Industrial area, Government Offices, CBD, Bus ranks, taxi ranks, open spaces, streets, main roads daily
Environmental programmes	100%	National Environmental Management: Waste Act 59 of 2008	Thulamela Projects	Municipal area	Daily	Provide Environmental Management services to community

OCCUPATIONAL HEALTH AND SAFETY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
OCCUPATIONAL HEALTH AND SAFETY						
Conduct inspection	All Municipal Buildings	OHS ACT	Municipal Buildings	Thohoyandou	Once a week	To provide Health and Safety of a person at work
Training and Inductions	30 H/S representative	OHS ACT	Municipal Officials	Thohoyandou	Ongoing	To provide Health and Safety of a person at work
Accredited training	30 First aiders	OHS ACT	Municipal Officials	Thohoyandou	Every three years	To provide Health and Safety of a person at work
Establishment of safety Committee	60	OHS ACT	Committee Member	Thohoyandou	Quarterly	To provide Health and Safety of a person at work

Injury on Duty	100%	COIDA/OHS	All Employees	Thohoyandou	Within 7 working days	To provide Health and Safety of a person at work
Provision of PPE	100%	OHS	Qualified employees	Thohoyandou	On request	To provide Health and Safety of a person at work

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ Which standard	Target group/ Who	Target area/ Where	Time	Full statement
HORTICULTURE						
Dig graves	All	National Health Act and Regulations.	Thulamela Community	Community around the Municipality	Daily / as needed	Digging of graves is done by the Municipality
Categorization of cemeteries	ALL	MSA Act 32 of 2000; National Health Act and Regulations.	Thulamela municipality	Municipal cemeteries	Daily / as per request	Categorization of cemeteries is done
Cemetery records management	All	MSA Act 32 of 2000; National Health Act and Regulations.	Public	3 Townships	Daily	Recording and filing of payment receipts of cemeteries is done

Parks and Gardens maintenance	5 Wards	National Environmental Management: Waste Act.	Thulamela parks	Urban Area	Daily	Maintenance of parks and gardens is done
Stadium maintenance	9 wards	National Environmental Management: Waste Act.	Thulamela stadium	Thulamela wards	Daily	Maintenance of stadium is done
De-bushing	41 Wards	National Environmental Management: Waste Act.	Thulamela Wards	Rural and Urban	Daily	De-bushing is done

CLEANSING SERVICES

CLEANSING SERVICES						
Cleaning of municipal buildings, stadia, and public ablution blocks	34 municipal buildings and facilities -5 Public ablution blocks	National Health Act and Occupational Health Act	Municipal Facilities and building	All offices, stadia, and ablution blocks	daily	Cleaning of all offices and ablution blocks daily
Cleaning of offices	105 offices	National Health Act and Occupational Health Act	Municipal facilities and buildings	105 offices	daily	Cleaning of all offices and ablution blocks daily
Public Ablution Blocks	5 Ablution blocks	National Health Act and Occupational Health Act	Community members	All Public Toilets	Twice per day	Cleaning of all public ablution blocks daily
Removal of Wastepaper Bins	All wastepaper Bins	National Health Act and Occupational Health Act	Officials and public	Officials and public	Twice per day	Removal of Wastepaper Bins are done twice per day
Furniture dusting and floor polishing	All walls and floors	National Health Act and Occupational Health Act	Officials and public	Walls and Floors	Once per week	Furniture dusting daily and Floor polishing daily

Delivery of cleaning materials and equipments	86 Cleaners	National Health Act and Occupational Health Act	All cleaners	All Municipal Facilities	Once per week and when a need arises	Delivery of cleaning material once a week or when need arise
Cleaning of walls and windows	All Windows and walls	National Health Act and Occupational Health Act	Officials and public	All windows and walls	Windows quarterly and walls once a week	Window cleaning quarterly
Cleaning of tables, chairs, and gadgets	All tables, chairs gadgets	National Health Act and Occupational Health Act	Municipal Officials	All tables, chairs, and gadgets	daily	Cleaning and dusting on a daily basis

