



# Mogale City

## Local Municipality

### PERFORMANCE MANAGEMENT AGREEMENT

ENTERED INTO BY AND BETWEEN:

MOGALE CITY LOCAL MUNICIPALITY

AS REPRESENTED BY THE

MUNICIPAL MANAGER:

MAANDA PRINGLE RAEDANI

AND

EXECUTIVE MANAGER: UTILITIES MANAGEMENT SERVICES

SANDILE MBANJWA

THE EMPLOYEE OF THE MUNICIPALITY

FOR THE

FINANCIAL YEAR: 01 JULY 2020 TO 30 JUNE 2021

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S.H. Mbanjwa

## PERFORMANCE MANAGEMENT AGREEMENT

### ENTERED INTO BY AND BETWEEN

**MOGALE CITY LOCAL MUNICIPALITY** herein represented by **M.P. RAEDANI** as the **MUNICIPAL MANAGER** (hereinafter referred to as the Employer or Supervisor)

And

**SANDILE MBANJWA** as the **EXECUTIVE MANAGER: UTILITIES MANAGEMENT SERVICES** of **MOGALE CITY LOCAL MUNICIPALITY** (hereinafter referred to as the Employee).

WHEREBY IT IS AGREED AS FOLLOWS:

### 1. INTRODUCTION

- 1.1 The Employer has entered into a contract of employment with the Employee in Terms of Section 57(1)(a) of the Local Government: Municipal Systems Act 32 of 2000 ("the Systems Act"). The Employer and the Employee are hereinafter referred to as the "the Parties".
- 1.2 The parties wish to ensure that they are clear about the goals to be achieved, and secure the commitment of the Employee to a set of outcomes that will secure local government policy goals.
- 1.3 The parties wish to ensure that there is compliance with Sections 57(4A), 57(4B), 57(C) and 57(5) of the Systems Act, Local Government: Municipal Performance Regulations for Municipal Managers and Managers directly accountable to Municipal Manager, 2006 & Local Government: Competency Framework for Senior Managers, 2014.

### 2. PURPOSE OF THIS AGREEMENT

The purpose of this Agreement is to –

- 2.1 Comply with the provisions of Section 57(1)(b),(4A),(4B), (4C) and (5) of the Systems Act as well as the Contract of Employment entered into between the parties;

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- 2.2 Specify objectives and targets established for the Employee and to communicate to the Employee the Employer's expectations of the Employee's performance expectations and accountabilities;
- 2.3 Specify accountabilities as set out in the Performance Plan (Annexure A);
- 2.4 Monitor and measure performance against set targeted outputs;
- 2.5 Use the Performance Agreement and Performance Plan as the basis for assessing whether the employee has met the performance expectations applicable to his job;
- 2.6 Appropriately reward the Employee in accordance with the Employer's performance management policy in the event of outstanding performance; and
- 2.7 Give effect to the Employer's commitment to a performance-orientated relationship with the Employee in attaining equitable and improved service delivery.

### 3. COMMENCEMENT AND DURATION

- 3.1 This Agreement will commence on the **01 JULY 2020** and will remain in force until **30 JUNE 2021**; where after a new Performance Agreement, Performance Plan and Personal Development Plan shall be concluded between the parties for the next financial year or any portion thereof.
- 3.2 This Agreement will terminate on the termination of the Employee's contract of employment for any reason.
- 3.3 The content of this Agreement may be revised at any time during the above- mentioned period to determine the applicability of the matters agreed upon.
- 3.4 If at any time during the validity of this Agreement the work environment alters (whether as a result of government or council decisions or otherwise) to the extent that the contents of this Agreement are no longer appropriate, the contents shall immediately be revised.

### 4. PERFORMANCE OBJECTIVES

- 4.1 The Performance Plan (Annexure A) sets out-
  - 4.1.1 The performance objectives and targets that must be met by the Employee; and
  - 4.1.2 The time frames within which those performance objectives and targets must be met.
- 4.2 The performance objectives and targets reflected in Annexure A are set by the Employer in consultation with the Employee and based on the Integrated Development Plan and the

Budget of the Employer, and shall include key objectives; key performance indicators; target and weightings.



