



PIETERMARITZBURG  
MSUNDUZI

***Msunduzi***  
MUNICIPALITY



## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

**2016/2017 - 2020/2021**





## TABLE OF CONTENTS

<b>1. Infrastructure Services .....</b>	<b>2</b>
1.1 Water and Sanitation .....	2
1.2 Electricity .....	5
1.3 Roads and Transportation .....	8
1.4 Integrated Rapid Transport Network .....	14
<b>2. Community Services .....</b>	<b>17</b>
2.1 Waste Management .....	18
2.2 Recreation and Facilities .....	19
2.3 Public Safety Enforcement and Emergency Services .....	22
2.4 Area Based Management .....	27
<b>3. Sustainable Development and City Entities .....</b>	<b>28</b>
3.1 Town Planning and Environmental Management .....	28
3.2 Local Economic Development .....	42
3.3 Human Settlements .....	44
3.4 City Entities .....	48
<b>4. Budget and Treasury Office .....</b>	<b>50</b>
4.1 Revenue Management .....	51
4.2 Budget Planning, Implementation and Monitoring .....	55
4.3 Expenditure Management .....	56
4.4 Financial Governance and Performance Management .....	56
<b>5. Corporate Services .....</b>	<b>58</b>



## INTRODUCTION:

The Msunduzi Municipality is one of the local municipalities within the uMgungundlovu District. It houses 39 wards and spans over more than 750km<sup>2</sup>. It is home to the city of Pietermaritzburg, the capital of KwaZulu-Natal. The Municipality continues to improve in the provision of basic services and has made great strides over the past five years.

The information below shows the service delivery performance of the municipality from the 2016/2017 to 2020/2021 financial years. All the data for the purpose of this analysis was sourced from the Annual Reports.

*The information from the 2016/2017 to 2019/2020 financial years are audited, however the information for the 2020/2021 financial year remains in the process of being audited as it was submitted to the Auditor General on the 31<sup>st</sup> of August 2021.*

## 1. INFRASTRUCTURE SERVICES AND FACILITIES

This component includes the following categories:

1. Water and Sanitation Services;
2. Electricity;
3. Roads and Transportation;
4. Integrated Rapid Public Transport Network

### 1.1 WATER SERVICES AND SANITATION SERVICES

Municipalities are the closest level of government to communities and all its citizens and as a result become responsible for the wellbeing of its citizens by ensuring a healthy and hygienically living environment. To this effect, they are governed by Legislature by National Government, via the Water Services Act 108 of 1997 to provide Water Services to their best of their ability, which is sustainable, clean and within a financial framework that is cost effective.

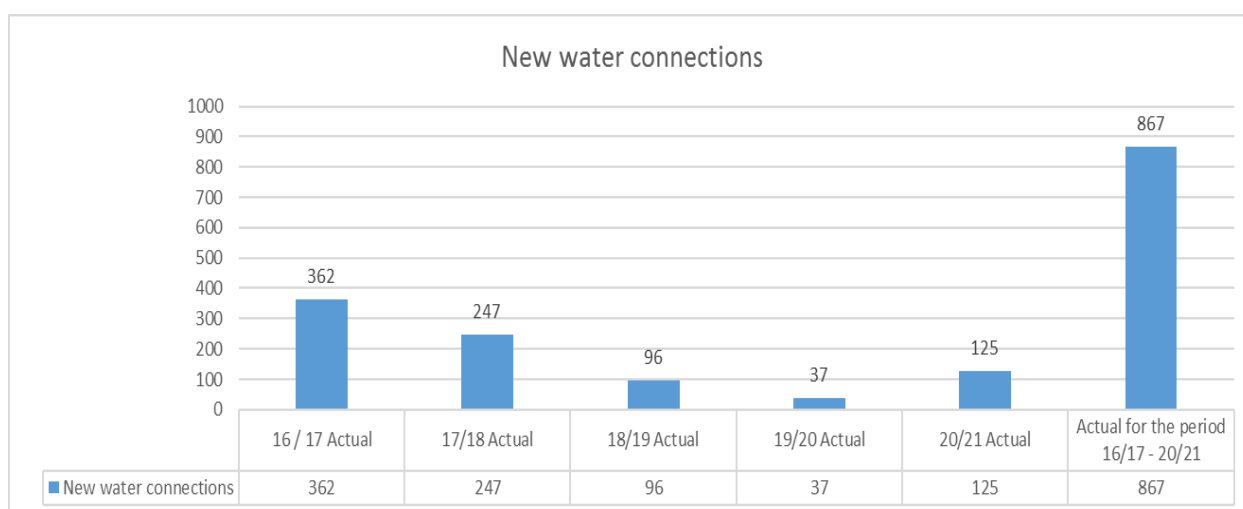
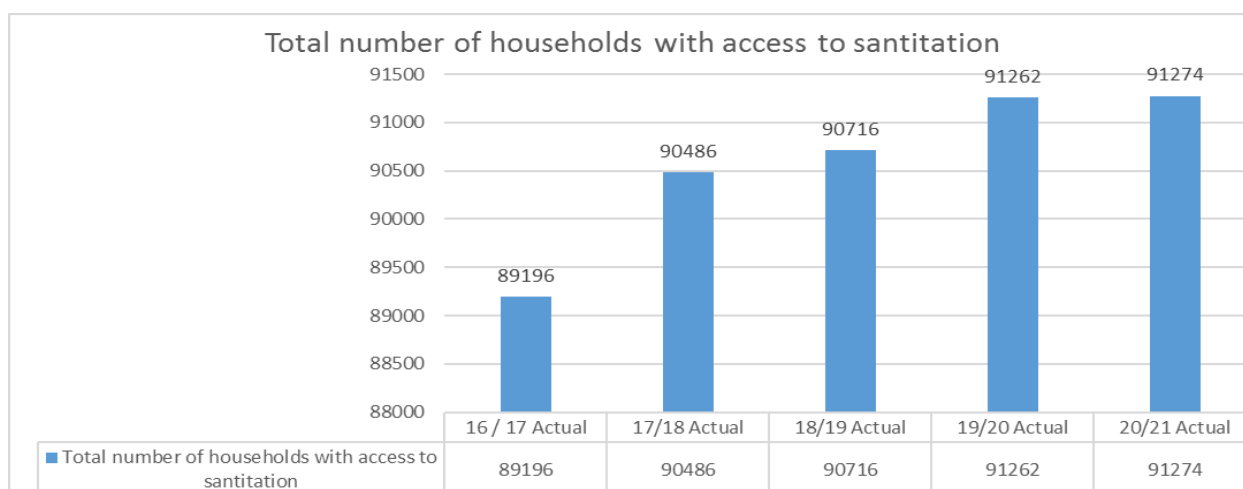
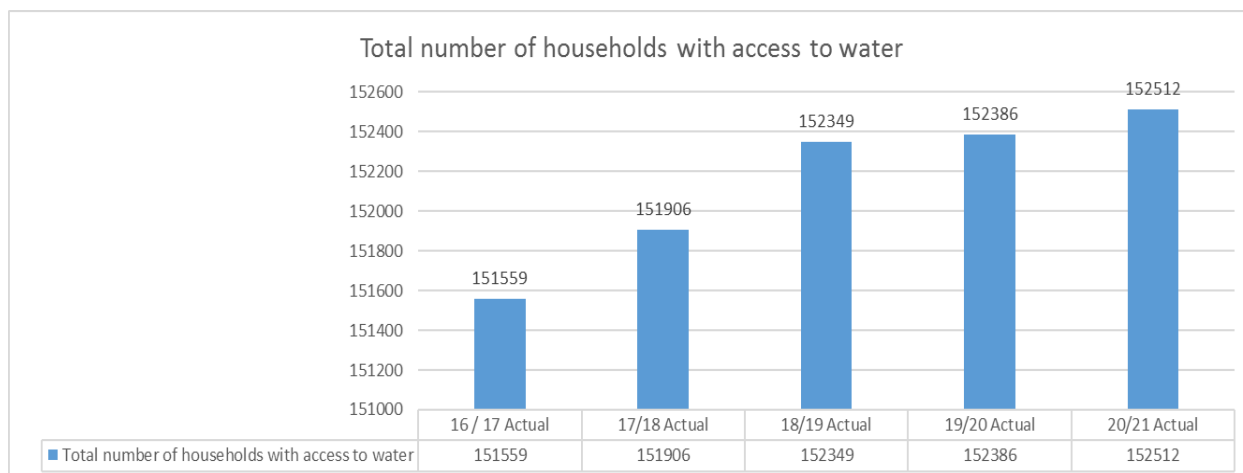
Sanitation is a pre-requisite for success in the fight against poverty, hunger gender inequality and empowerment. The provision Of Acceptable standards (Above minimum) is probably one of the most fundamental service delivery components to ensure healthy living conditions and most important; the maintenance of human dignity.



## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

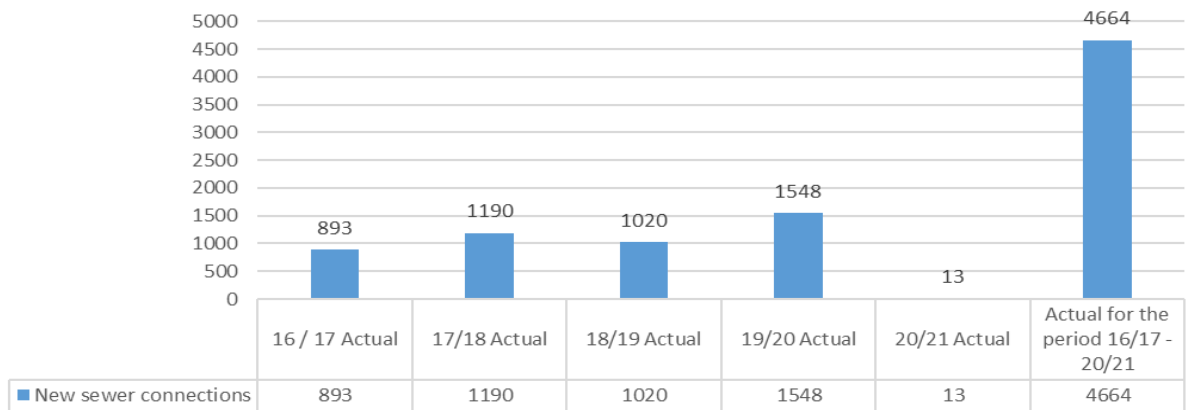
### PERFORMANCE OF THE WATER AND SANITATION UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.

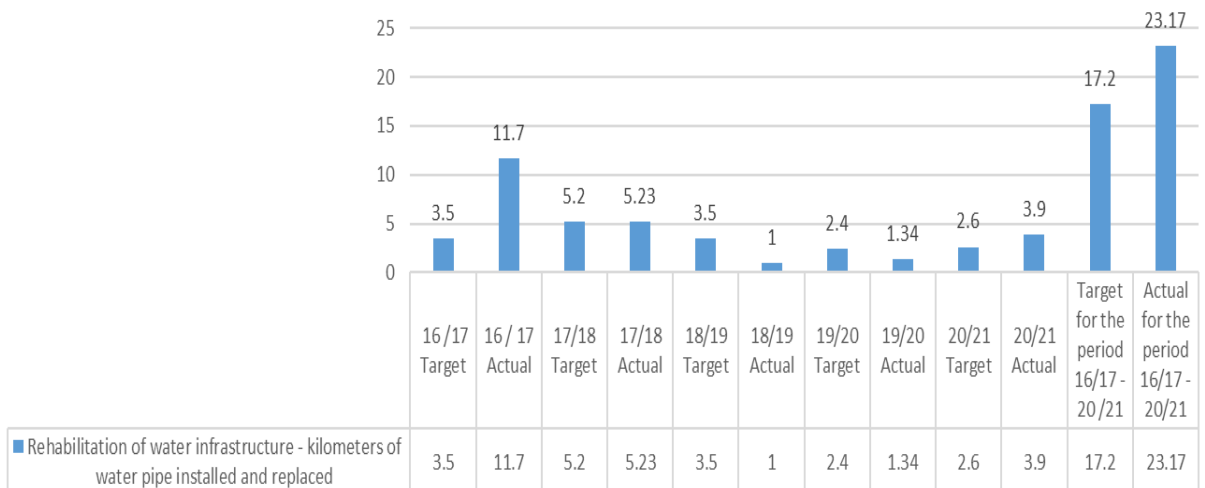




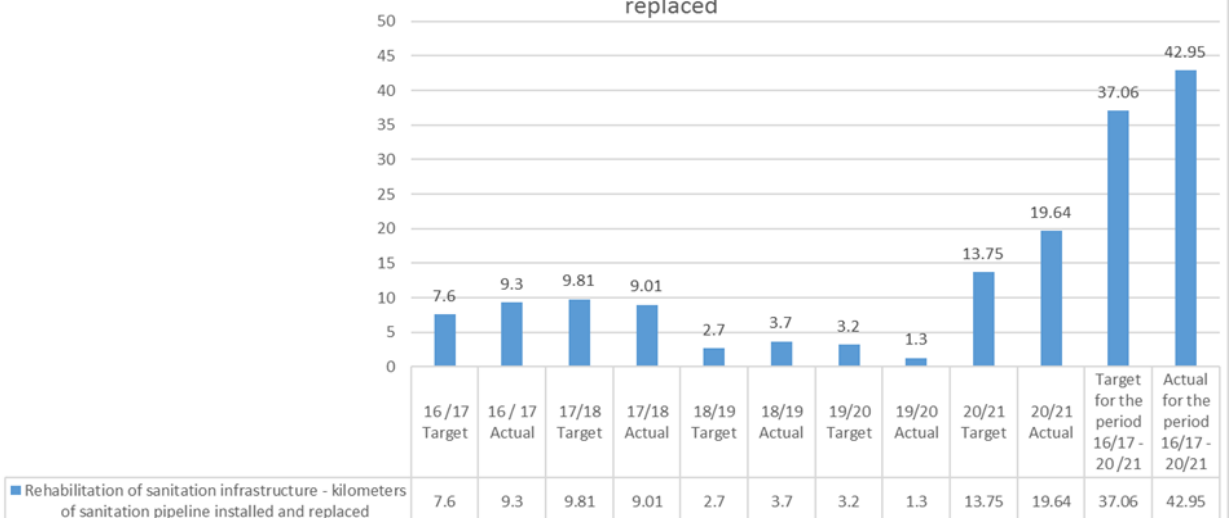
## New sewer connections



## Rehabilitation of water infrastructure - kilometers of water pipe installed and replaced

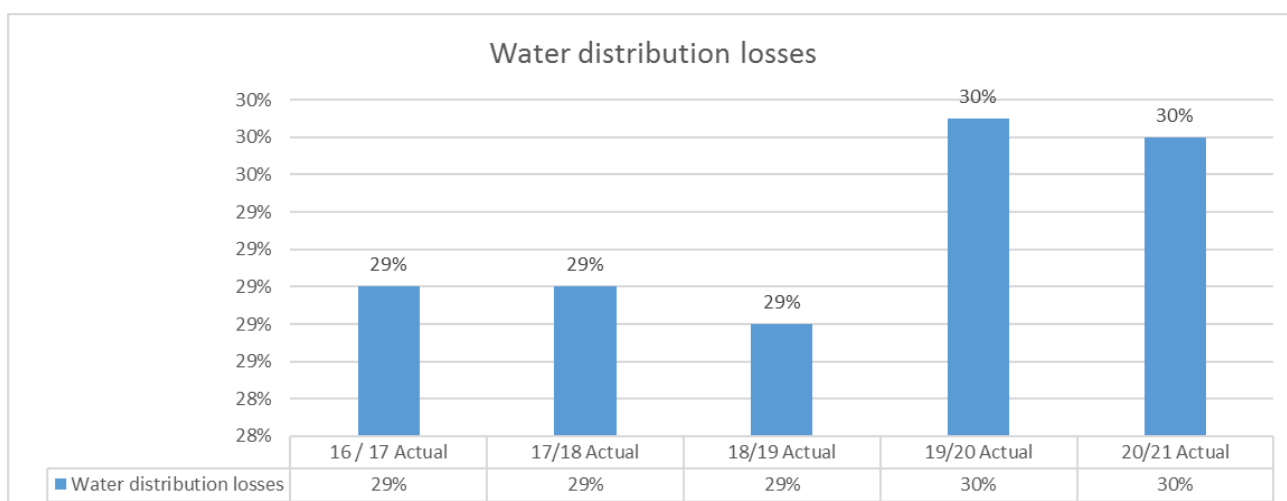
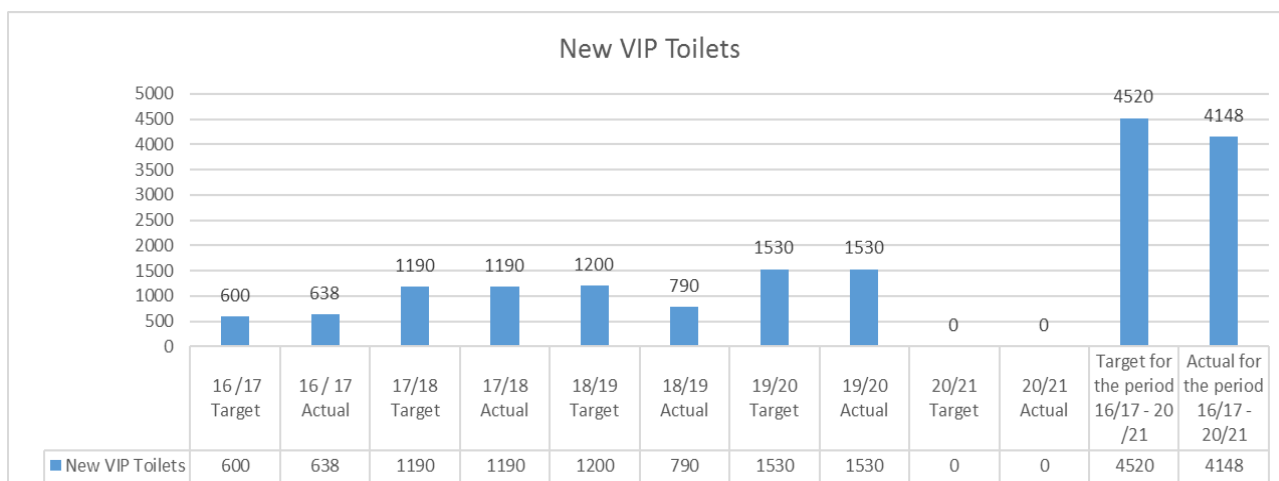