TRAFFIC SAFETY AND LAW ENFORCEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/ who	Target area/ where	Time	Full Statement
TRAFFIC SAFETY AND LAW ENFORCEMENT						
Conduct Traffic law enforcement	On targeted Roads	National Road Traffic Act 93 of 1996	Motorists	3 towns of Thulamela Monthly	Quarterly	Conduct traffic law enforcement Quarterly
Conduct By-Laws enforcement	4 By-Laws operations	Municipal Street Trading By-Laws	Street Traders (Informal Businesses)	3 towns of Thulamela Monthly	Quarterly	Conduct By-Laws Quarterly
conduct K 78 roadblocks	4 Roadblocks	National Road Traffic Act 93 of 1996	Motorists	3 towns of Thulamela	Quarterly	Conduct K78 roadblocks on motorists Quarterly

LICENSING AND REGISTRATION

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
LICENSING AND REGISTRATION						
Licensing registration and deregistration of motor vehicles.	100% received	National Road Traffic Act, 93 of 1996.	Motorists	Thulamela offices	Monthly	Conduct Licensing, registration, and deregistration of motor vehicles Monthly
Application and renewal of Driver's Licenses and Learners Licenses.	100% received	National Road Traffic Act, 93 of 1996.	Public	Thulamela offices	Monthly	Administer application and renewal of Driver's licences and Learner's licenses Monthly.
Application and renewal of Public Drivers Permit	100% received	National Road Traffic Act, 93 of 1996.	Public	Thulamela offices	Monthly	Administer Application and renewal of Public Drivers Permit Monthly
Application for special and temporary permits for motor vehicles.	100% received	National Road Traffic Act, 93 of 1996.	Community	Thulamela offices	Monthly	Manage application for special and temporary permits for motor vehicles as per application Monthly

Application of duplicate certificates for motor Vehicles and traffic registers.	100% received	National Road Traffic Act, 93 of 1996.	Community	Thulamela offices	Monthly	Manage application of duplicate certificates for motor Learners and traffic Monthly
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SPECIAL PROGRAMMES DISASTER MANAGEMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
DISASTER MANAGEMENT						
Dispatch emergency relief	As per emergency call received	<ul style="list-style-type: none"> - Disaster Management Act, No. 57 of 2002 - National Disaster Management Framework - Local Municipality Disaster Management Plan 	Community	Thulamela Municipality	Within 24 hours	Dispatch emergency relief after risk assessment has been done.
Dispatch complaints calls	As per incident	<ul style="list-style-type: none"> - Disaster Management Act, No. 57 of 2002 - National Disaster Management Framework - Local Municipality Disaster Management Plan 	Community	Thulamela Municipality	Within 24 hours	Attend to all disaster related queries within communities

Respond to disasters/incidents/accidents	As per incident/accident received	Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan	Community	Thulamela Municipality	Within 24 hours	Respond to disaster incidents and accident received from the community
Conduct Awareness Campaigns	Once Quarterly	Disaster Management Act, No. 57 of 2002 -National Disaster Management Framework - Local Municipality Disaster Management Plan	Community	Thulamela Municipality	Quarterly	Conduct awareness campaigns to the community of Thulamela in compliance with Disaster Management Act 57 of 2002 quarterly.

HIV/AIDS

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
HIV & AIDS						
Conduct Local Aids Council (LAC) sittings	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	Government departments, Civil Society Sectors; Business Sector, Development Partners, Relevant Municipal Officials and Councillors	Within Thulamela Municipality	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.