- 4.3 The key objectives describe the main tasks that need to be done. The key performance indicators provide the details of the evidence that must be provided to show that a key objective has been achieved. The target dates describe the timeframe within which the work must be achieved. The weightings show the relative importance of the key objectives to each other.
- 4.4 The Employee's performance will, in addition, be measured in terms of contributions to the goals and strategies set out in the Employer's Integrated Development Plan.

## **5. PERFORMANCE MANAGEMENT SYSTEM**

- 5.1 The Employee agrees to participate in the performance management system that the Employer adopts or introduces for the Employer, management and municipal staff of the Employer.
- 5.2 The Employee accepts that the purpose of the performance management system will be to provide a comprehensive system with specific performance standards to assist the Employer, management and municipal staff to perform to the standards required.
- 5.3 The Employer will consult the Employee about the specific performance standards that will be included in the performance management system as applicable to the Employee.

## **6. THE EMPLOYEE AGREES TO PARTICIPATE IN THE PERFORMANCE MANAGEMENT AND DEVELOPMENTS SYSTEM THAT THE EMPLOYER ADOPTS**

- 6.1 The Employee undertakes to actively focus towards the promotion and implementation of the KPAs (including special projects relevant to the employee's responsibilities) within the local government framework.
- 6.2 The criteria upon which the performance of the Employee shall be assessed shall consist of two components, both of which shall be contained in the performance agreement.
- 6.2.1 The Employee must be assessed against both components, with a weighting of 80:20 allocated to the Key Performance Areas (KPAs) and the Competency Requirements (Leading & Core Competencies) (CR) respectively.
- 6.2.2 Each area of assessment will be weighted and will contribute a specific part to the total score.
- 6.2.3 KPAs covering the main areas of work will account for 80 weighting and CRs will account for 20 weighting of the final assessment.

  
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- 6.3 The Employee's assessment will be based on his/her performance in terms of the outputs/ outcomes (performance indicators) identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80 weighting of the overall assessment result as per the weightings agreed to between the employer and Employee:

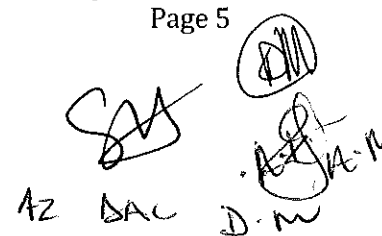
KEY PERFORMANCE AREAS (KPA'S)	WEIGHTING %
Service Delivery and Infrastructure Development	60%
Financial Viability	20%
Good Governance and Public Participation	10%
Municipal Transformation and Organizational Development	8%
Local Economic Development	2%
<b>Total</b>	<b>100</b>

- 6.4 The Employee's assessment will be based on his/her performance in terms of the outputs/ outcomes (performance indicators) identified as per attached Performance Plan (Annexure A), which are linked to the KPA's, and will constitute 80 weighting of the overall assessment result as per the weightings agreed to between the employer and Employee.

The six (6) core competencies that act as drivers to ensure that the leading competencies are executed at an optimal level

LEADING COMPETENCY REQUIREMENTS		WEIGHTS %
Strategic Direction and Leadership	<ul style="list-style-type: none"> <li>• Impact and influence</li> <li>• Institutional Performance Management</li> <li>• Strategic Planning and Management</li> <li>• Organizational Awareness</li> </ul>	10
People Management & Empowerment	<ul style="list-style-type: none"> <li>• Human Capital Planning &amp; Development</li> <li>• Diversity Management</li> <li>• Employee Relations Management</li> <li>• Negotiation and Dispute Management</li> </ul>	10
Program & Project Management	<ul style="list-style-type: none"> <li>• Program &amp; Project Planning and Implementation</li> <li>• Service Delivery Management</li> <li>• Program &amp; Project Monitoring &amp; Evaluation</li> </ul>	20
Financial Management	<ul style="list-style-type: none"> <li>• Budget Planning &amp; Execution</li> <li>• Financial Strategy &amp; Delivery</li> <li>• Financial Reporting &amp; Monitoring</li> </ul>	20
Change Leadership	<ul style="list-style-type: none"> <li>• Change Vision &amp; Strategy</li> <li>• Process Design &amp; Improvement</li> <li>• Change Impact Monitoring &amp; Evaluation</li> </ul>	20