## Rehabilitation of sanitation infrastructure - kilometers of sanitation pipeline installed and replaced





## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS



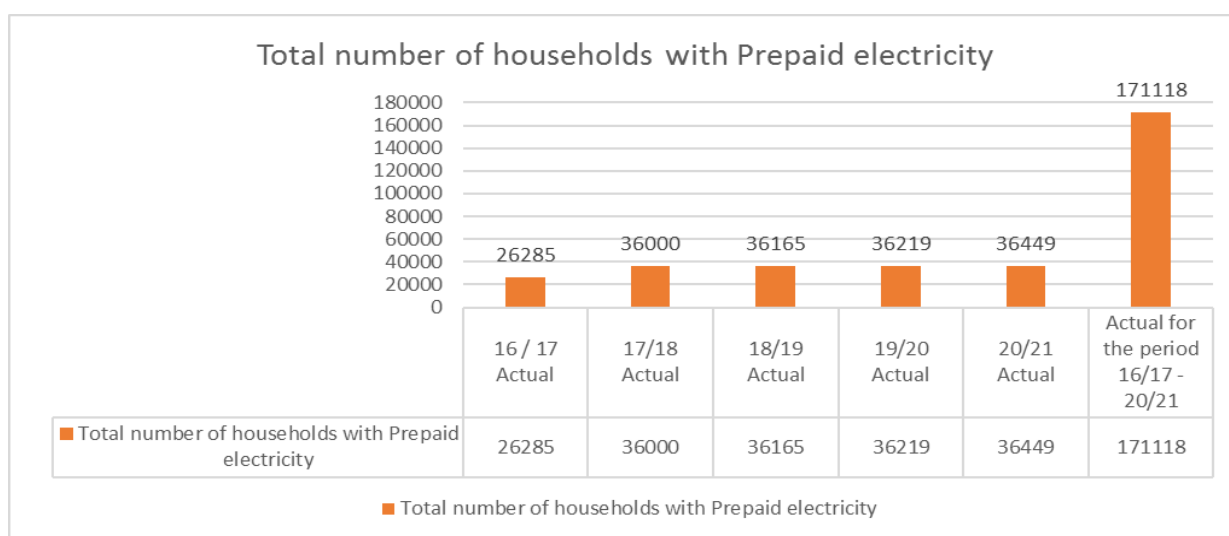
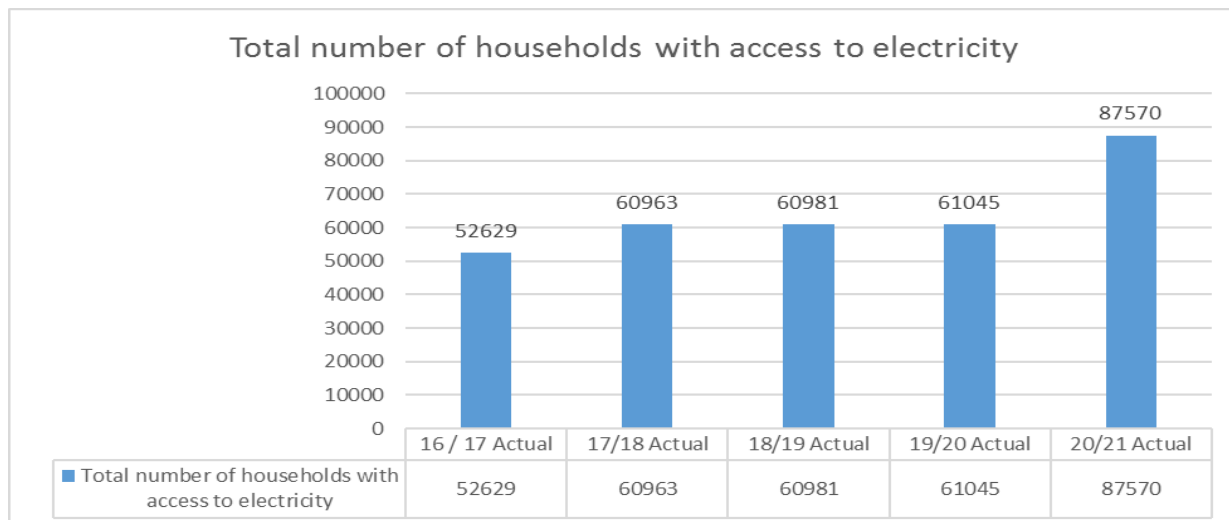
## 1.2 ELECTRICITY

The Electricity Unit is licensed by the National Electricity Regulator of South Africa (NERSA) to supply electricity to 50% of the total customers in the Municipality's area of jurisdiction and the other 50% which is comprised of the Greater Edendale and Vulindlela areas is supplied by Eskom. The Electricity Unit operates under the Electricity Regulator Act (2006). The Electricity Unit generates approximately 40% of the total revenue of the Municipality, 70% of the income for the Electricity Unit comes from our large customers (industrial and commercial) and 30% from our residential customers.



## PERFORMANCE OF THE ELECTRICITY UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.

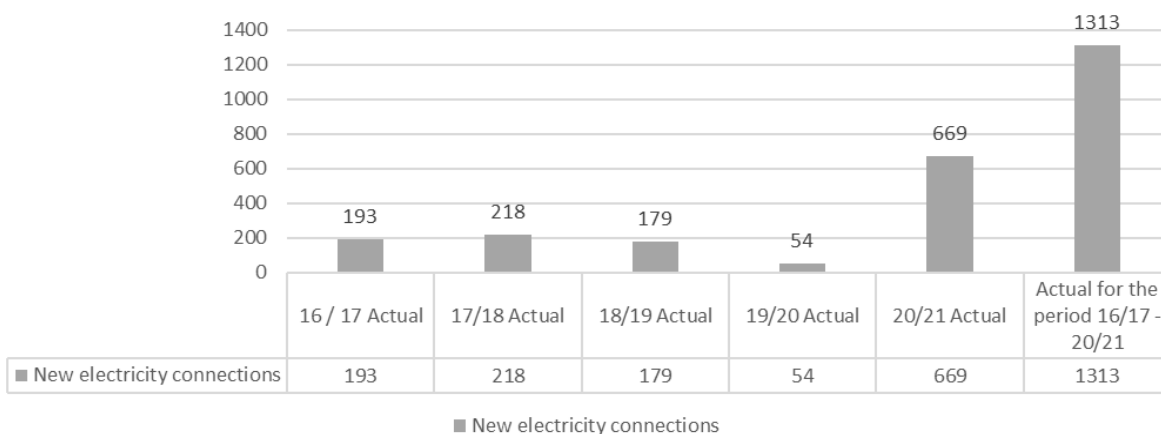




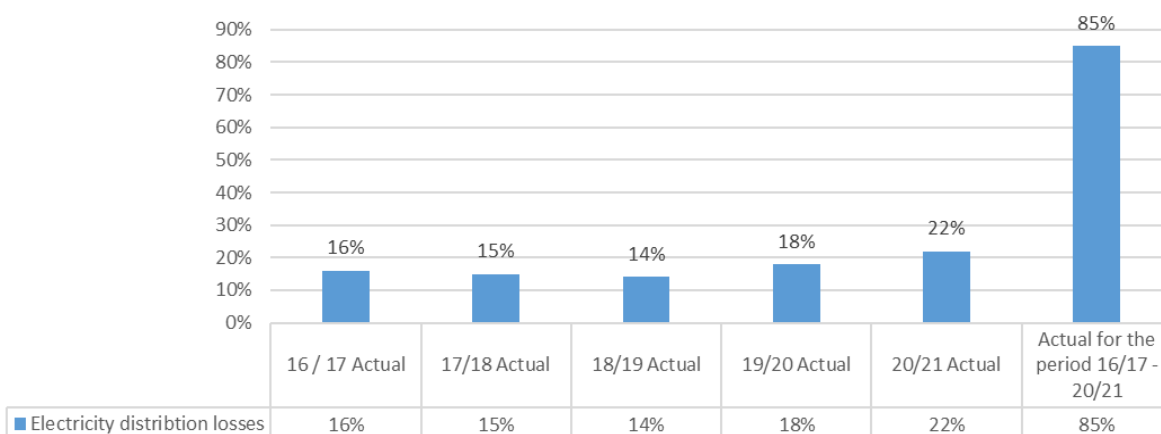


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

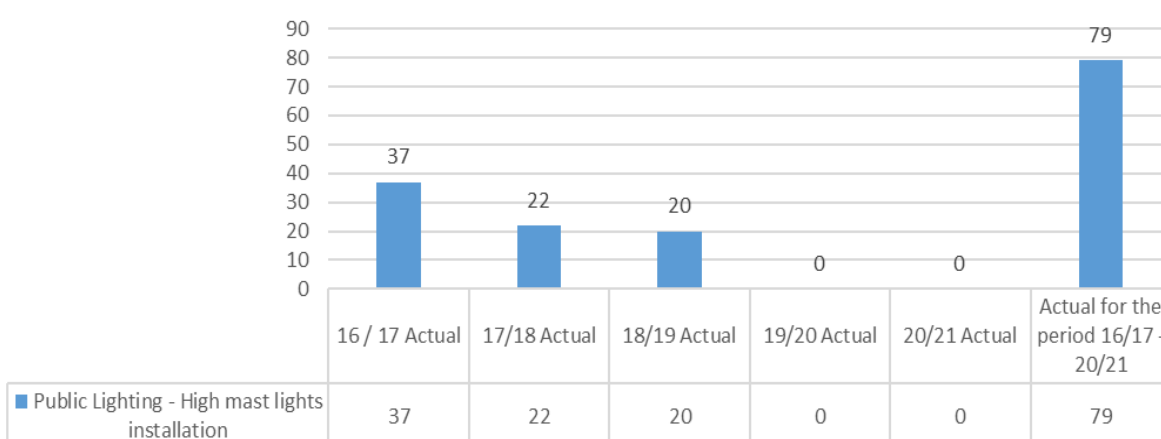
### New electricity connections



### Electricity distribution losses



### Public Lighting - High mast lights installation





## 1.3 ROADS AND TRANSPORTATION

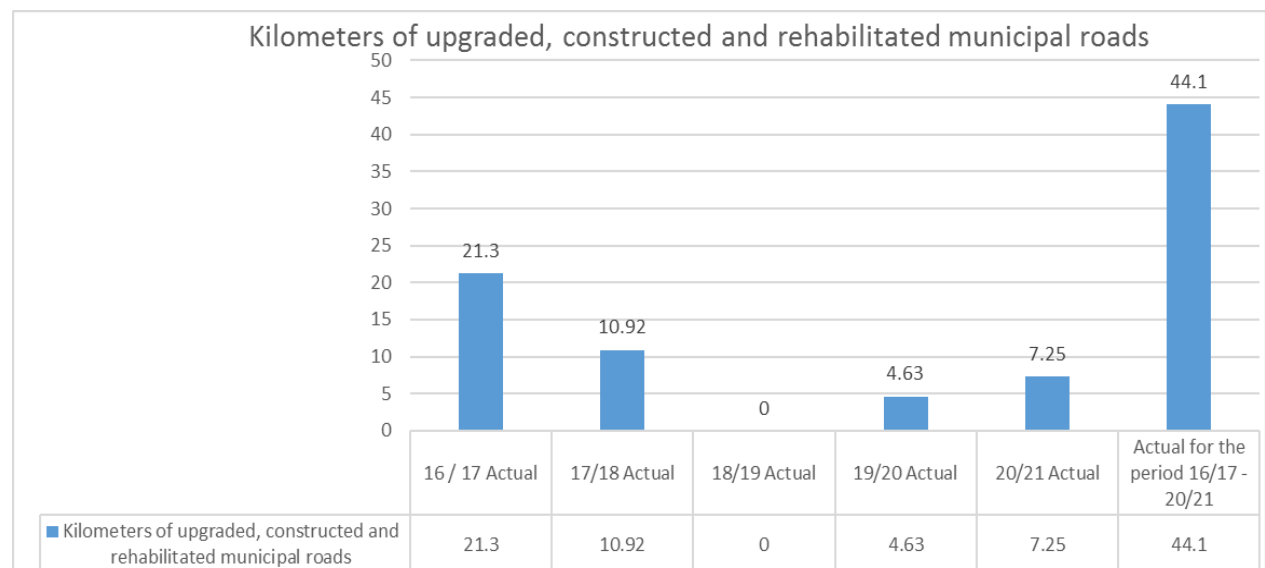
Roads and Transportation (R &T) deals with the following:

1. Planning, Development and Maintenance of Municipal roads and storm water infrastructure;
2. Transportation Planning, Traffic Engineering Issues, Road Safety and Public Transport Issues;
3. Planning, Development and Maintenance of Pedestrian and Vehicle Bridges.

The Roads Section continues to address the backlog of Gravel Roads. An attempt is made yearly to upgrade 15-20km of gravel road into “all weather surfacing in order to render uninterrupted access and safety (i.e. through geometric interventions). The Roads section has completed its 5-Year road Road Asset Management Plan (RAMP) and a Pavement Management system (PMS) to drive the municipality’s preventative/maintenance for five years.

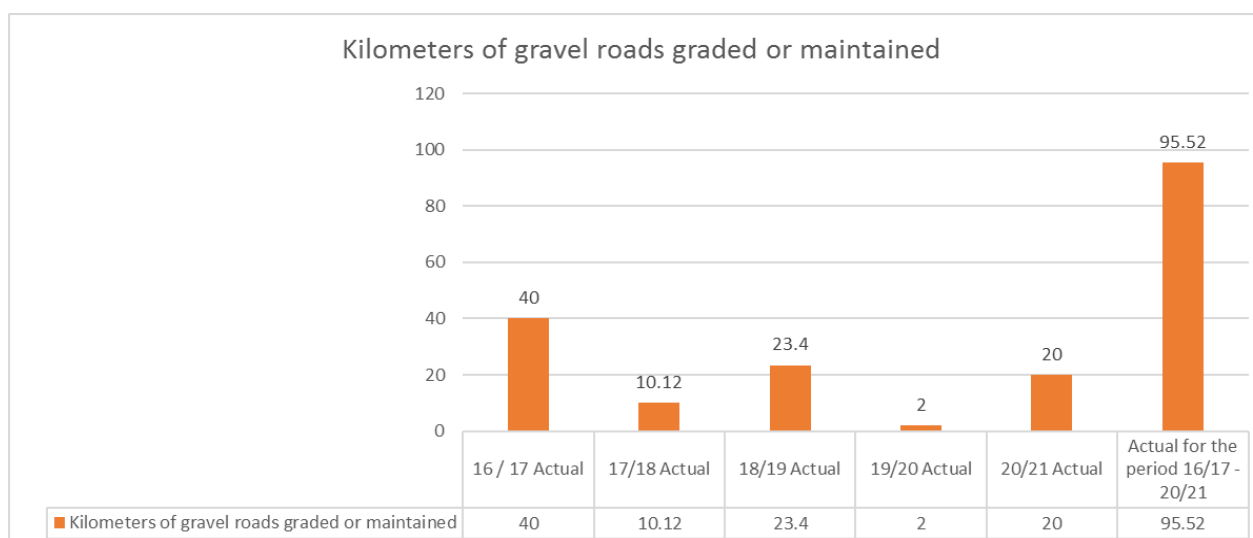
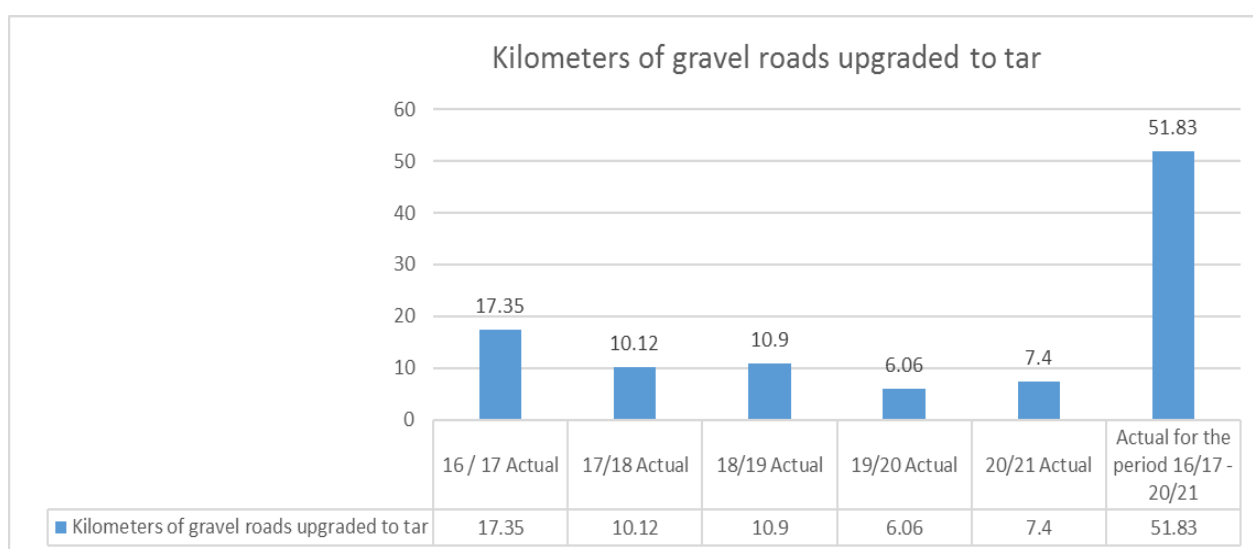
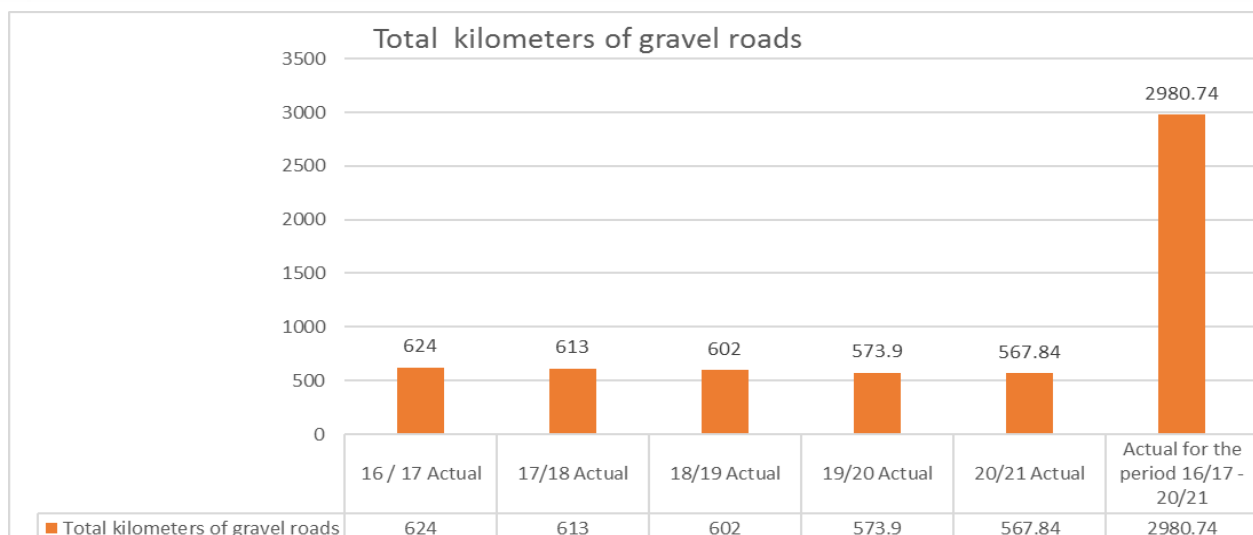
### PERFORMANCE OF THE ROADS AND TRANSPORTATION UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.