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, Thulamela HIV, STI and TB Operational Plan 2016 – 17 & Limpopo Provincial AIDS Councils Policy Framework of 2011	Government departments, Civil Society Sectors; Business Sector, Development Partners, Relevant Municipal Officials and Councillors	Within Thulamela Municipality	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.
Conduct HCT (HIV/AIDS Counselling and Testing) Awareness Campaigns		National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Community and Youth	Within Thulamela Municipality	ongoing	Conduct HCT awareness campaigns in all 40 wards within the municipality in order to support adherence in line with National strategic Plan (NSP), Provincial Strategic Plan (DSP) and Local Strategic Plan (LSP) on ongoing basis.
Establish Ward AIDS Councils	41 Wards	SALGA Terms of Reference - Establishing Ward AIDS Council, National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Sector Members as outlined in SALGA Terms of Reference – Establishing Ward AIDS Council document	All Wards	Every 5 Years	Establish Ward AIDS Council in all 40 Wards in line with SALGA Terms of Reference - Establishing Ward AIDS Council, National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
HIV & AIDS (Cont.....)						
Conduct Community Dialogue on HIV/AIDS, Stigma and Discrimination, Multi	41 wards	National strategic Plan (NSP) 2012/2016 Provincial Strategic Plan (PSN) 2012/2016, District Strategy Plan (DSP) 2012/2016 & Local Strategic Plan (LSP) 2012/2016	Youth in and out of schools	Within Thulamela Municipality	3 per quarter	Conduct community dialogues on HIV/AIDS, Stigma and Discrimination, Multi Concurrent Partners, PMTCT, Medical Male Circumcision and human rights for Youth in and out of schools in all 40 wards within the municipality thrice per quarter.

Concurrent Partners, PMTCT, Medical Male Circumcision and human rights.						
Conduct awareness on Drugs, Alcohol and Substance Abuse	41 wards	Drug an 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	Community	Within Thulamela Municipality	Annually	Conduct awareness on Drugs, Alcohol and Substance Abuse in all 40 wards within the municipality in line with Drug an 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, annually.
Establish Home Based Care Forum at Local Level	01	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 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes	All HomeBased Care Organisations within the Municipality	Within Thulamela Municipality	Every 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 and District Home Based Care Forum
Condom Distribution	15 000	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 & Department of Social Development Guidelines for Establishing Home/ Community – Based Care and Support Programmes	Community members and Council Employees	All Council facilities, public toilets found within CBD	Ongoing	Distribute both male and female condoms to provide communities with the resources they need to prevent the spread of HIV

YOUTH DEVELOPMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement

YOUTH DEVELOPMENT

Conduct career guidance expo	10 Schools	National Youth Development Agency Act of 2008, Constitution of the Republic of SA	Learners and out of school youth	Within Thulamela Municipality	Annually	Conduct career guidance expo for school learners and out of school youth once in a year
Conduct entrepreneurial development training	100	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Young Entrepreneurs	Within Thulamela Municipality	Quarterly	Conduct entrepreneurial development training for aspiring entrepreneurs quarterly.
Conduct Back to School campaigns	Number of schools to be determined by office of the mayor	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	All Circuits	Within Thulamela Municipality	Annually	Conduct Back to School campaign programme targeting best and worst performing public schools
Mayoral Pre-Exam School Visit programme	Number of schools to be determined by office of the mayor	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	All Circuits	Within Thulamela Municipality	Annually	Conduct School visit to motivate learners before they sit for their final Examination
Conduct youth summit	01	National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth	Within Thulamela Municipality	Annually	Conduct youth summit for all youth structures once in a year
Local Youth Launch	01	South African Youth Council Constitution, National Youth Development Agency Act of 2008, Constitution of the Republic of SA, National Youth Policy 2015 -2020	Youth	Within Thulamela Municipality	Annually	Launch Local Youth Council on annual basis to get fresh mandate as per South African Youth Council Constitution

CHILDREN PROGRAMME

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
CHILDREN PROGRAMME						
Children Cultural Festival	03	Children's Act 38 of 2005, Children's Amendment Act 41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Conduct Children Cultural Festival to encourage Children to celebrate diversity of their Culture
Children Sports Day	03	Children's Act 38 of 2005, Children's Amendment Act 41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Conduct Children Sports Day annually to promote the spirit of healthy mind in a healthy body
National Children's Day Build-up event	01	Children's Act 38 of 2005, Children's Amendment Act 41 of 2007, Child Justice Act 78 of 2008	Children at Early Development Centres and Primary Schools	Within Thulamela Municipality	Annually	Coordinate celebration of Children calendar events to ensure that Children's rights are protected, and that Children are free from abuse
Establish Children Advisory Council	01	Children's Act 38 of 2005, Children's Amendment Act 41 of 2007, Child Justice Act 78 of 2008	Government Departments and NGO's responsible for Children	Within Thulamela Municipality	Every 2 years	Establish Children Advisory Council to create a conducive environment for all stakeholders dealing with Children issues within the Municipality.