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LEADING COMPETENCY REQUIREMENTS		WEIGHTS %
Governance Leadership	<ul style="list-style-type: none"> <li>• Policy Formulation</li> <li>• Risk and Compliance Management</li> <li>• Cooperative Governance</li> </ul>	20
<b>CORE COMPETENCIES</b>		-
Moral Competence		
Planning and Organizing		
Analysis and Innovation		
Knowledge and Information Management		
Communication		
Result and Quality Focus		
<b>TOTAL</b>		<b>100</b>

## 7. EVALUATING PERFORMANCE

7.1 The Performance Plan (Annexure A) to this Agreement sets out-

7.1.1 The standards and procedures for evaluating the Employee's performance; and

7.1.2 The intervals for the evaluation of the Employee's performance.

7.2 Despite the establishment of agreed intervals for evaluation, the Employer may in addition review the Employee's performance at any stage while the contract of employment remains in force.

7.3 Personal growth and development needs identified during any performance review discussion must be documented in a Personal Development Plan (PDP) as well as the actions agreed to and implementation must take place within set time frames.

7.4 The Employee's performance will be measured in terms of contributions to the goals and strategies set out in the Employer's IDP.

7.5 The annual performance appraisal will involve:

7.5.1 Assessment of the achievement of results as outlined in the performance Plan:

- (a) Each KPA should be assessed according to the extent to which the specified standards or performance indicators have been met and with due regard to hoc tasks that had to be performed under the KPA;
- (b) An indicative rating on the five-point scale should be provided for each KPA;
- (c) The applicable assessment rating calculator (refer to paragraph 6.5.3 below) must then be used to add the scores and calculate a final KPA score.



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### 7.5.2 Assessment of the CRs

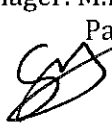

- (a) Each CR should be assessed according to the extent to which the specified standards have been met.
- (b) An indicative rating on the five-point scale should be provided for each CR
- (c) The applicable assessment rating calculator (refer to paragraph 6.5.1) must then be used to add the scores and calculate a final CR score.

### 7.5.3 Overall rating

An overall rating is calculated by using the applicable assessment-rating calculator. Such overall rating represents the outcome of the performance appraisal.

- 7.6 The assessment of the performance of the Employee will be based on the following rating scale for KPA's and CCRs:

OVERALL PERFORMANCE	RATING	PERFORMANCE SCORE
<b>Unacceptable Performance</b> Performance does not meet the standard expected for the job. The employee has failed to demonstrate the commitment level expected in the job despite management efforts to encourage improvement.	1	0% - 59%
<b>Performance Not Fully Effective</b> Performance is below the standard required for the job in key areas. Performance meets some of the standards expected for the job.	2	60% – 69%
<b>Performance Fully Effective</b> Performance fully meets the standards expected in all areas of the job	3	70% – 79 %
<b>Performance Significantly Above Expectations/ Exceptional Performance</b> Performance is significantly higher than the standard expected in the job.	4	80% – 89 %

  
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OVERALL PERFORMANCE	RATING	PERFORMANCE SCORE
<b>Outstanding Performance</b>  Performance far exceeds the standard expected of an employee at this level.	5	90% – 100 %

7.7 For purposes of evaluating the performance of the Executive Manager: UMS, an evaluation panel constituted by the following persons must be established –


- 7.7.1 Municipal Manager;
- 7.7.2 Chairperson of the Performance Audit Committee or Audit Committee in the absence of a Performance Audit Committee;
- 7.7.3 Member of the Mayoral Committee;
- 7.7.4 Municipal Manager from another Municipality; and