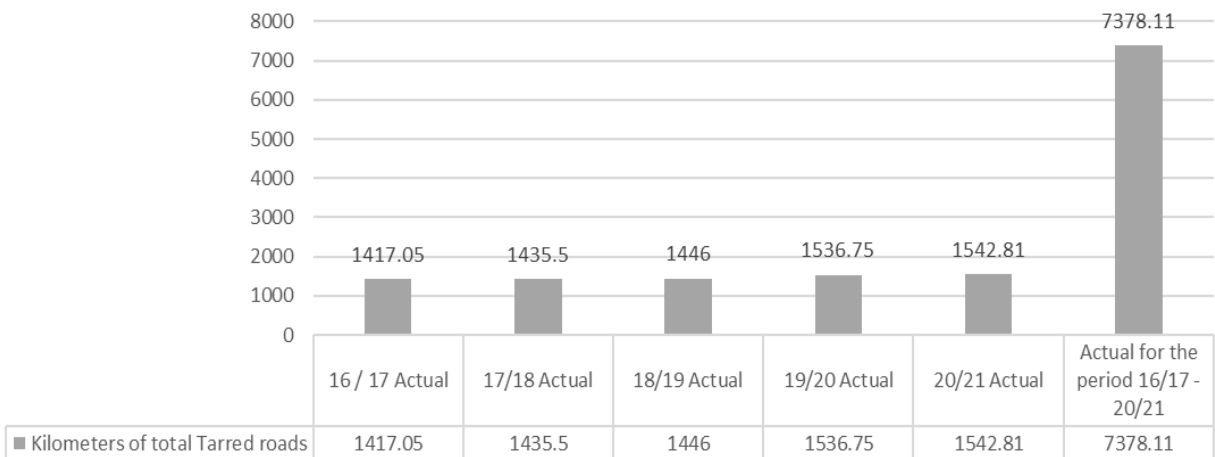


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

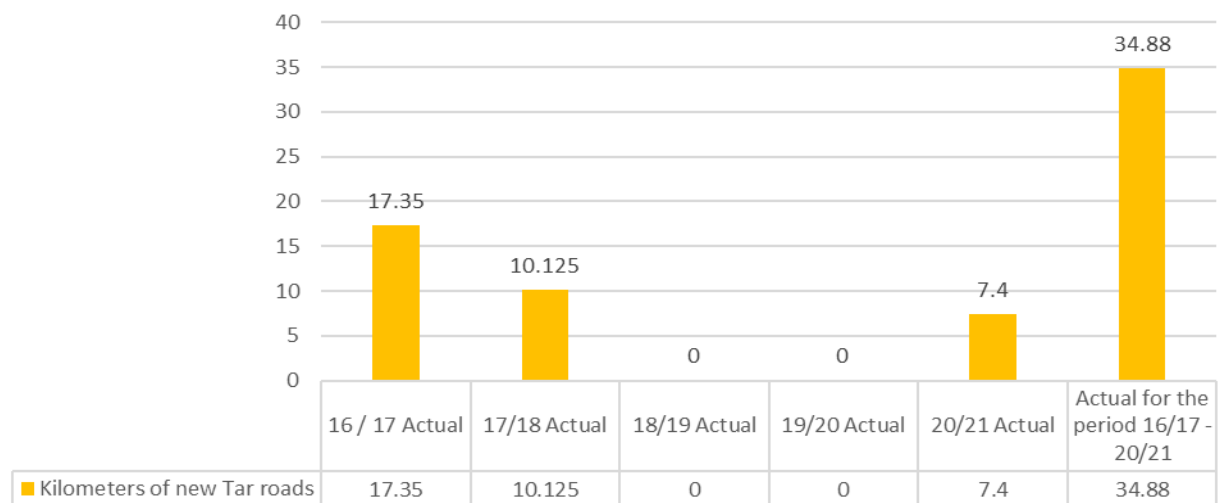




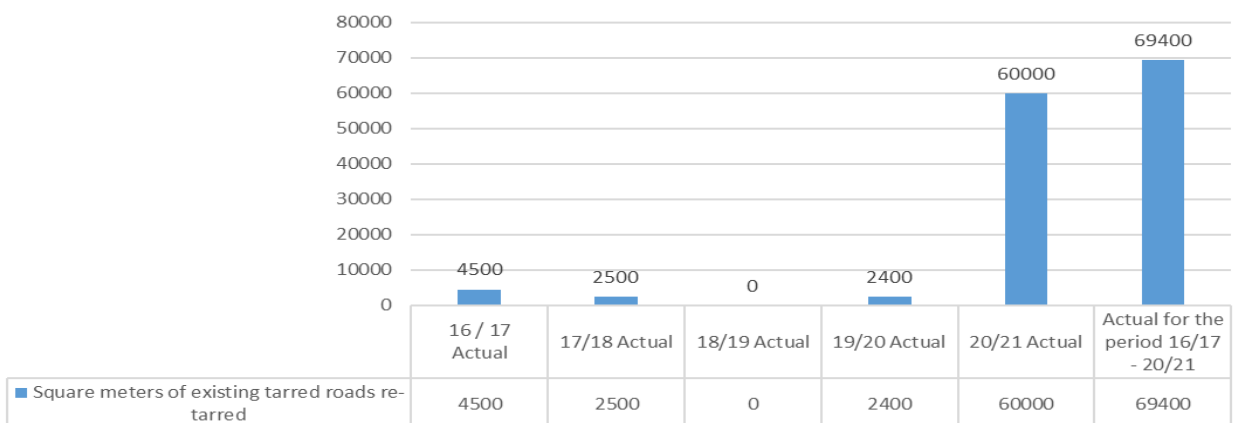
Kilometers of total Tarred roads



Kilometers of new Tar roads



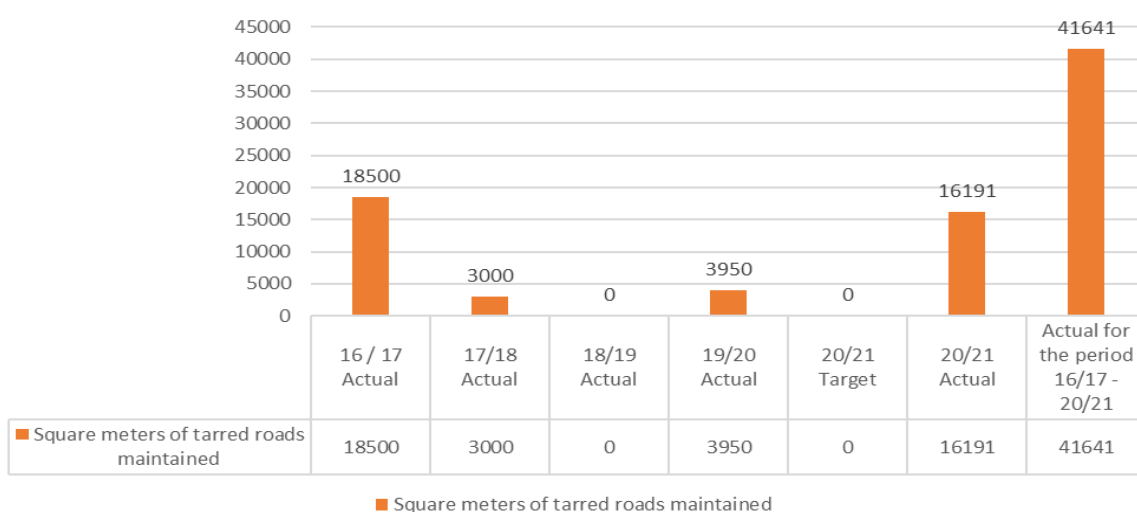
Square meters of existing tarred roads re-tarred



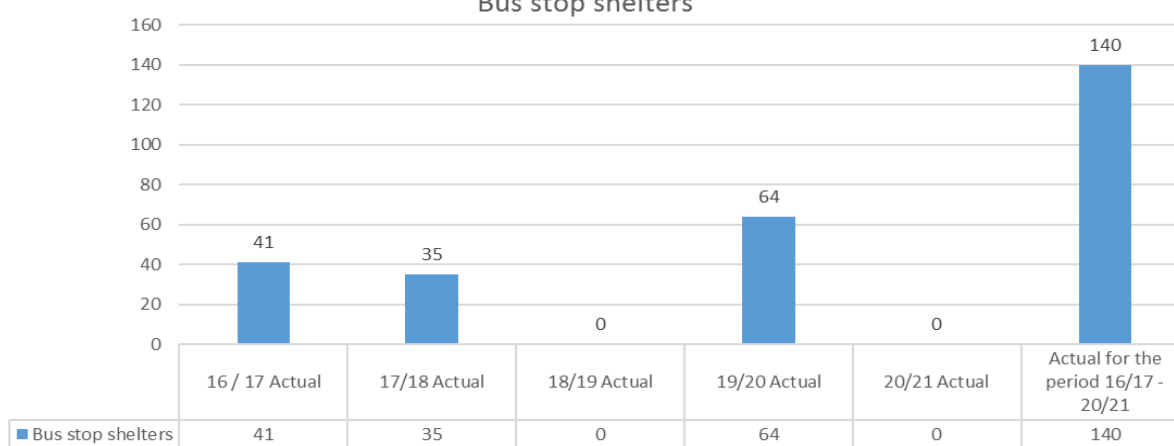


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

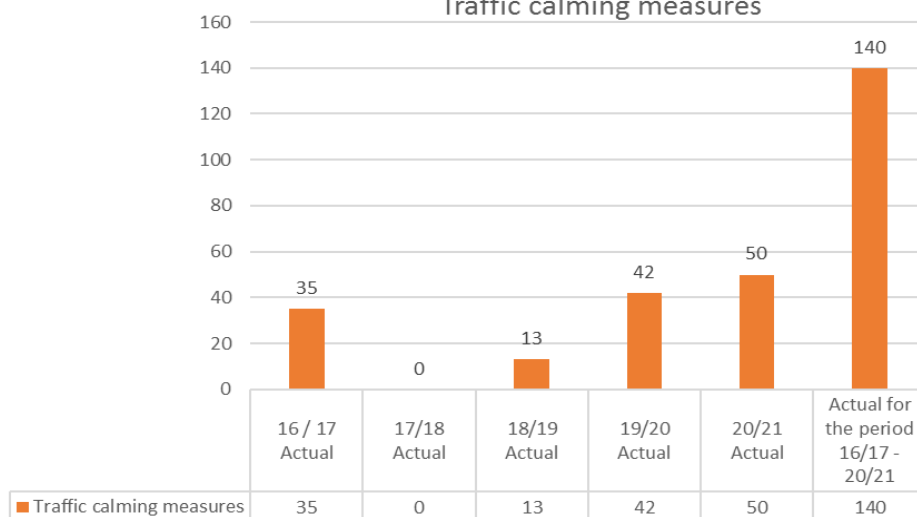
Square meters of tarred roads maintained



Bus stop shelters

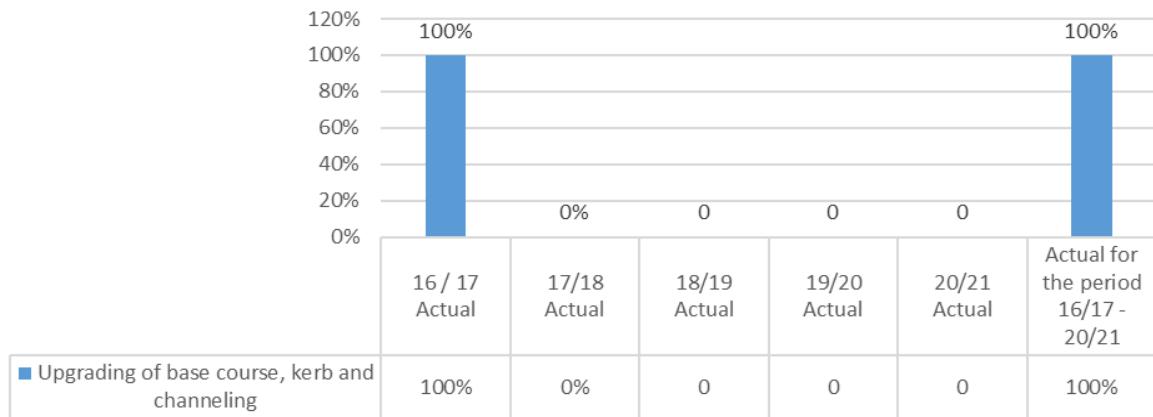


Traffic calming measures

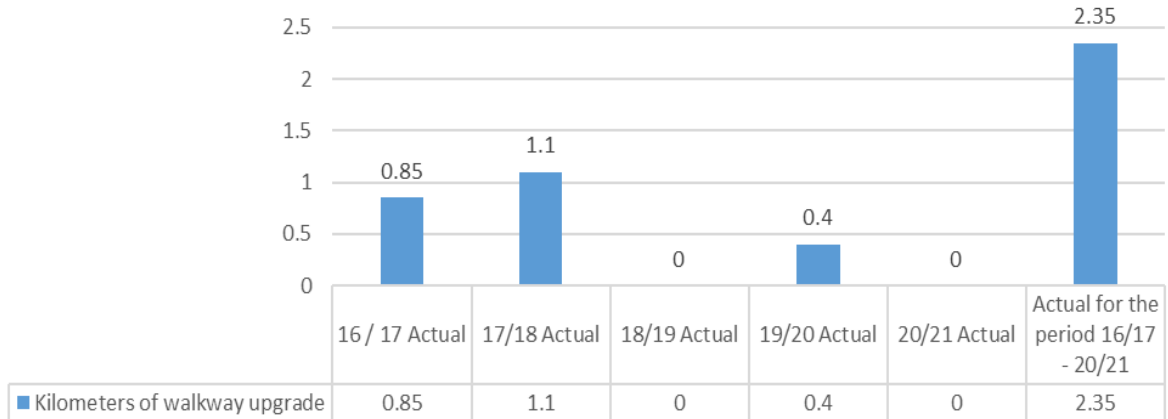




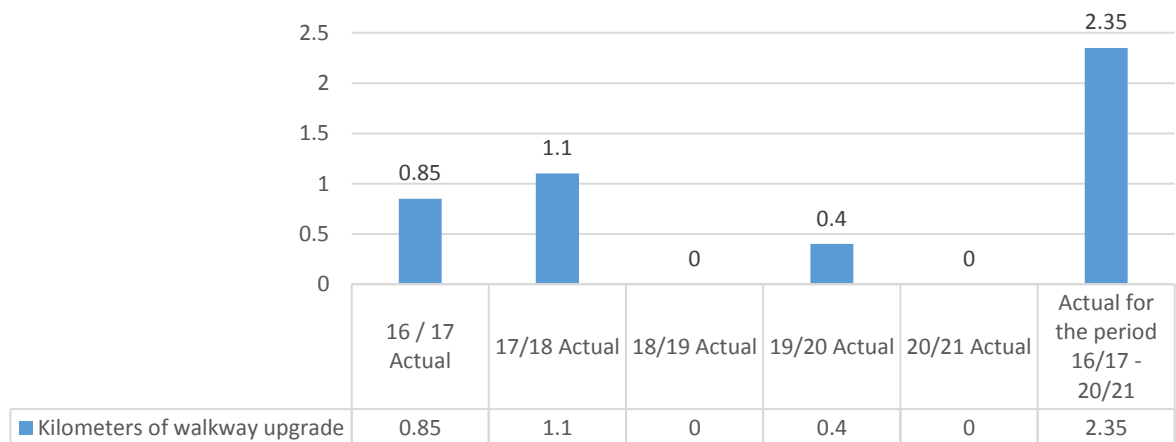
### Upgrading of base course, kerb and channeling