SENIOR CITIZEN & DISABILITY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
SENIOR CITIZEN & DISABILITY						
Facilitate Indigenous Game, Walking Marathon	41 wards	Older persons act 13 of 2006	Elderly persons	Within Thulamela Municipality	Annually	Facilitate Indigenous Game, Walking Marathon for elderly persons in line with older person's act 13 of 2006 annually.
Facilitate Women's Day celebration	41 wards	Gender policy framework for local government.	women	Within Thulamela Municipality	Annually	Mainstream of women, children, people with disability and elderly issues within the municipality in line with National Plan of action 2012-2017, elderly person Act 13 of 2006 and gender equality Act of 2004 on ongoing basis. Facilitate Women's Day celebration in all 40 wards in line with Gender policy framework for local Government annually.
Conduct builds up event of disability day.		National Disability Strategy (white paper)	Home based care centers	Within Thulamela Municipality	Annually	Conduct disability build up event during disability month campaign for Home based care centers in all 40 wards within the municipality in Line with National Disability Strategy (white paper) on annual basis.

GENDER EQUALITY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which standard	Target group/Who	Target area/Where	Time	Full Statement
GENDER EQUALITY						
Conduct Awareness campaign on Sixteen days of activism	41 wards	Gender equality act of 2004. Gender policy framework for local government.	Women, children, and people with disabilities.		Annually	Conduct Awareness campaign on sixteen days of activism for Women, children, and people with disabilities in all 40 wards within the municipality in line with Gender equality act of 2004 and Gender policy framework for local government, annually.
Conduct Social and economic empowerment seminar		Gender equality act of 2004. Gender policy framework for local government.	Women		Annually	Conduct Social and Economic Empowerment on Women in all 40 wards within the municipality in line with Gender equality act of 2004, and Gender policy framework for local government annually.

5. PLANNING AND DEVELOPMENT DEPARTMENT

PLANNING AND DEVELOPMENT

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/ who	Target area/where	Time	Full Statement
PLANNING AND DEVELOPMENT						
Application Of sites (business)	Depends on the number of applications received in all wards	SPLUMA	Community	Urban & Rural	3 months	Processing of application for business in line with SPLUMA.
Rezoning of sites	Depends on the number of applications received in all wards	SPLUMA	Community	Urban & Rural	6 months	Processing of application for Rezoning in line with SPLUMA.
Transfer of sites	Depends on the number of applications received in all wards	SPLUMA	Community	Urban & Rural	14 days	Process transfer of ownership.

Permission to occupy (P.T.O)	Depends on the number of applications received in all wards	SPLUMA	Community	Urban & Rural	14 days	Process P.T.O application.
Demarcation of sites	Depends on the number of applications received in all wards	Land Survey Act/ SPLUMA	Community	Urban & Rural	12 months	Planning of land for settlement and development.
Property valuation	41 wards	Municipal Property Rates Act	Community / Government	Urban & Rural	Every 5 years but supplementary once per year.	To determine property value.

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/ who	Target area/where	Time	Full Statement
PLANNING AND DEVELOPMENT (Continued)						
Approval of Building plan	Depends on the number of applications received in all wards	National Building Regulation	Community	Urban & Rural	60 days	To ensure compliance with building regulation.
Site identification	Depends on the number of applications received in all wards	Land Survey Act	Community	Urban & Rural	10 days	To determine boundaries
Town Establishment	In all 41 wards	SPLUMA	Community	Urban & Rural	On going	Conducting of township establishment in line with SPLUMA

Conduct subdivision of land	Depends on the number of applications received in all wards	SPLUMA	Community	Urban & Rural	3 Months	Conducting of subdivision of Land in line with SPLUMA
Building Inspection	In all 41 Wards	National Building Regulation Act.	Community	Urban & Rural	On going	Inspection of building projects