## 8. SCHEDULE FOR PERFORMANCE REVIEWS

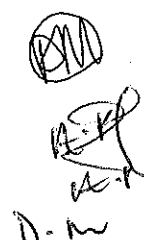
8.1 The performance of each Employee in relation to his or her performance agreement shall be reviewed on the following dates with the understanding that reviews in the first and third quarter may be verbal if performance is satisfactory:

Quarter	Timeline	Date of the Review
First Quarter	July – September 2020	October 2020
Second Quarter	October – December 2020	January 2021
Third Quarter	January – March 2021	April 2021
Fourth Quarter	April – June 2021	n/a

- 8.2 The Employer shall keep a record of all formal and informal reviews, including the mid-year review and annual assessment meetings.
- 8.3 Performance feedback shall be based on the Employer's assessment of the Employee's performance.
- 8.4 The Employer will be entitled to review and make reasonable changes to the provisions of Annexure "A" from time to time for operational reasons. The Employee will be fully consulted before any such change is made.



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- 8.5 The Employer may amend the provisions of Annexure A whenever the performance management system is adopted, implemented and/or amended as the case may be. In that case the Employee will be fully consulted before any such change is made.

## 9. DEVELOPMENTAL REQUIREMENTS

The Personal Development Plan (PDP) for addressing developmental gaps is attached as Annexure B.

## 10. OBLIGATIONS OF THE EMPLOYER

10.1 The Employer shall –

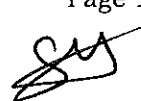

- 10.1.1 create an enabling environment to facilitate effective performance by the Employee;
- 10.1.2 provide access to skills development and capacity building opportunities;
- 10.1.3 work collaboratively with the Employee to solve problems and solutions to common problems that may impact on the performance of the Employee;
- 10.1.4 on the request of the Employee delegate such powers reasonably required by the Employee to enable him/ her to meet the performance objectives and targets established in terms of this Agreement; and
- 10.1.5 make available to the Employee such resources as the Employee may reasonably require from time to time to assist him/her to meet the performance objectives and targets established in terms of this agreement.

## 11. CONSULTATION

11.1 The Employer agrees to consult the Employee timeously where the exercising of the powers will have amongst others –

- 11.1.1 a direct effect on the performance of any of the Employee's functions;
- 11.1.2 commit the Employee to implement or to give effect to a decision made by the Employer; and
- 11.1.3 a substantial financial effect on the Employer.

11.2 The Employer agrees to inform the Employee of the outcome of any decisions taken pursuant to the exercise of powers contemplated in 11.1 as soon as is practicable to enable the Employee to take any necessary action without delay.

  
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## 12. MANAGEMENT OF EVALUATION OUTCOMES



- 12.1 The evaluation of the Employee's performance will form the basis for rewarding outstanding performance or correcting unacceptable performance.
- 12.2 A performance bonus of 5% to 14% of the inclusive annual remuneration package may be paid to the Employee in recognition of performance and the amount payable would be calculated on the following basis:

Performance Rating			Bonus Amount
1.	0% - 59%	Performance Unacceptable	0% of total package
2.	60% - 69%	Performance Not Fully Effective	
3.	70% - 79%	Performance Fully Effective	Remuneration Progression
4.	80% - 89%	Performance Significantly Above Expectations/ Exceptional Performance	• Remuneration Progression • 5% - 9% of Total Package
5.	90% - 100%	Outstanding Performance	• Remuneration Progression • 10% - 14% of total package

- 12.3 The Employee will be eligible for progression to the next higher remuneration package, within the relevant remuneration band, after completion of at least twelve months (12) service at the current remuneration package on 30 June (end of financial year) subject to a fully effective performance assessment results and above.
- 12.4 In the case of unacceptable performance, the Employer shall –
- 12.4.1 provide systematic remedial or developmental support to assist the Employee to improve his or her performance; and
- 12.4.2 after appropriate counseling and having provided the necessary guidance and/ or support as well as reasonable time for improvement in performance, the Employer may consider steps to terminate the contract of employment of the employee on grounds of unfitness or incapacity to carry out his or her duties.