### Kilometers of walkway upgrade



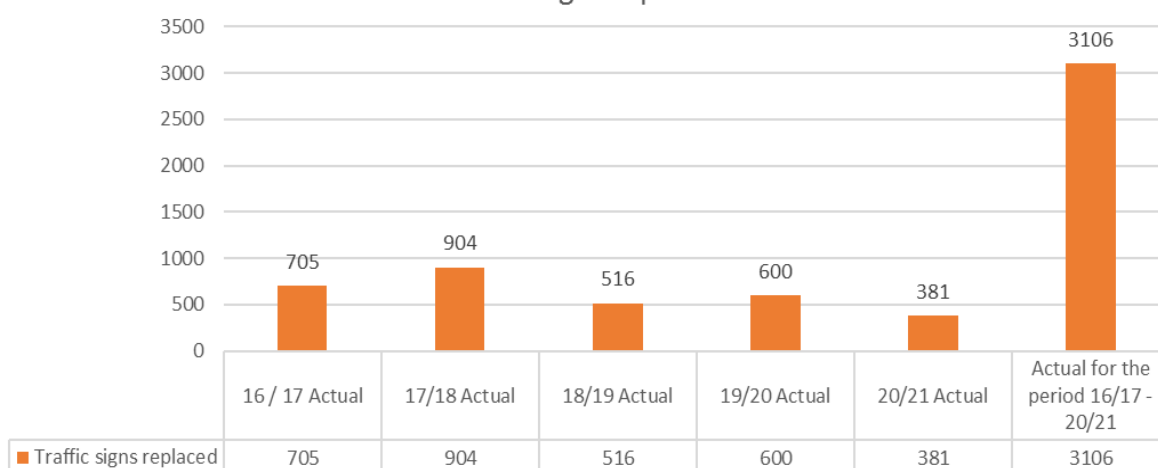
### Kilometers of walkway upgrade



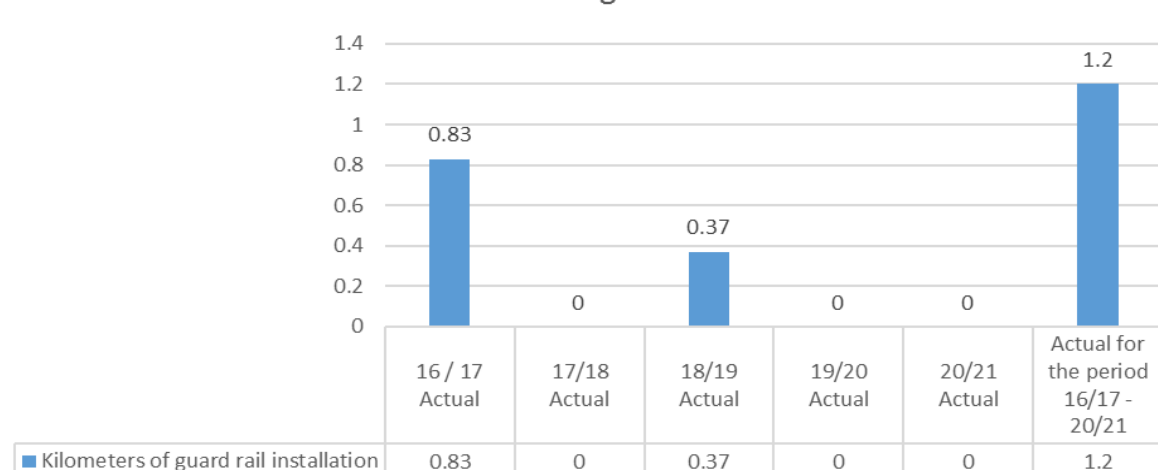


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

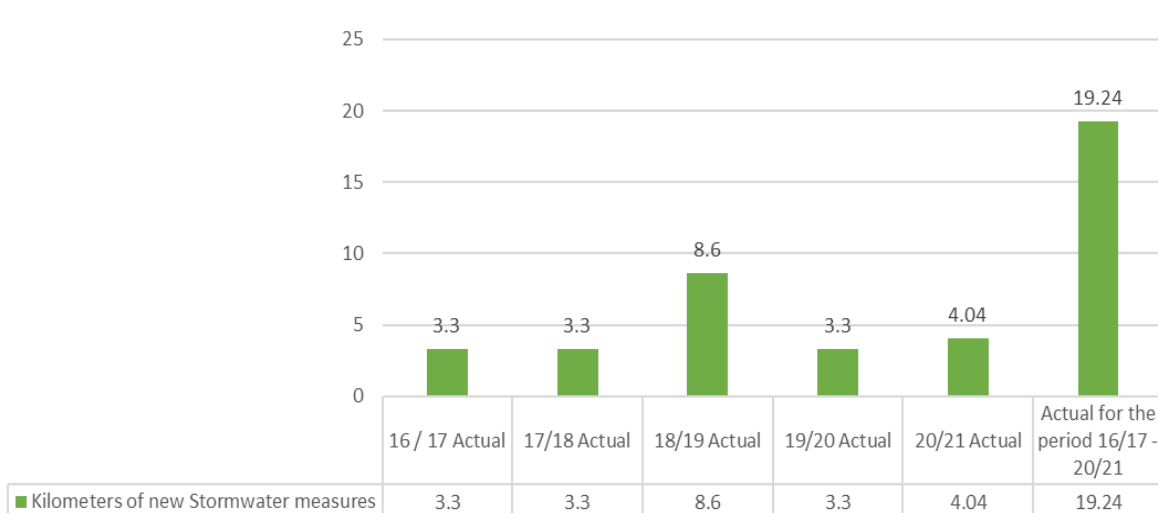
### Traffic signs replaced

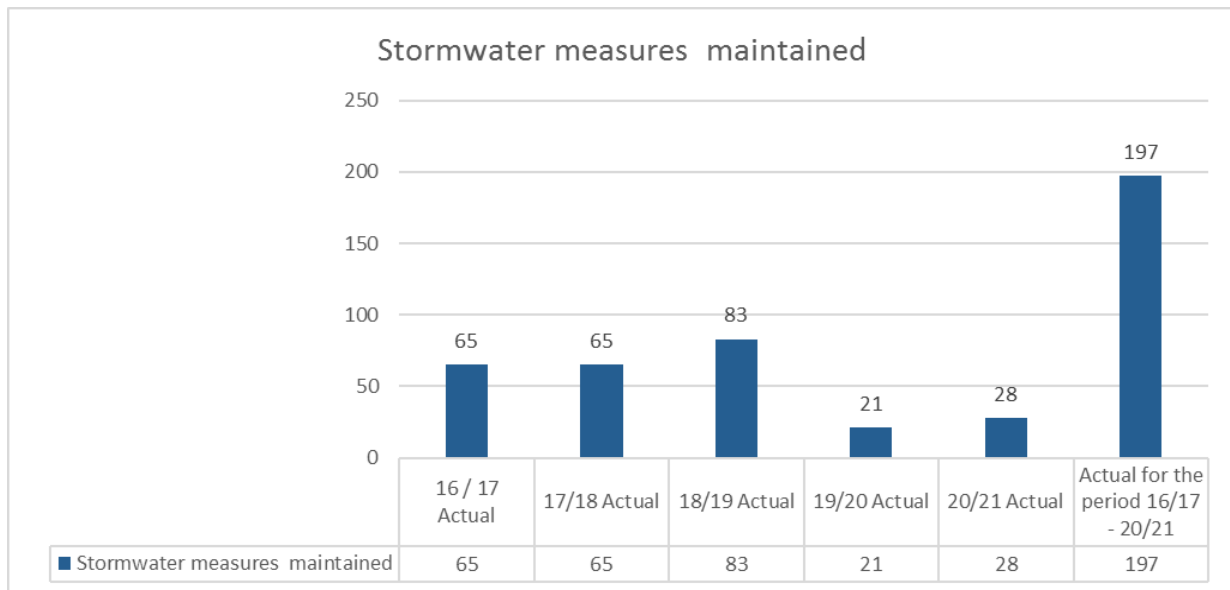


### Kilometers of guard rail installation



### Kilometers of new Stormwater measures





## 1.4 INTEGRATED RAPID PUBLIC TRANSPORT NETWORK

The Municipality is in the implementation stage of its Integrated Transport Plan which is aimed at providing quality, effective, affordable and accessible public transport to all Msunduzi residents. The network, when fully completed, will comprise a 17.3km long main bus corridor from Georgetown, through the CBD then to Raisethorpe; 9 depot sites located in Msunduzi city and surrounds, and a Transport Management Centre (TMC) in the CBD. However, the implementation of other phases will follow after 3 years as the Municipality has been suspended from the Public Transport Infrastructure Grant at least for a period of 3 years.

### PERFORMANCE OF THE INTEGRATED RAPID PUBLIC TRANSPORT NETWORK UNIT

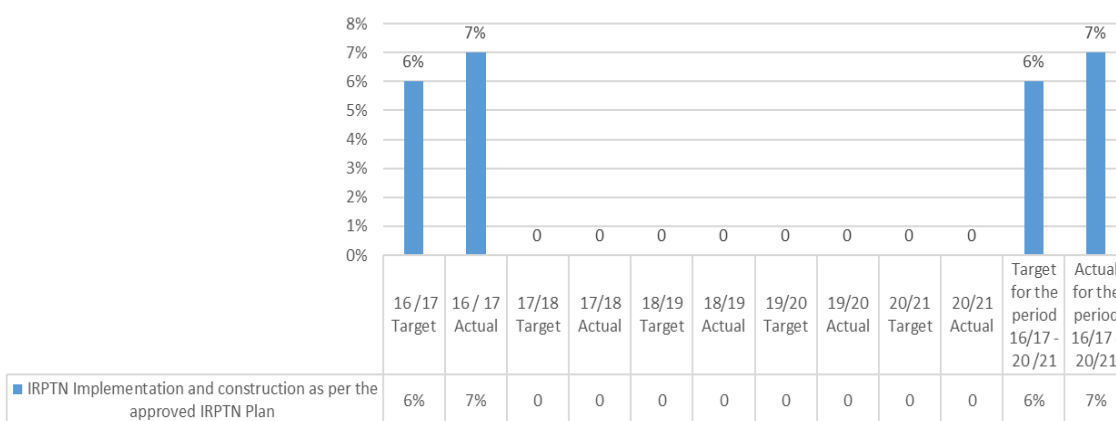
The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.



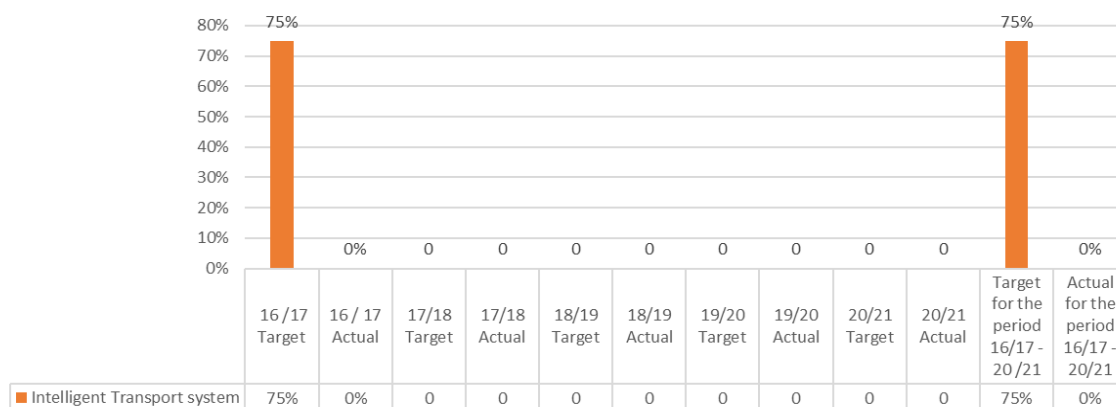


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

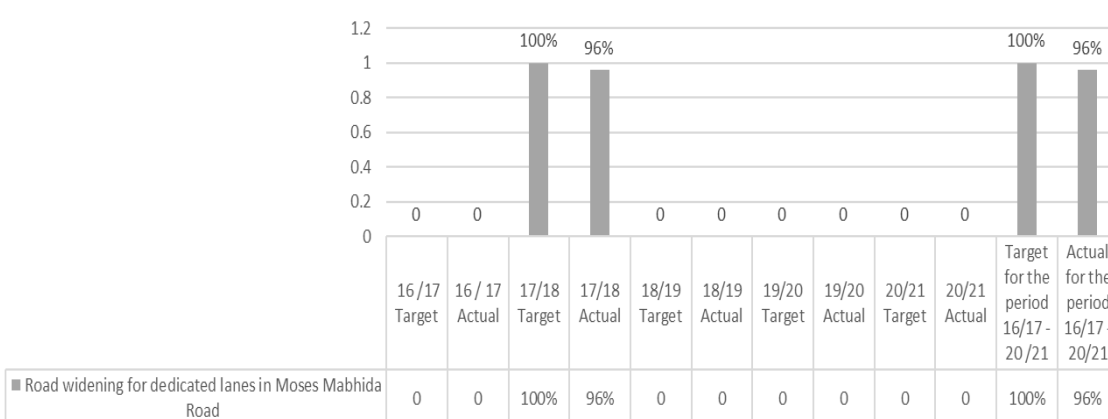
IRPTN Implementation and construction as per the approved IRPTN Plan



Intelligent Transport system

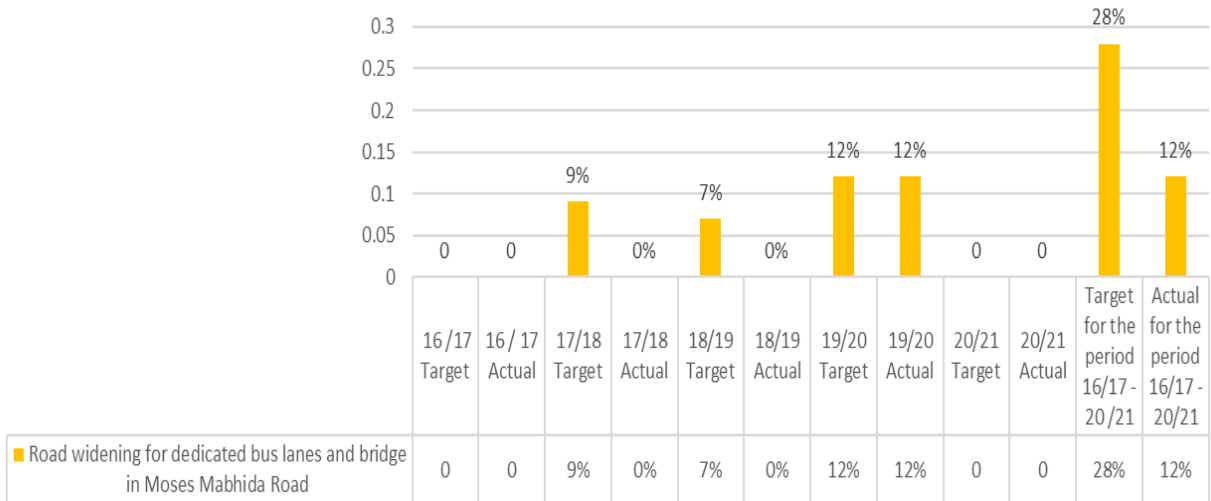


Road widening for dedicated lanes in Moses Mabhid Road

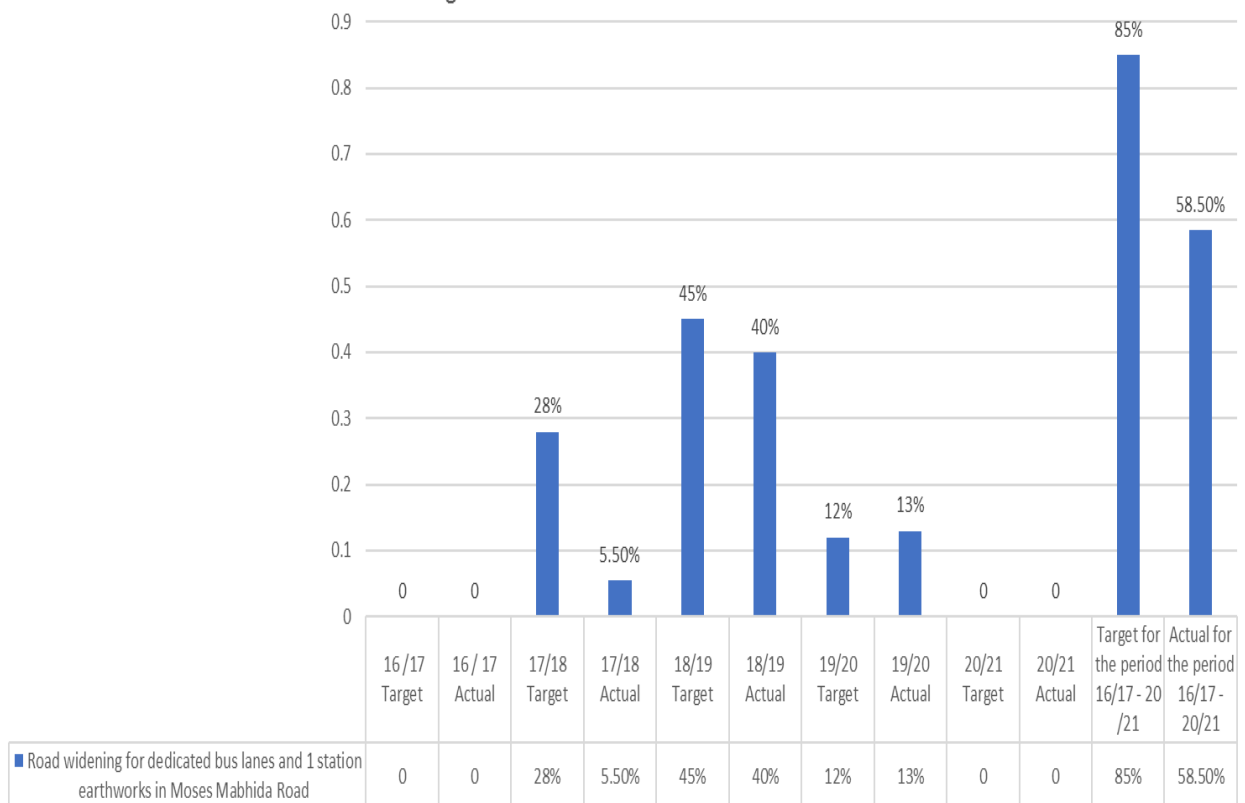




## Road widening for dedicated bus lanes and bridge in Moses Mabhida Road



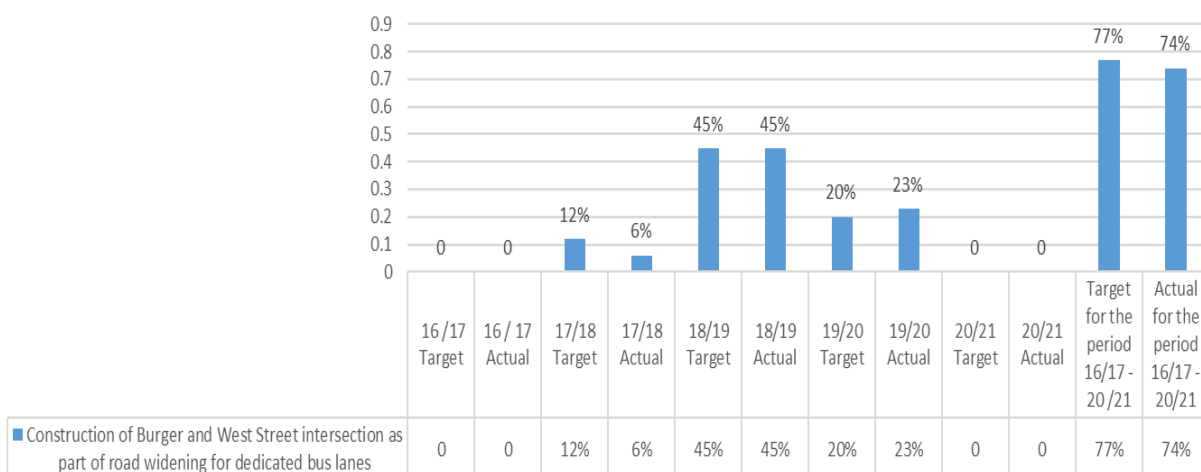
## Road widening for dedicated bus lanes and 1 station earthworks in Moses Mabhida Road