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
LOCAL ECONOMIC DEVELOPMENT						
Promoting Economic Development	In all Municipal Wards	LED Strategy, Municipal systems Act of 2000, National Development plan, The constitutions of RSA White paper on Local Government.	Community.	Rural / Urban	Annually	Promote Economic Development to community in the Thulamela Municipal area

Support & Promote Enterprise Development	In all Municipal Wards	Municipal Finance Management Act, LED Strategy, Municipal Systems Act of 2000, National Development Plan, The Constitution of RSA White Paper on Local Government	Community	Rural and Urban	Annually	Support and promote enterprise for the Community.
Co-ordinate training	In all Municipal Wards	Skill development Facilitation Act	Community (SMMEs and cooperatives)	Rural and Urban.	Annually	Co-ordinate SMME`s trainings
Attract investors through the Development of Tourism Master Plan	In all Municipal Wards	National Development plan; Trade and investment Act, LED Strategy and Limpopo Development Plan.	Community and Businesses	Rural and Urban	Annually	Attract investors through LED Strategy
Business Registration	In all Municipal Wards	LIBRA	Community and Businesses	Thulamela Area	30 days	Process Application Business Registration

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement
INTERGRATED DEVELOPMENT PLAN (IDP)						
Development of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Quinquennial	Developing IDP Plan on a Quinquennial basis
Review of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Review of IDP Plan on an annually basis

Analysis of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Quarterly	Analysing IDP Plan on a quarterly basis
Strategizes the IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Strategizing IDP Plan on an annual basis
Integration of IDP	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Integration of IDP on an annual basis
Adoption and approval of IDP Plan	01	Municipal System Act 32 of 2000	Community	Thulamela	Annually	Adopting and approving the IDP Plan on an annual basis
Attendance of PMU meeting	12	Municipal System Act 32 of 2000	Community	Thulamela	Monthly	Attending PMU meetings for implementation reports monthly

PERFORMANCE MANAGEMENT SYSTEM

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/WHICH STANDARD	TARGET GROUP/WHO	TARGET AREA/WHERE	TIME	FULL STATEMENT
PERFORMANCE MANAGEMENT SYSTEM						
Review performance management system Policy Framework	01	Municipal System Act (MSA) 32 OF 2000	Officials, Community, and councillors	Thulamela Municipality	Annually	Review performance management system Policy Framework of the municipality in accordance with MSA for all municipal officials, community, and council every 30 th June.

Coordinate the submission of performance quarterly reports	All Performance Reports	PMS Framework	Within Municipal Departments	Within Municipal Departments	Quarterly	Coordinate 100% submission of quarterly performance/ SDBIP reports
Develop SDBIP	01	MFMA Circular No. 13	Officials, Community, and councillors	Within Municipal Departments	Annually	Develop Service Delivery and Budget Implementation Plan for Officials, Community and councillors within Thulamela as required by Circular 13 and MFMA sec 53 on 28 June annually.
Compile annual Performance Agreements	All Performance Agreements	MSA Sec 57	Municipal Manager, Section 56 managers,	Within Municipal Departments	Annually (31 July)	Compile annual performance agreements for Section 56 managers, Municipal Manager in terms of MSA (section 57) on 31 July annually
Compile institutional performance reports	4	MFMA section 52 (d)	Municipality	Within Municipal Departments	Quarterly	Compile 4 quarterly institutional performance reports for the municipality as required by MFMA.
Compile and submit Annual Performance Reports to AG's office	01	MFMA Circular No. 11	Municipality	Within Municipal Departments	Annually	Compile and submit annual performance report of the municipality to AG's in accordance with MSA and MFMA every 31 st August
Compile annual report incorporating financial and non-financial information on performance, and Annual Financial Statement,	01	MFMA 127(1) and Circular 63	Municipal Manager	Within Municipal Departments	Annually	Compile annual report of the municipality in accordance with MSA and MFMA for Municipal Manager every 31 st August.