## 13. DISPUTE RESOLUTION

- 13.1 Any disputes about the nature of the employee's performance agreement, whether it relates to key responsibilities, priorities, methods of assessment and/ or any other matter provide for, shall be mediated by –
- 13.1.1 In the case of Managers directly accountable to the Municipal Manager, the executive mayor or mayor within thirty (30) days of receipt of a formal dispute from the employee; whose decision shall be final and binding on both parties.

  
  
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13.2 In the event that the mediation process contemplated above fails, clause 19.3 of the Contract of Employment shall apply.

#### 14. GENERAL

14.1 The contents of this agreement and the outcome of any review conducted in terms of Annexure A may be made available to the public by the Employer.

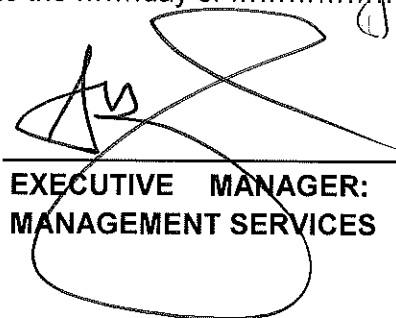
14.2 Nothing in this agreement diminished the obligations, duties or accountabilities of the Employee in terms of his/ her contract of employment, or the effects of existing or new regulations, circulars, policies, directives or other instruments.

Thus done and signed at Krugersdorp on this the 31 day of July 2020

**AS WITNESSES:**

1. D. Mkhonto

2. M. Khosa

  
EXECUTIVE MANAGER: UTILITIES  
MANAGEMENT SERVICES

Thus done and signed at KRUGERSDORP on this the 31 day of JULY 2020



**AS WITNESSES:**

1. Debock


2. Gwabe

  
MUNICIPAL MANAGER

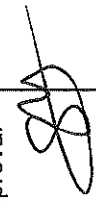

CORE MANAGERIAL COMPETENCIES	WEIGHTING	KPI	PERFORMANCE MEASUREMENT	EVIDENCE
Strategic Direction and Leadership	5	(Strategic Planning and Management) Approved Department Plan aligned to the SDBIP (to inform the 2019/2020 budget)	1=Departmental Plan approved before the end of 30 April 2021	Approved Departmental Plan aligned to the SDBIP
			2= Departmental Plan approved before the 31 March 2021	
			3= Departmental Plan approved before the 28 February 2021	
			4=Departmental Plan approved before the 31 January 2021	
			5=Departmental Plan approved before the 31 December 2020	
	5	No. of Individual Performance Management Agreements signed with Managers by 31 August 2020	1= 2 Performance Management Agreements signed after the 30/09/2020	Two (2) 2020/2021 Performance Management Agreements signed with Managers
			2= 2 Performance Management Agreements signed after the 15/09/2020	
			3= 2 Performance Management Agreements signed by the 31/08/2020	
			4= 42 Performance Management Agreements signed by the 20/08/2020	
			5= 2 Performance Management Agreements signed by the 10/08/2020	

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People Management and Empowerment	10	Development of Personal Development Plans (PDPs) for Managers	1=PDPs developed by 30 November 2020	Proof on the submission of PDPs for Managers to Learning and Development Sub-division for implementation
			2=PDPs developed by 31 October 2020	
			3=PDPs developed by 30 September 2020	
			4=PDPs developed by 15 September 2020	
			5=PDPs developed by 31 August 2020	
Program and Project Management	10	Operational Programs/ Projects implemented	1= 59% and below implementation within set timeframes	Project Plan(s) and Reports on the implementation or Quarterly SDBIP Reports
			2= 60-69% implementation within set timeframes	
			3= 70-79% implementation within set timeframes	
			4= 80-89% implementation within set timeframes	
			5= 90-100% implementation within set timeframes	
	10	Service Delivery Management	1= 59% and below implementation within set timeframes	SDBIP Quarterly Performance Reports from Monitoring and Evaluation Division
			2= 60-69% implementation within set timeframes	
			3= 70-79% implementation within set timeframes	
			4= 80-89% implementation within set timeframes	
			5= 90-100% implementation within set timeframes	