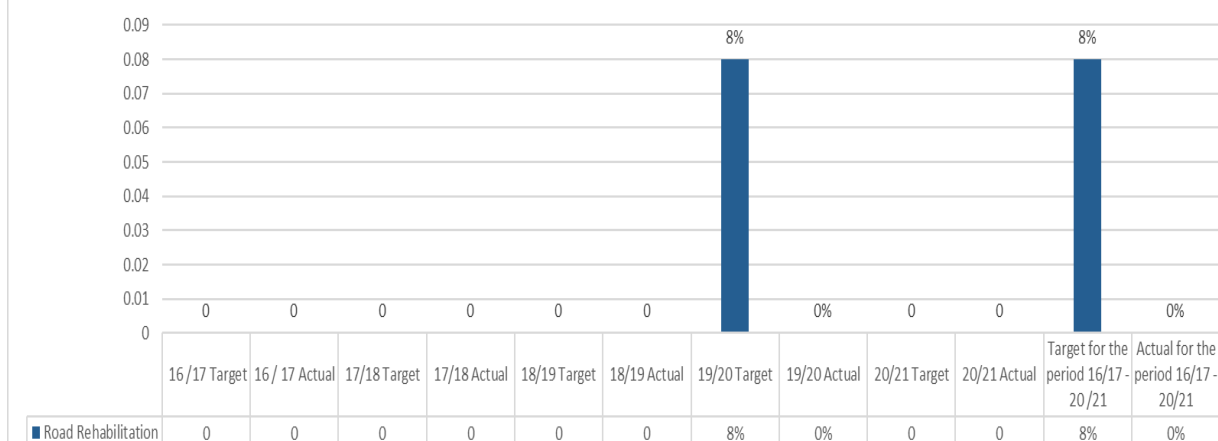


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

Construction of Burger and West Street intersection as part of road widening for dedicated bus lanes



Road Rehabilitation



## 2. COMMUNITY SERVICES

This component includes the following categories:

1. Waste Management
2. Recreation and Facilities
3. Public Safety Enforcement and Emergency Services
4. Area Based Management

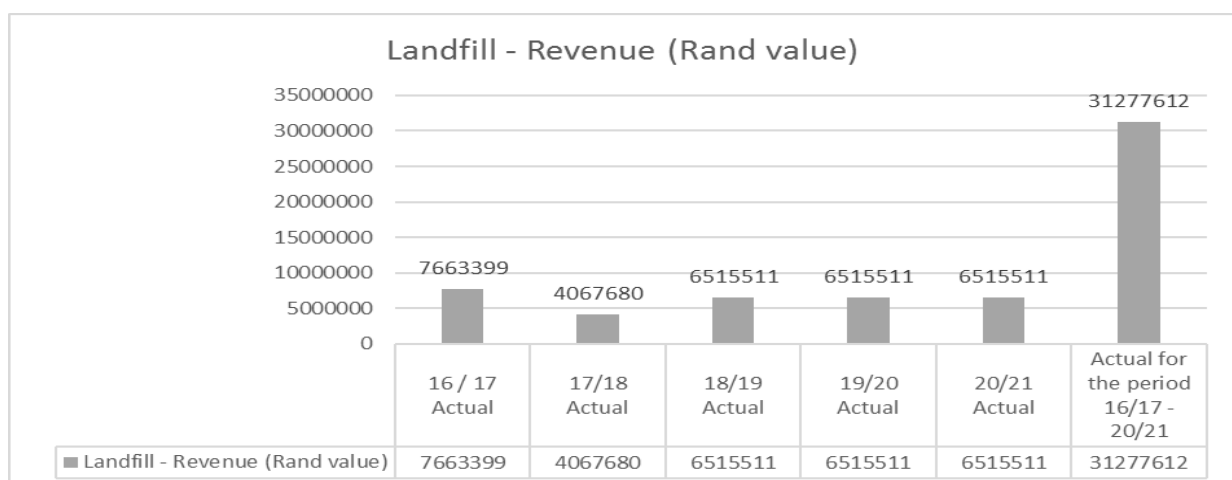
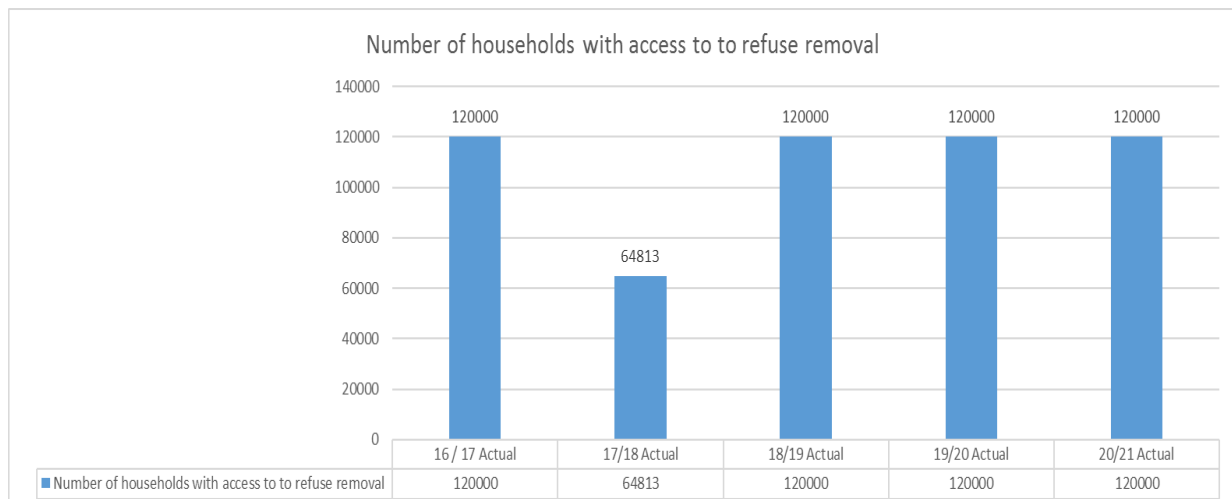


## 2.1 WASTE MANAGEMENT

Msunduzi Municipality as a local sphere of government is entrusted with a responsibility to provide a basic refuse collection service by means of a kerb side waste collection service provision. This can be by means of an indigent service provision as well a normal service provision which is paid for in terms of refuse collection charges to our customers. In order for the Community Services Waste Management to achieve the National standards for the weekly collection of waste for every household in terms of percentage of households/indigent households receiving this service, the section has implemented systems and plans to enhance its operation by developing waste collection.

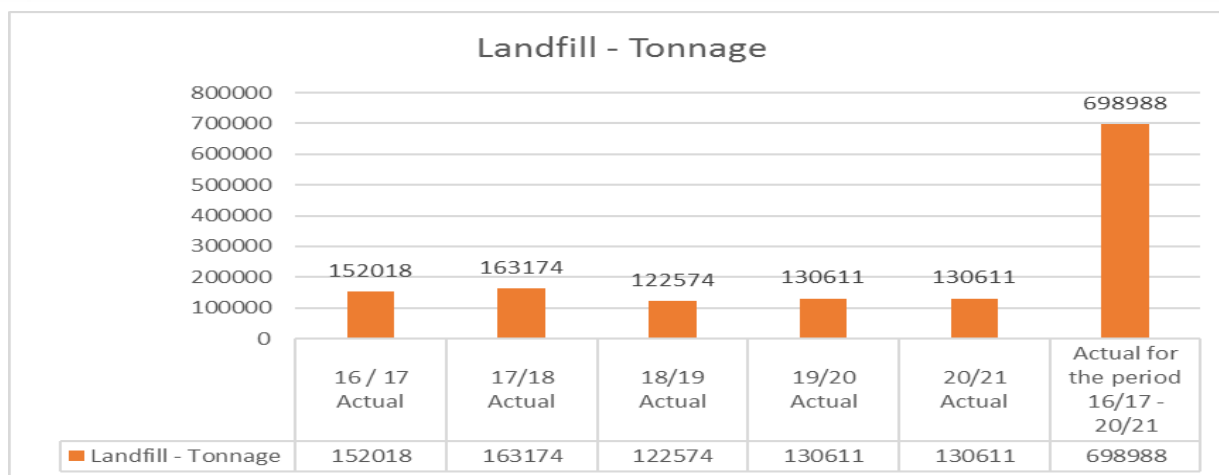
### PERFORMANCE OF THE WASTE MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS



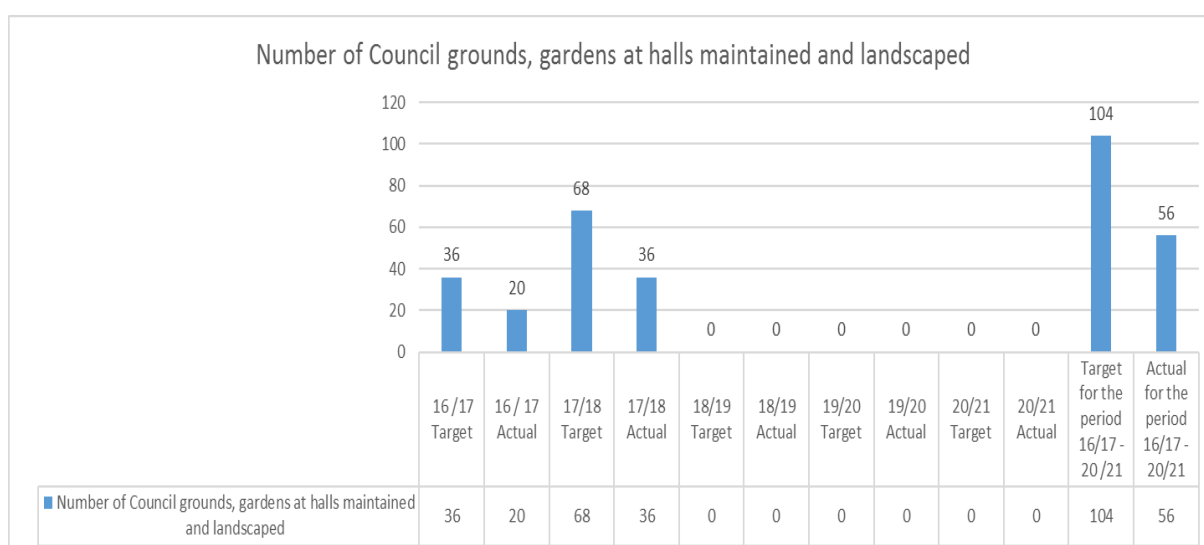
## 2.2 RECREATION AND FACILITIES

Recreation and Facilities comprises of the following core functional areas:

1. Parks Management (Horticulture, flora and fauna and arboriculture)
2. Sports & Recreation Management
3. Cemeteries & Crematoria
4. Conservation & Environment
5. Library Services-Community Outreach Programmes
6. Maintenance of Council Buildings and Facilities

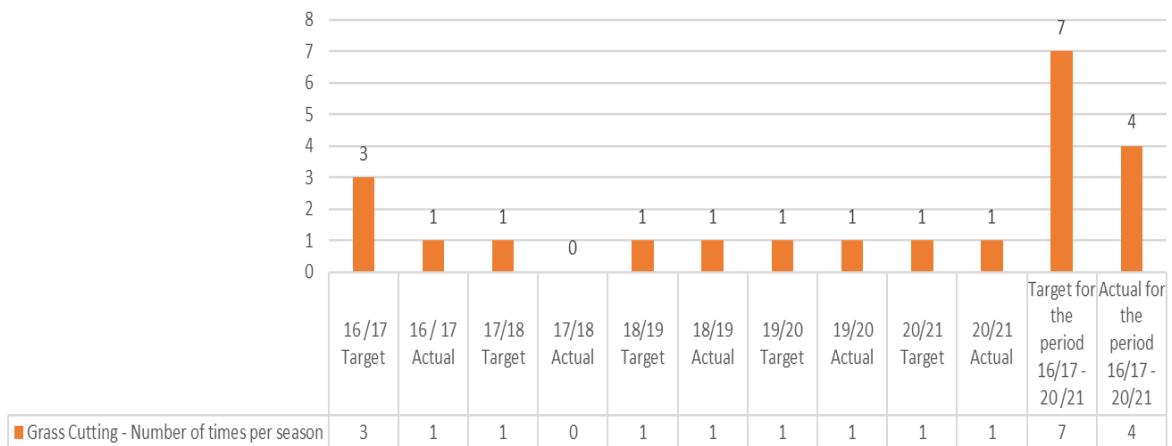
### PERFORMANCE OF THE WASTE MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





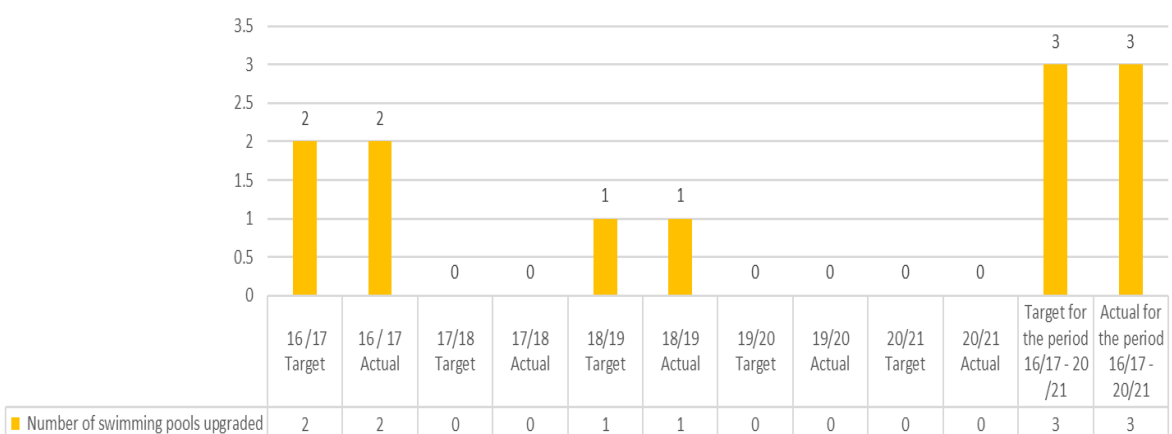
Grass Cutting - Number of times per season



Number of islands, municipal gardens and main entrances maintained and landscaped