KEY SERVICE	SERVICE STANDARD					
	QUANTITY	QUALITY/WHICH STANDARD	TARGET GROUP/WHO	TARGET AREA/WHERE	TIME	FULL STATEMENT
PERFORMANCE MANAGEMENT SYSTEM (Cont.....)						

Facilitate individual performance assessment.	All Performance Assessments	Local Government: Municipal Performance Regulations for Municipal Managers and Managers Directly Accountable to Municipal Managers, 2006 (2006 regulations)	Section 56 managers, Municipal Manager	Within Municipal Departments	Quarterly	Facilitate 4 individual performance assessment in accordance with 2006 regulations on a quarterly basis
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6. TECHNICAL SERVICES DEPARTMENT

PROJECT MANAGEMENT

KEY SERVICE	SERVICE STANDARDS					
	Quantity	Quality/ which Standards	Target Group	Target Area	Time Period	Full Statement

PROJECT MANAGEMENT UNIT (PMU)						
Management of Municipal Infrastructure Projects	All Municipal Infrastructure Projects	Relevant codes of practice like COLTO, GCC, JBCC, and others	Service Providers and Officials	Thulamela LM area	Annual	Co-ordination of projects planning designs, procurements, implementations, and closure.
Co-ordination of PMU meetings	One monthly PMU meeting		Officials	Thulamela LM officials	Monthly	Projects information sharing on progress made, challenges and proposed solutions.
Co-ordination of Consultants meetings	One monthly consultants meeting		Engineering consultants	Thulamela LM area	Monthly	Projects information sharing on progress made, challenges and proposed solutions with revised programmes and cash flows.
Projects Site meetings	One monthly site meeting		Service providers and officials	Thulamela LM area	Monthly	Progress reports covering successes and challenges with proposed solutions.
Projects Reports to Funders	Monthly reports to funders like MIG, EPWP, and others	As set by funders	PMU	Thulamela LM officials	Monthly	Preparation on projects progress reports to funders covering finance, physical progress, deliverables, and others.
Provincial Projects meetings (MIG and EPWP)	One monthly meeting		PMU	Provincial	Monthly	Provincial monthly meetings for information sharing and updates from funders.

ROADS SERVICES

KEY SERVICES	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement

ROAD SERVICES						
General public complains management	100%	Feedback to the complainant (written/ verbal)	All complains lodged related to roads services	Within the Municipality	Within 07 working days	Feedback on all roads related complains/ requested in the Thulamela local municipality shall be provided within 07 working days
Patchwork repairs (Potholes, edge beam slurry and crack seal) within CBD	ALL INSPECTED/ REPORTED	Road's construction and Maintenance manual	Pedestrians/ motorists	Thulamela Municipality	02 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All potholes inspected/ reported within Thulamela local municipality's CBD must be repaired within 02 working days in normal weather and a plan will be developed after bad weather.
Patchwork repairs (Potholes, edge beams, slurry, and crack seal) within residential areas	ALL INSPECTED/ REPORTED	Maintenance manual standards	Pedestrians/ motorists	Thulamela Municipality	05 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All potholes inspected/ reported within Thulamela local municipality's Residential must be repaired within 05 working days in normal weather and a plan will be developed after bad weather.
Road marking	ALL INSPECTED/ REPORTED	SABS approved/ Roads construction maintenance manual/ Traffic management act	Pedestrians/ motorists	Thulamela Municipality	02 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All road marking / signs (installation, maintenance, and replacement) reported/ Inspected within Thulamela local municipality's CBD must be attended within 02 working days in normal weather and a plan will be developed after bad weather

KEY SERVICES	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/ who	Target area/where	Time	Full Statement