  
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Financial Management	10	% Reduction of Unauthorized Irregular Fruitless (UIF) expenditure	1= 20% and more increase of UIF	1 July 2020 to 30 June 2021 In year monitoring report; Quarterly UIF reports
			2= 10% increase of UIF	
			3= 10% reduction of UIF	
			4= 20% reduction of UIF	
			5= 30% reduction of UIF	
Change Leadership	10	% of grant funded capital budget spent at the end of financial year	1= 92% Spent	1 July 2020 to 30 June 2021 In year monitoring report
			2= 94% Spent	
			3= 96% Spent	
			4= 98% Spent	
			5= 100% Spent	
	10	% Change Management Plan Implementation	1=59% and Below Implementation	Change Management Plan for the projects to be implemented
			2=60-69% Implementation	
			3=70-79% Implementation	
			4=80-89% Implementation	
			5=90-100% Implementation	
	10	Communication to employees	1= 2 meetings	Agenda and Attendance Register of departmental meetings
			2= 3 meetings	
			3= 4 meetings	
			4= 5 meetings	
			5= 6 meetings	
	10	Revision and Development of Policies	1=59% and Below submission of comments within timeframe set	Revised and Developed Policies vs Policies submitted to Council in the 2019/2020 financial year for Approval
			2=60-69% submission of comments within timeframe set	
			3=70-79% submission of comments within timeframe set	
			4=80-89% submission of comments within timeframe set	
			5=90-100% submission of comments within timeframe set	

  
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Governance Leadership	10	% Implementation of the annual risk management implementation plan	1=59% and Below implementation of departmental risk mitigation measures	Dashboard Risk Management Reports from M&E
			2=60-69% implementation of departmental risk mitigation measures	
			3=70-79 % implementation of departmental Risk mitigation measures	
			4=80-89 % implementation of departmental risk mitigation measures	
			5=90 - 100% implementation of departmental risk mitigation measures	

Total=100

Signed and Accepted by the Executive Manager: Utilities Management Services

Sandile Mbanjwa

Date:

31/07/2020

Approved by the Municipal Manager

Maanda Pringle Raedani



Date:


31/07/2020

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SURNAME	SANDILE		NAME	MBANJWA	
POSITION	EXECUTIVE MANAGER: UMS		REPORT TO	MUNICIPAL MANAGER	
SALARY LEVEL	2		SALARY BAND	S56	
DEPARTMENT	UMS		FINANCIAL YEAR	2020/2021	
Competency area to be developed	Specific development objectives (what to achieve)	Competency indicators (evidence of development)	Development activities (self-study, on-the-job, formal-dates and cost)	Support required (e.g. coaching)	Development review and assessment (Individual, Expert Trainer & Coach)
Change Management	<ul style="list-style-type: none"> <li>Change Vision &amp; Strategy</li> <li>Process Design &amp; Improvement</li> <li>Change Impact Monitoring &amp; Evaluation</li> </ul>	Portfolio of evidence as required by the Training institution.	Short course NQF 6	Training through a service provider	Service provider to be appointed.
Program and Project Management	<ul style="list-style-type: none"> <li>Program &amp; Project Planning and Implementation</li> <li>Service Delivery Management.</li> <li>Program &amp; Project Monitoring &amp; Evaluation</li> </ul>	Portfolio of evidence as required by the Training institution.	Short course NQF 6	Training through a service provider	Service provider to be appointed.