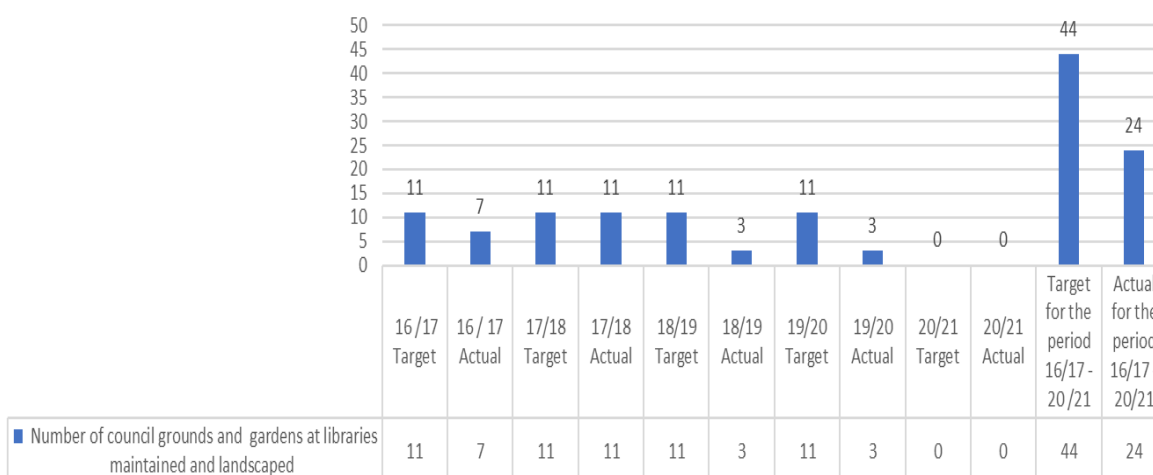
Number of swimming pools upgraded



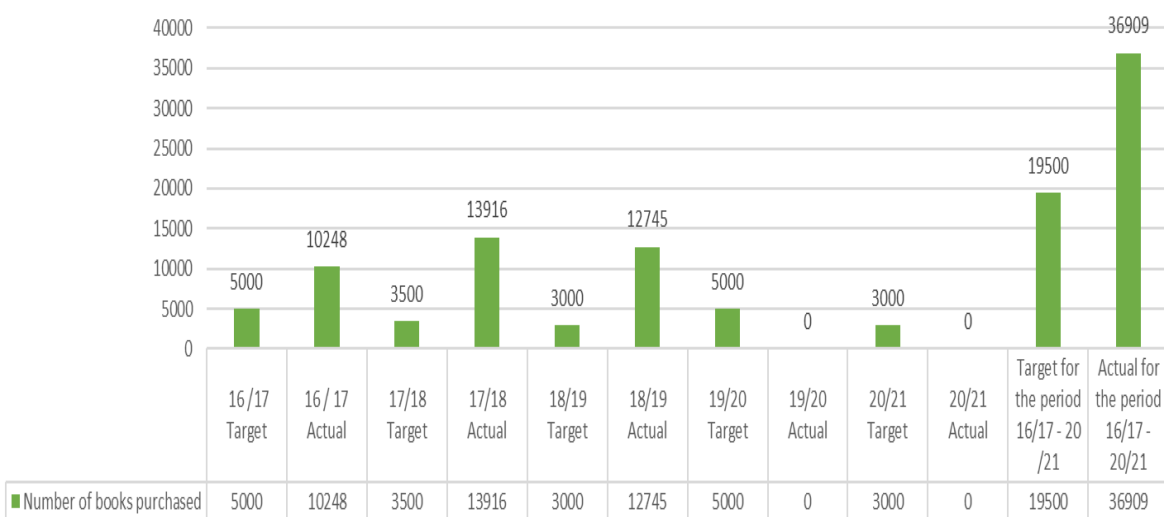


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

Number of council grounds and gardens at libraries maintained and landscaped



Number of books purchased



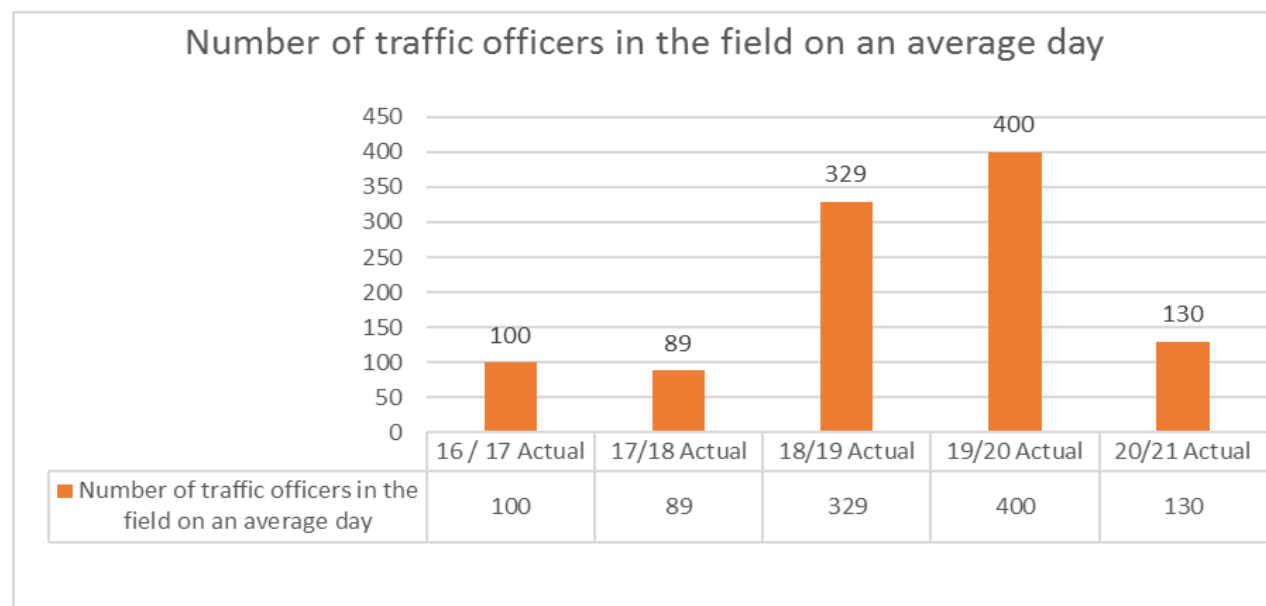
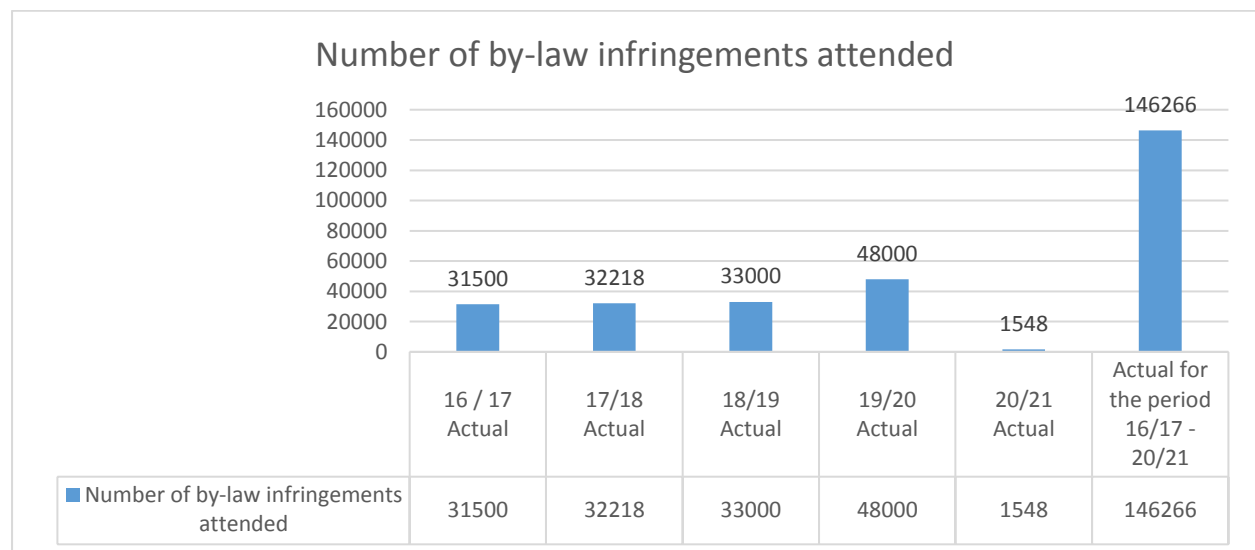


## 2.3 PUBLIC SAFETY ENFORCEMENT AND EMERGENCY SERVICES

The Public Safety Enforcement & Emergency Services unit is responsible primarily for disaster management, fire services, traffic and security services with the Msunduzi area of jurisdiction.

### PERFORMANCE OF THE PUBLIC SAFETY ENFORCEMENT AND EMERGENCY SERVICES UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.

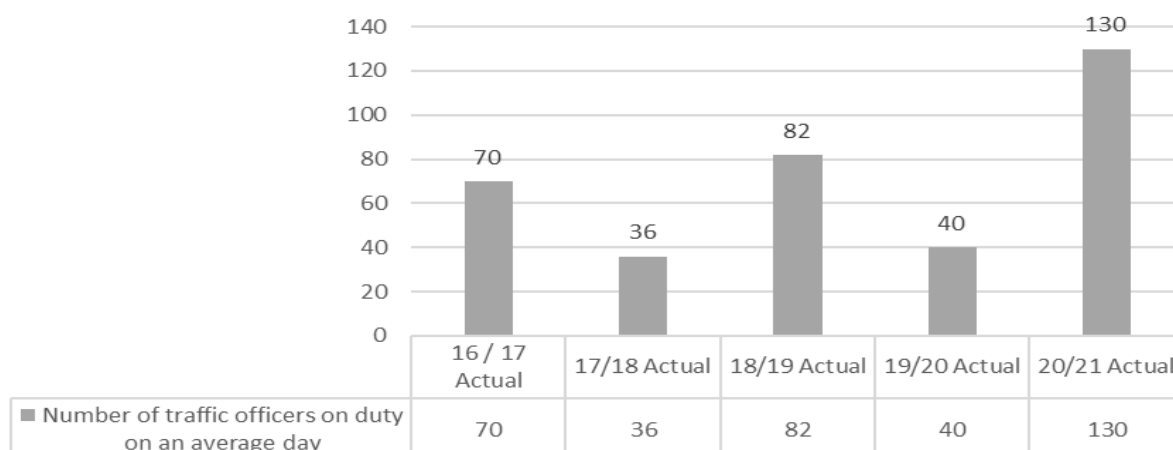




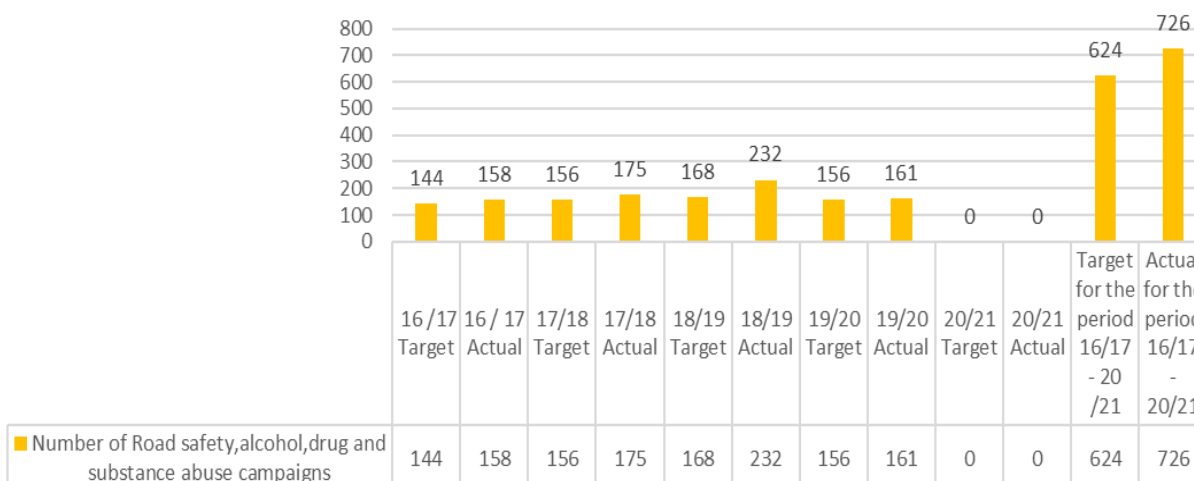


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

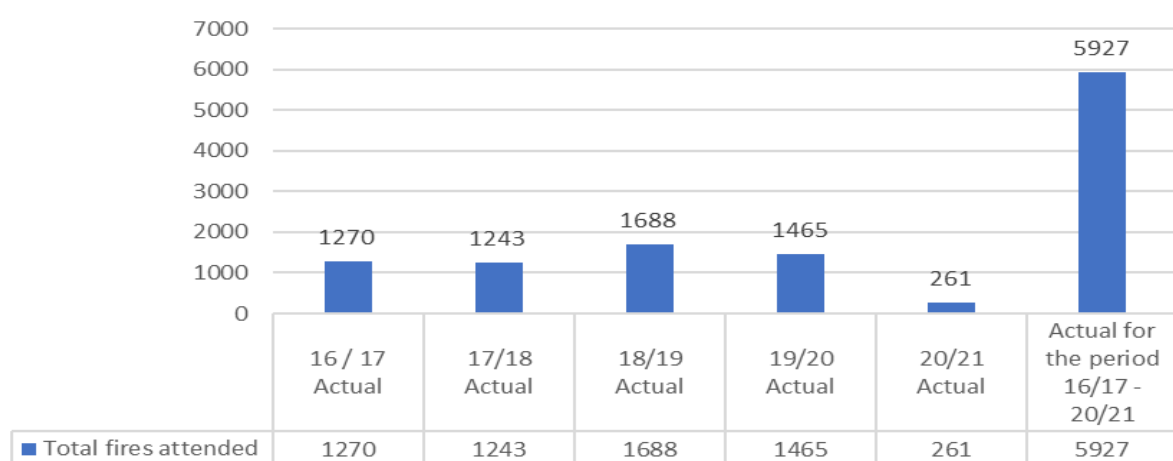
Number of traffic officers on duty on an average day



Number of Road safety,alcohol,drug and substance abuse campaigns

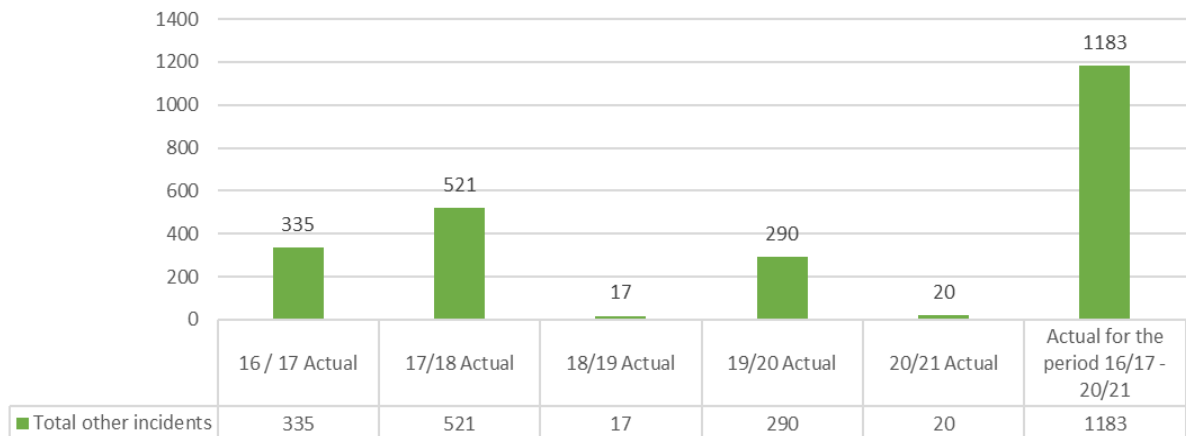


Total fires attended

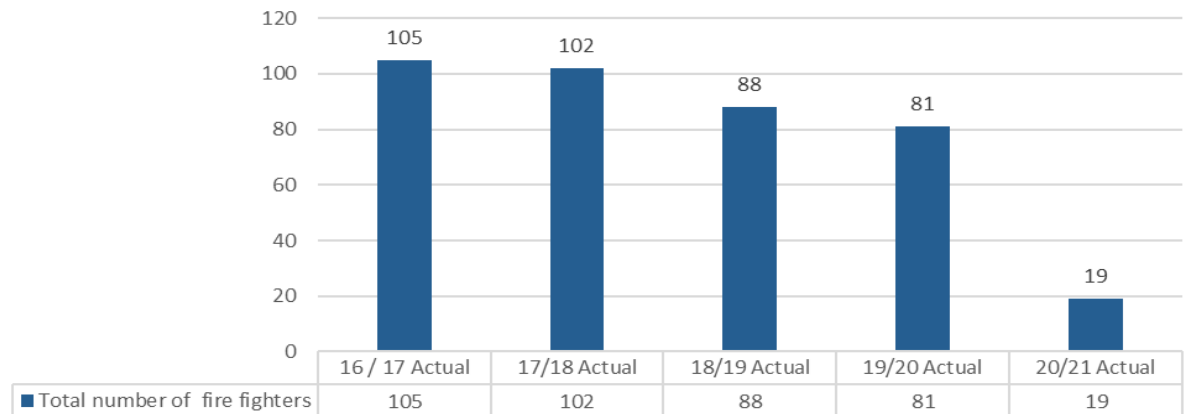




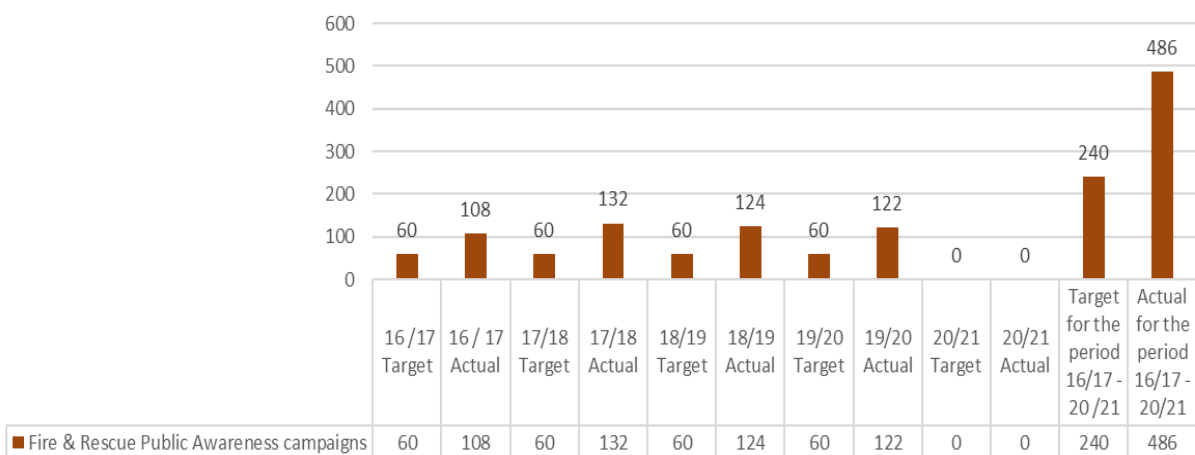
Total other incidents



Total number of fire fighters



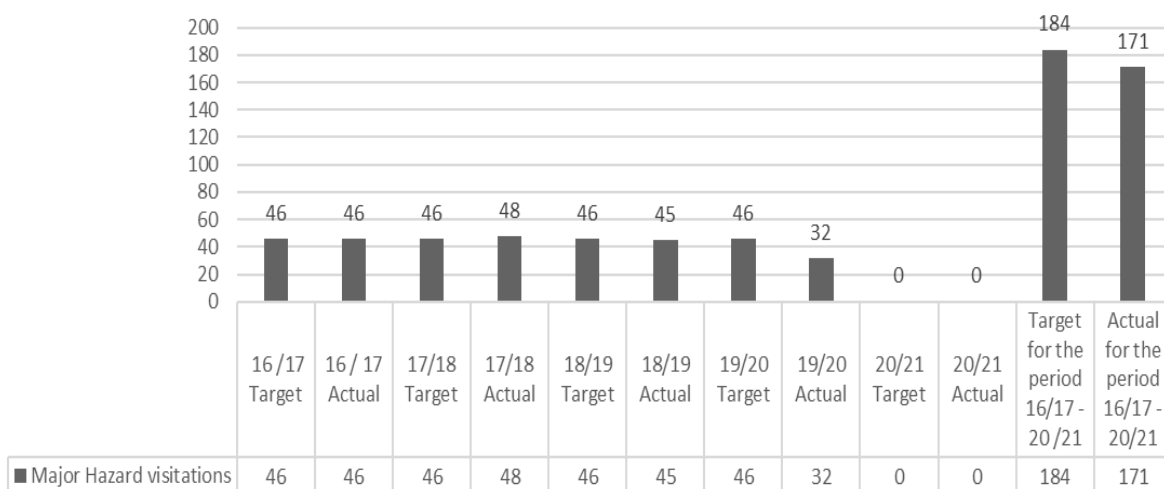
Fire &amp; Rescue Public Awareness campaigns