ROAD SERVICES (Cont.....)						
Road marking	ALL INSPECTED/ REPORTED	SABS approved/ maintenance manual standards/ Traffic management act	Pedestrians/ motorist	Thulamela Municipality	05 days after inspected/ reported in normal weather and a plan will be developed after bad weather	All road marking / signs (installation, maintenance, and replacement) reported/ inspected within Thulamela local municipality's Residential area must be attended within 5 working days in normal weather and a plan will be developed after bad weather
Road signs installation/ maintenance and replacement within Thulamela municipality	ALL INSPECTED/REP ORTED/ REQUESTED	Traffic management act	Pedestrians/Mo torist	Thulamela Municipality	Within 24hrs after inspected/reported/reque sted	All roads' signs (installation, maintenance and reported) reported/inspected or requested within Thulamela local municipality must be attended with 24hrs.
Culvert construction	All programmed and requested	SABS approved/ Roads construction and Maintenance manual	Pedestrians/ motorist	Thulamela Municipality	Within financial year	All programmed culverts within Thulamela Local Municipality must be constructed in with the financial year
Gravelling	All programmed	Road construction and maintenance manual	Pedestrians/ motorist	Thulamela Municipality	within financial year	All programmed regravelling work within Thulamela Local Municipality must be done within financial year

KEY SERVICES	SERVICE STANDARD
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	Quantity	Quality/which standard	Target group/ who	Target area/where	Time	Full Statement
ROAD SERVICES (Cont.....)						
Blading of roads (5streets per village and ring roads)	All programmed	Road construction and maintenance manual	Pedestrians/ motorists	Thulamela Municipality	Within the financial year	All programmed gravel roads will be bladed within financial year
Blading of roads (funeral requests)	All submitted funeral requests on or before Wednesday 12h00 pm	Roads construction maintenance	Pedestrians/ motorists	Thulamela Municipality	Before the funeral	All funeral requests submitted before Wednesday 12h00 pm must be attended on Thursday and Friday
Drainage structures maintenance	All inspected/ reported	Road construction and maintenance manual	Pedestrians/ motorists	Thulamela Municipality	07 working days after inspection/ Reported in normal weather and a plan will be developed after bad weather	All inspected/ reported drainage structures in Thulamela local municipality will be maintained within 07 working days in normal weather and a plan will be developed after bad weather
Servicing of municipal fleet	They must be serviced according to the scheduled services plan	Mechanical maintenance service and repairs manual as per specific make	All residents	Thulamela Municipality	When service is due	All Thulamela local municipality's fleet will be serviced according to the scheduled service plan
Breakdowns repairs of municipal fleet	All reported	Mechanical maintenance service and repairs manual	All residents	Thulamela Municipality	Within 24hrs depending on the availability of parts	All reported breakdowns in Thulamela local municipality will be repaired within 24hrsdepending on the availability of parts in our warehouse

HOUSING AND ELECTRICITY

KEY SERVICE	SERVICE STANDARD					
	Quantity	Quality/which standard	Target group/who	Target area/where	Time	Full Statement
HOUSING AND ELECTRICITY						
Breakdown of streetlights	100%	Sans electrical wiring standard	Thulamela residence	Urban and rural residence	Within 7 working days	To attend breakdown for the streetlights to all residence within 7 working days
breakdown of traffic lights	100%	Sans electrical wiring standard	All Thulamela residents	Urban and rural Thulamela residence	Within 72 hours	To attend breakdown for the traffic lights to all Thulamela residence within 72 hours
Blockage of ablution block	100%	Sans building regulation	Municipality buildings or fixed assets	Thulamela offices sub office, public ablution block	Within 72 hours	To attend breakdown for the municipality buildings and office within 72 hours
Verification of payment certificate	100%	Bill of quantities and work done	Appointed service providers	Thulamela area	5 working days	Verification of payment certificates on completed work for appointed service providers on housing and electricity is done within 5 days
Compile housing needs	100%	National housing act, housing code and beneficiary management policy	Salary Bracket 3500	Thulamela area	Daily	Compile housing needs for salary brackets 3500 is done daily
Building disaster households	100%	National housing act, housing code and beneficiary management policy	Salary Bracket 3500	Thulamela area	6 months	Building disaster houses needs for salary brackets 3500 is done within 6 months
Breakdown of air-conditions.	100%	Sans standard	Thulamela officials	Thulamela offices	7 working days	Attend to breakdown of Air conditioners within 7 working days after receipt of the request.

Electrification of house Holds	100%	Eskom standard	Households	Thulamela residence	12 months	Electrification of households is done within 12 months of appointment of service provider
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