  
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Financial Management	<ul style="list-style-type: none"> <li>mSCOA implementation aligned to the budgeting process.</li> <li>Standard for Infrastructure Procurement and Delivery Management Procurement Policy implementation.</li> </ul>	Portfolio of evidence as required by the Training institution.	Short course NQF 6	Training through a service provider	Service provider to be appointed.	Trainer
EMPLOYEE SIGNATURE	 31/07/2020					DATE
			MM's SIGNATURE			31/07/2020

  
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National Outcome	Outcome 9: Responsive, accountable, effective and efficient local government system										
NDP Chapter	NDP: Building a professional capable citizen focused public service NDP Chapter 13										
Strategic Goal	To provide sustainable services to the community										
DEPARTMENT: UTILITIES MANAGEMENT SERVICES - 70											
KPA: SERVICE DELIVERY AND INFRASTRUCTURE DEVELOPMENT 60%											
SDBIP Ref. No	PLANNING LEVEL	MSCOA PROJECT	WARDS TO BENEFIT	KEY PERFORMANCE INDICATOR	WEIGHTING	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	QUARTER	PROGRAMME /PROJECT MILESTONE	PERFORMANCE MEASUREMENTS
KPI B/701	Executive Manager: Output	Electricity Losses	All Wards	% of electricity losses measured	15%	%	7%	7%	Q1	7%	1=9 % of electricity losses measured
									Q2	7%	2=8% of electricity losses measured
									Q3	7%	3=7% of electricity losses measured
											4=6 % of electricity losses measured
											5=5% of electricity losses measured
KPI H/702	Executive Manager: Output	Water losses	All Wards	% water losses measured	15%	%	15%	15%	Q1	15%	1=17 % and more water losses measured
									Q2	15%	2=16 % water losses measured
									Q3	15%	3=15 % water losses measured
											4=14 % water losses measured
											5=13 % water losses measured


  
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KPI H/703	Executive Manager: Output	Electricity services	All Wards	% of households with access to electricity	10%	%	87%	89%	Q1	87%	1=3% and more under achievement on households with access to electricity planned versus achieved
									Q2	88%	2=2% under achievement on households with access to electricity planned versus achieved
									Q3	88%	3=% of households with access to electricity planned versus achieved
											4=1% higher than planned achievement with access to electricity
									Q4	89%	5=2% higher than planned achievement with access to electricity
KPI H/704	Executive Manager: Output	Sanitation services	All Wards	% households with access to sanitation services	10%	%	89%	90%	Q1	87%	1=3% and more under achievement on households with access to sanitation planned versus achieved
									Q2	88%	2=2% under achievement on households with access to sanitation planned versus achieved
									Q3	89%	3=% of households with access to sanitation planned versus achieved
											4=1% higher than planned achievement with access to sanitation
									Q4	90%	5=2% higher than planned achievement with access to sanitation

  
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KPI H/705	Executive Manager: Output	Water services	All Wards	% of households with access to water services	10%	%	93%	95%	Q1	93%	1=3% and more under achievement on households with access to water services planned versus achieved
									Q2	94%	2=2% under achievement on households with access to water services planned versus achieved
									Q3	94%	3=% of households with access to water services planned versus achieved
									Q4	95%	4=1% higher than planned achievement with access to water services
											5=2% higher than planned achievement with access to water services

**KPA: FINANCIAL VIABILITY 20%**

SDBIP Ref. No	PLANNING LEVEL	MSCOA PROJECT	WARDS TO BENEFIT	KEY PERFORMANCE INDICATOR	WEIGHTING	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	QUARTER	PROGRAMME /PROJECT MILESTONE	PERFORMANCE MEASUREMENTS
KPI D/706	Executive Manager: Output	New installations	All Wards	% new meters installed in line with applications received	20%	%	New target	100%	Q1	100%	1=59 % and below of new meters installed in line with applications received
									Q2	100%	2=60-69 % of new meters installed in line with applications received
									Q3	100%	3=70-79 % of new meters installed in line with applications received
									Q4	100%	4=80-89% of new meters installed in line with applications received
											5=90-100% of new meters installed in line with applications received




  
 SAC D-M K.P.

**KPA: GOOD GOVERNANCE AND PUBLIC PARTICIPATION 10%**

SDBIP Ref. No	PLANNING LEVEL	MSCOA PROJECT	WARDS TO BENEFIT	KEY PERFORMANCE INDICATOR	WEIGHTING	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	QUARTER	PROGRAMME /PROJECT MILESTONE	PERFORMANCE MEASUREMENTS
KPI A/707	Executive Manager: Output	AG Audit Action plans	All Wards	% implementation of AG Audit Action plans	5%	%	New target	100%	Q1	—	1=59% and below implementation of the AG Audit Action Plans
									Q2	—	2=60-69% implementation of the AG Audit Action Plans
									Q3	50%	3=70-79% implementation of the AG Audit Action Plans 4=80-89% implementation of the AG Audit Action Plans
									Q4	100%	5=90-100% implementation of the AG Audit Action Plans
KPI B/7XX	Executive Manager: Output	Risk Management	All Wards	% implementation of departmental mitigation actions on the Strategic Risk Register	5%	%	New Target	100%	Q1	—	1=59 % and below implementation of departmental mitigation actions on Strategic Risk Register
									Q2	100%	2=60-69 % implementation of departmental mitigation actions on Strategic Risk Register
									Q3	100%	4= 80-89% implementation of departmental mitigation actions on Strategic Risk Register
									Q4	100%	5=90-100% implementation of departmental mitigation actions on Strategic Risk Register

*[Handwritten signatures and initials]*

**KPA: MUNICIPAL TRANSFORMATION AND ORGANISATIONAL DEVELOPMENT 8%**

SDBIP Ref. No	PLANNING LEVEL	MSCOA PROJECT	WARDS TO BENEFIT	KEY PERFORMANCE INDICATOR	WEIGHTING	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	QUARTER	PROGRAMME /PROJECT MILESTONE	PERFORMANCE MEASUREMENTS
KPI G/708	Executive Manager: Output	Labour disputes	All Wards	Days taken to attend to employee grievances within the prescribed timelines (Step 2)	8%	Days	New target	10 days	Q1	10 days	1=12 days taken to attend to employees grievances from time of submission
									Q2	10 days	2=11 days taken to attend to employees grievances from time of submission
									Q3	10 days	3=10 days taken to attend to employees grievances from time of submission
									Q4	10 days	4=9 days taken to attend to employees grievances from time of submission
											5=8 days taken to attend to employees grievances from time of submission

**KPA: LOCAL ECONOMIC DEVELOPMENT 2%**

SDBIP Ref. No	PLANNING LEVEL	MSCOA PROJECT	WARDS TO BENEFIT	KEY PERFORMANCE INDICATOR	WEIGHTING	UNIT OF MEASURE	BASELINE	ANNUAL TARGET	QUARTER	PROGRAMME /PROJECT MILESTONE	PERFORMANCE MEASUREMENTS
KPI I/709	Executive Manager: Output	Youth employment	All Wards	No. of youth exposed to employment opportunities	1%	Number	New target	25	Q1	-	1=59 % and below of planned youth exposed to employment opportunities achieved
									Q2	-	2=60-69 % of planned youth exposed to employment opportunities achieved
									Q3	25	3=70-79% of planned youth exposed to employment opportunities achieved
											4=80-89% of planned youth exposed to employment opportunities achieved
									Q4		5=90-100% of planned youth exposed to employment opportunities achieved

*[Handwritten signature]*  
D.W. N.D.  
DAL AZ

KPI J710	Executive Manager: Output	Employment Opportunities	All Wards	No. of employment opportunities created	1%	Number	178	228	Q1	-	1=59% and below of employment opportunities created versus planned
									Q2	-	2=60-69% of employment opportunities created versus planned
									Q3	25	3=70-79% of employment opportunities created versus planned
											4=80-89% of employment opportunities created versus planned
									Q4	203	5=90-100% of employment opportunities created versus planned

Total=100%

Signed and Accepted by the Executive Manager: Utilities Management Services

Sandile Mbanjwa

Date:

31/07/2020

Approved by the Municipal Manager

Maanda Pringle Raedani

Date:

31/07/2020

Handwritten notes and signatures:

Handwritten signature: 

Handwritten notes: D.W. 2, AZ, and a signature.