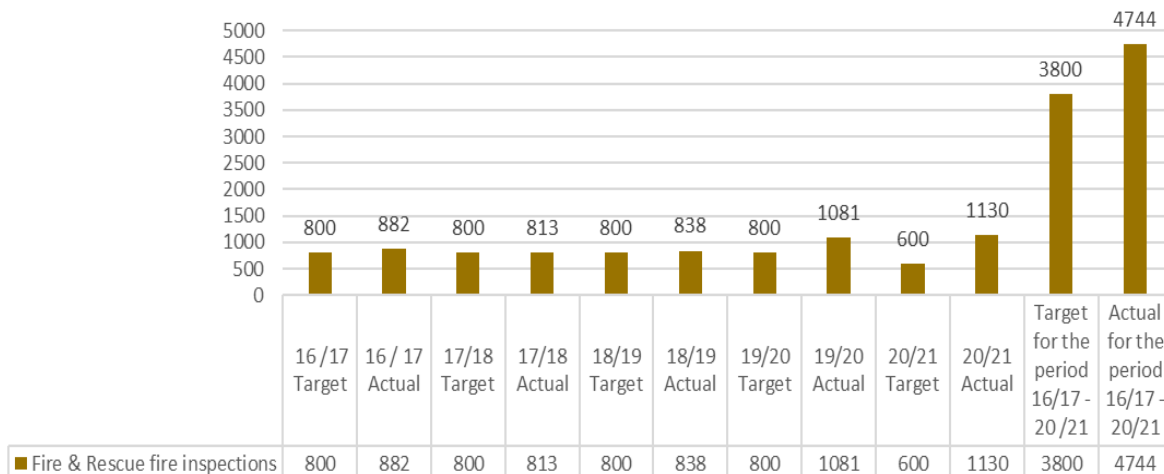


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

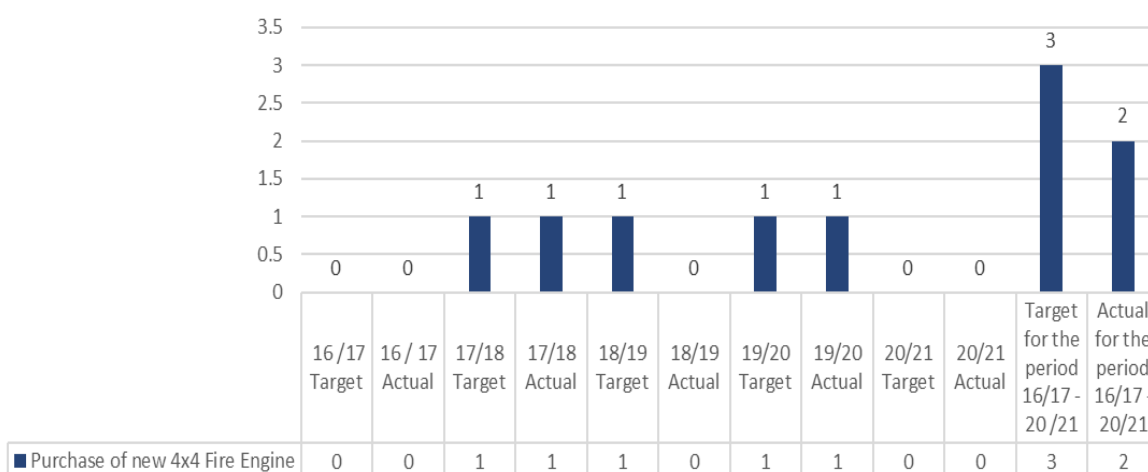
### Major Hazard visitations



### Fire & Rescue fire inspections

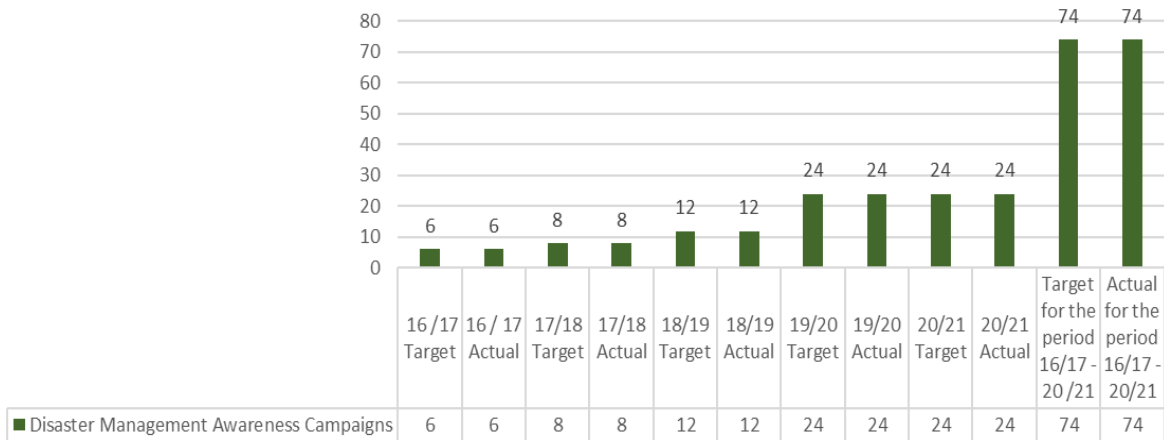


### Purchase of new 4x4 Fire Engine

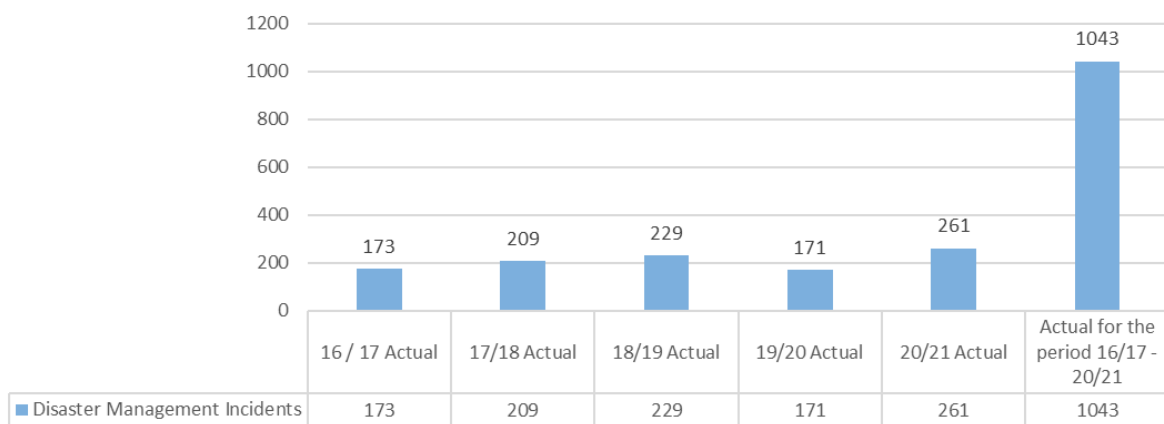




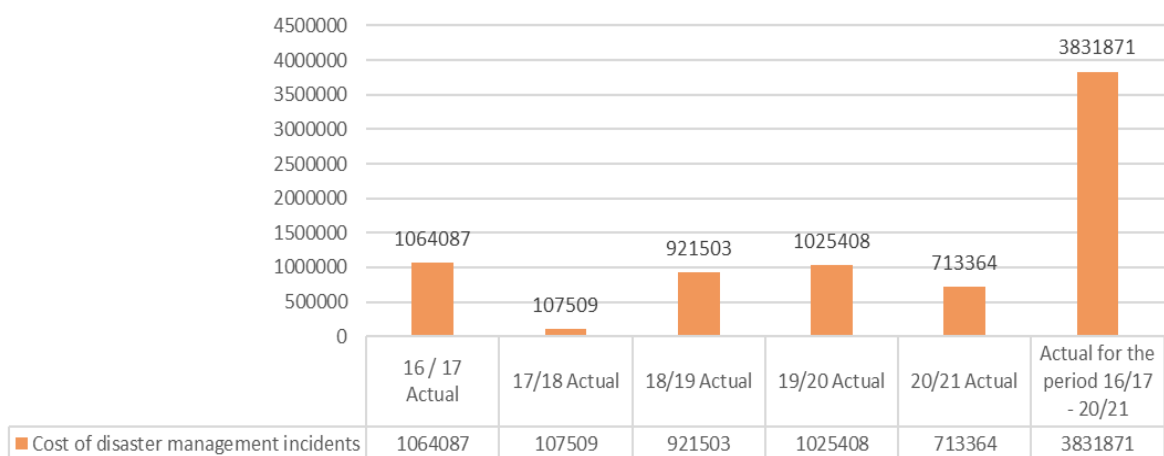
## Disaster Management Awareness Campaigns



## Disaster Management Incidents



## Cost of disaster management incidents





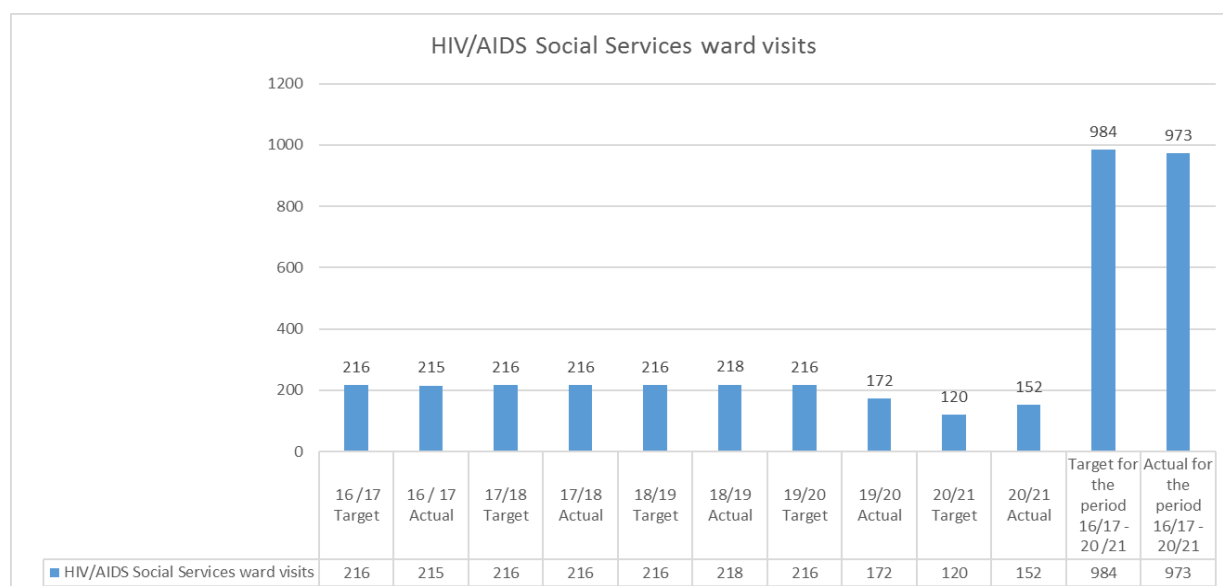
## 2.4 AREA BASED MANAGEMENT

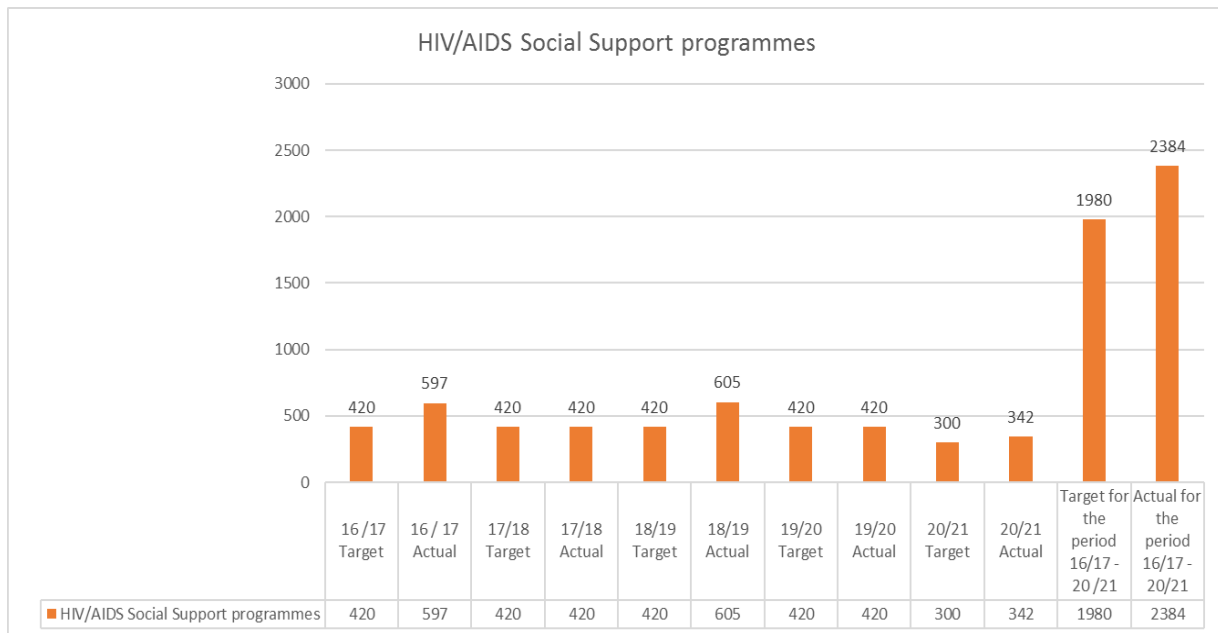
In 2000, was the enactment of the revised Local Government Act of 1998 which placed emphases on community consultation and participation that stated in Chapter 7, Section 152(1) (a) – (e) & (2) of the Constitution of the Republic of South Africa. Thus Msunduzi Municipality took a decision to demarcate the municipality into five (5) Management Area that interchangeable called Zones; they are Vulindlela, Edendale, Imbali, Central and Northern Areas.

The demarcation was done to address the imbalances of the previous dispensation, accommodate developmental disparities, cultural diversity, language barrier, spatial composition and human capacity. Thus the conception of ABM whereby the Msunduzi Municipal Council resolved in 2003 on a (SCA) Soft – Core Approach of Area Based Management (ABM) to decentralise Community Participation, Accountability and Service Delivery as the main dictate for Local Government mandate.

### PERFORMANCE OF THE AREA BASED MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





### 3. SUSTAINABLE DEVELOPMENT AND CITY ENTERPRISES

This component includes the following categories:

1. Town Planning and Environmental Health
2. Local Economic Development
3. Human Settlements
4. City Entities

#### 3.1 TOWN PLANNING AND ENVIRONMENTAL MANAGEMENT

This component includes Town Planning; Building Control, Environmental Health, Environmental Management, Land Survey and the Greater Edendale and Vulindlela Development Initiative (GEVDI). The opportunity of town planning is to be able to work hand in hand with the communities in their attempts to achieve service delivery and make their life successful within their environment. Town planning deals with areas that need intervention by making sure that areas change for the betterment of people who are staying within those areas. The challenge that is facing town planning is an increase of unauthorised land uses due to delay in finalising cases and a shortage of human capacity to enforce unauthorised land uses.

Building Control and Signage Sub-unit controls building construction and outdoor advertising signage in the city. This is done through compliance with the National Building Regulations and Building Standards Act, 1977, the SANS 10400, and the Msunduzi Municipality Advertising Signs Bylaws.



## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

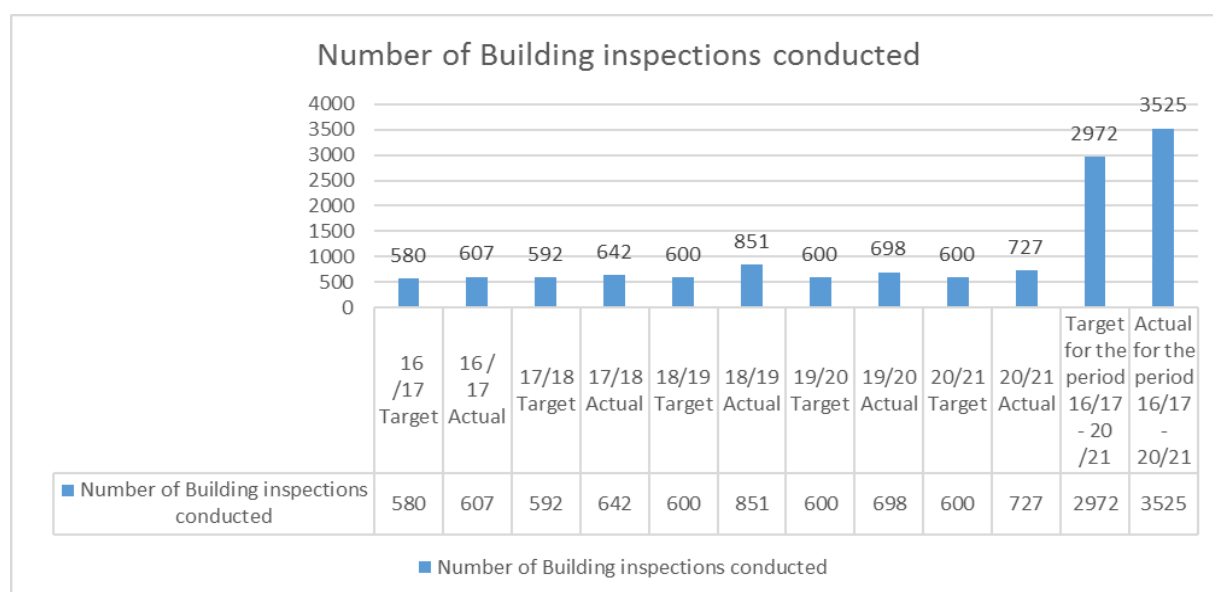
Environmental Health encompasses those aspects of human health, including quality of life that is determined by physical, chemical, biological, social and psychosocial factors in the environment. It also refers to the theory and practice of assessing, correcting, controlling and preventing those factors in the environment that can potentially affect adversely the health of present and future generations.

Environmental Health Services includes:

1. Water quality monitoring, Food control, Waste management, Surveillance of premises, Communicable diseases control, Vector control,
2. Environmental pollution control, Disposal of the dead, chemical safety and noise control.
3. The service delivery priorities focused on water quality monitoring, food quality and safety, and air quality monitoring.

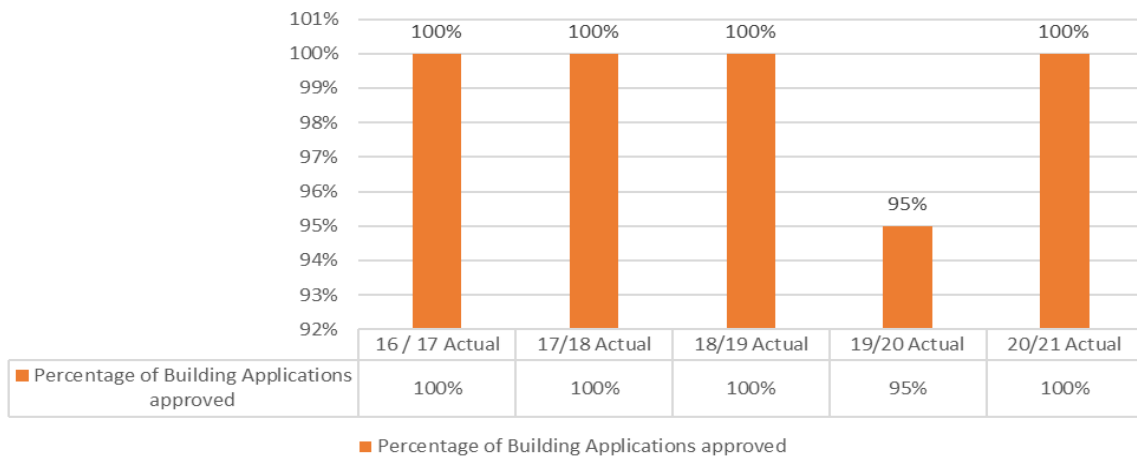
### PERFORMANCE OF THE TOWN PLANNING AND ENVIRONMENTAL MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.

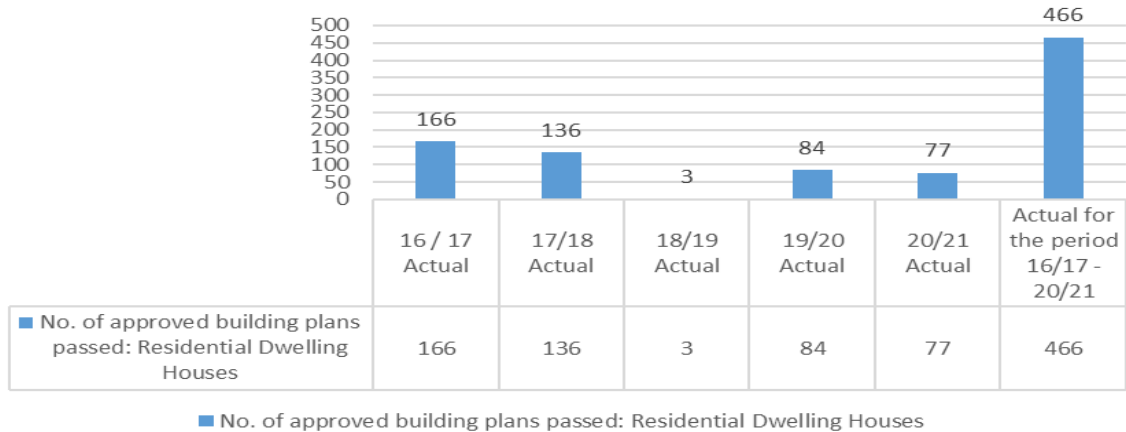




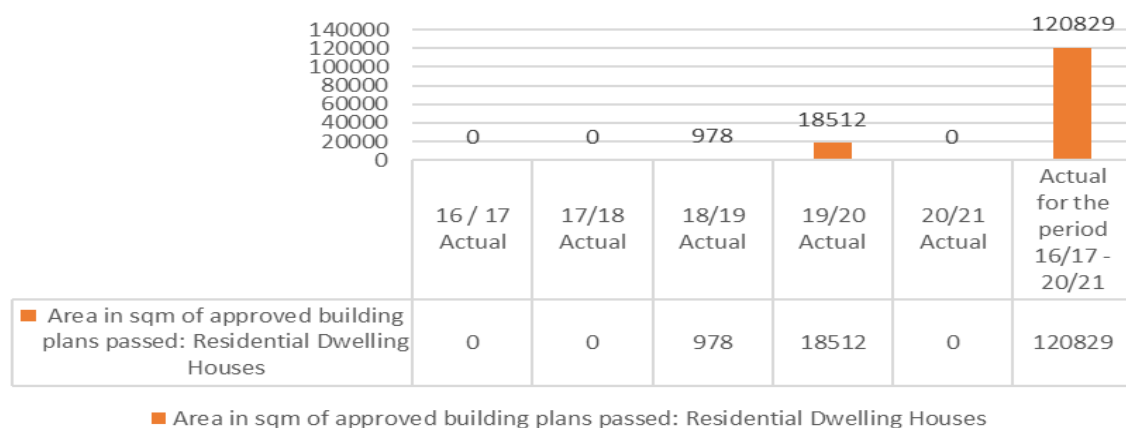
Percentage of Building Applications approved



No. of approved building plans passed: Residential Dwelling Houses



Area in sqm of approved building plans passed: Residential Dwelling Houses

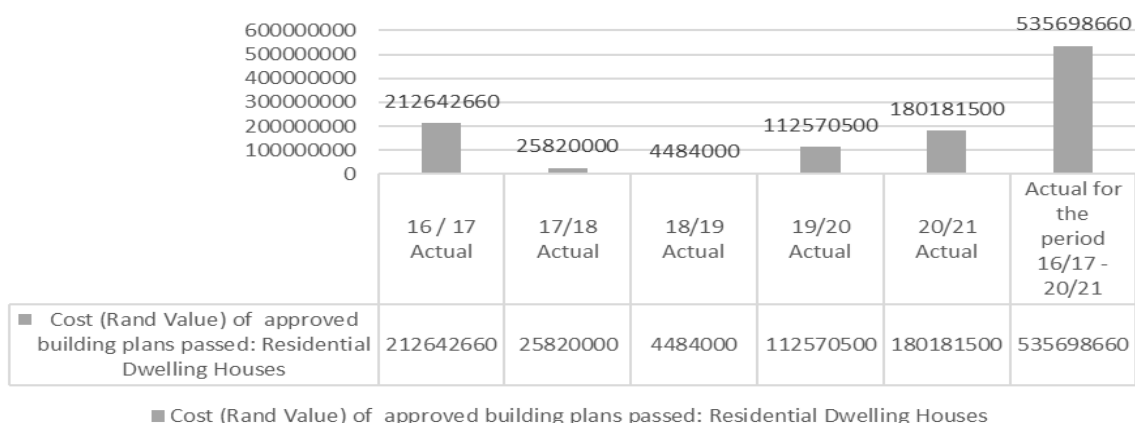




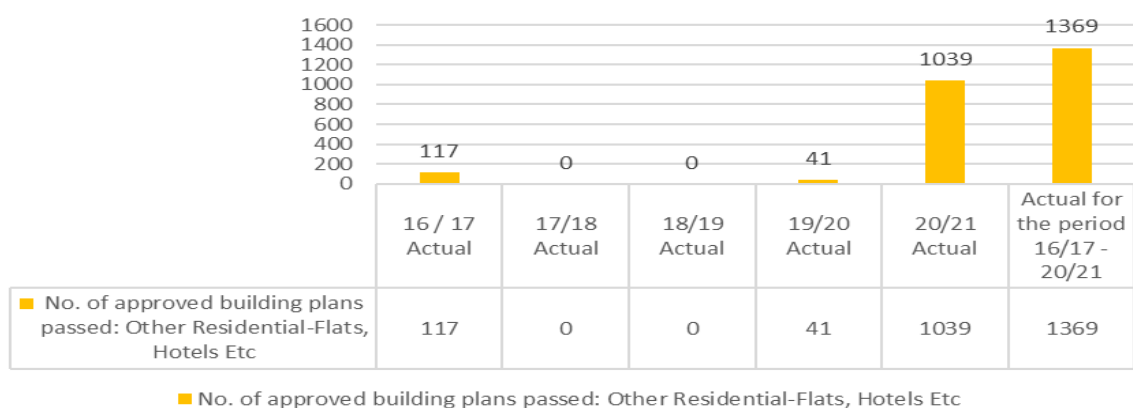


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

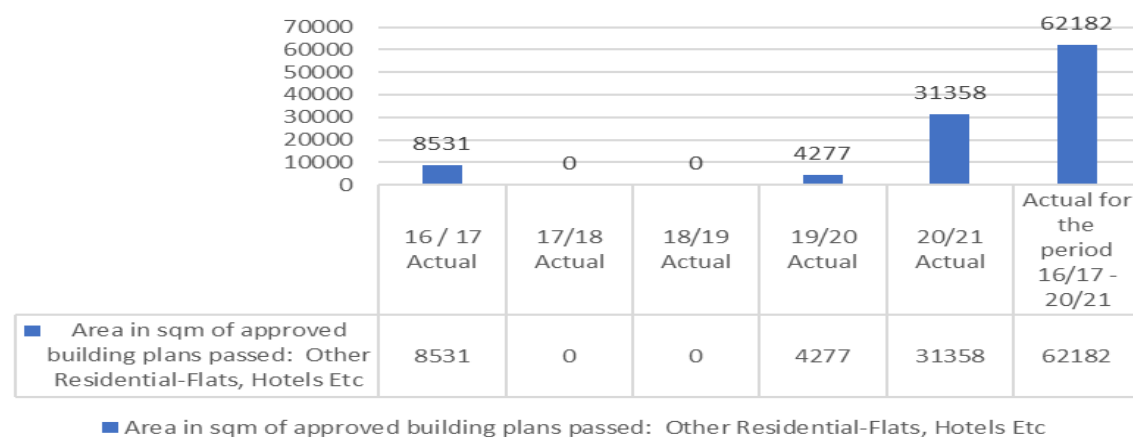
### Cost (Rand Value) of approved building plans passed: Residential Dwelling Houses



### No. of approved building plans passed: Other Residential- Flats, Hotels Etc

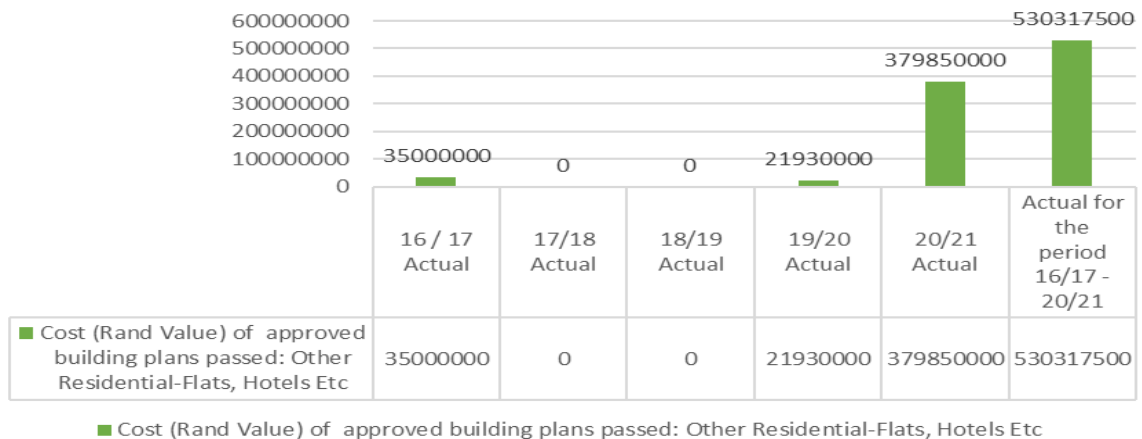


### Area in sqm of approved building plans passed: Other Residential-Flats, Hotels Etc

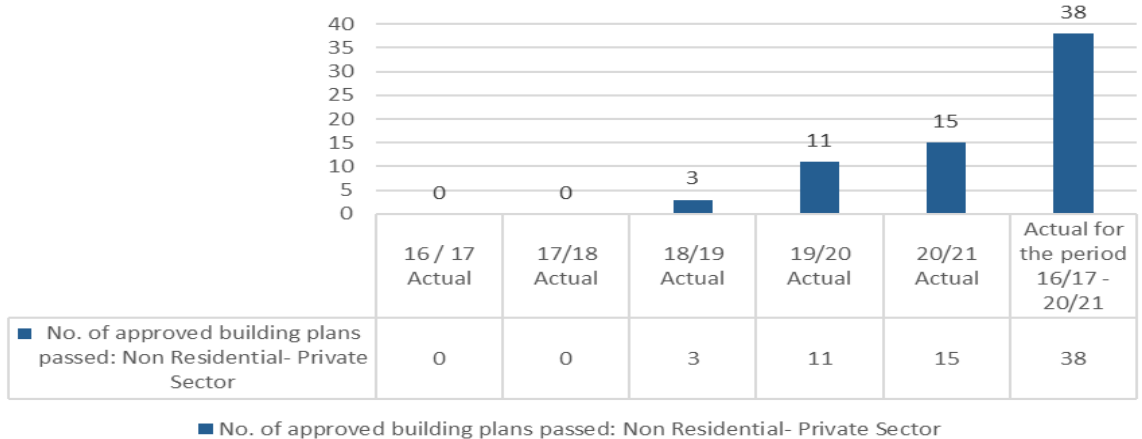




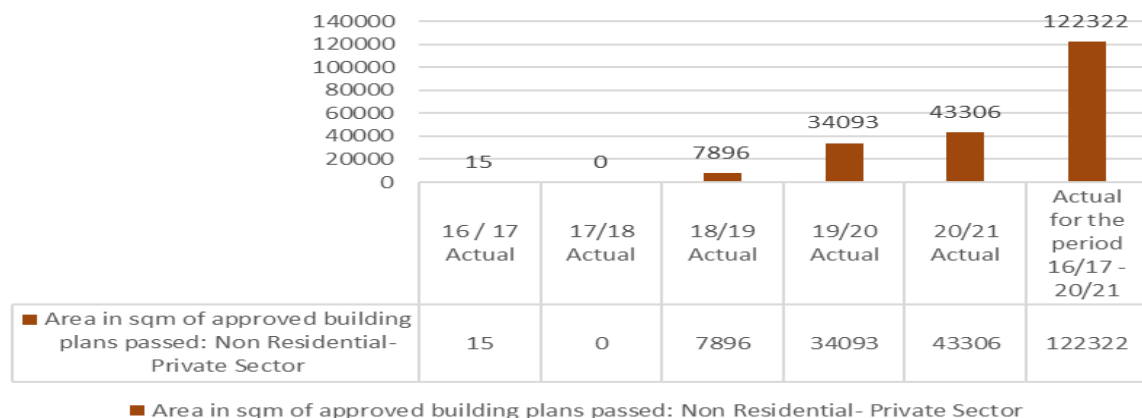
### Cost (Rand Value) of approved building plans passed: Other Residential-Flats, Hotels Etc



### No. of approved building plans passed: Non Residential- Private Sector



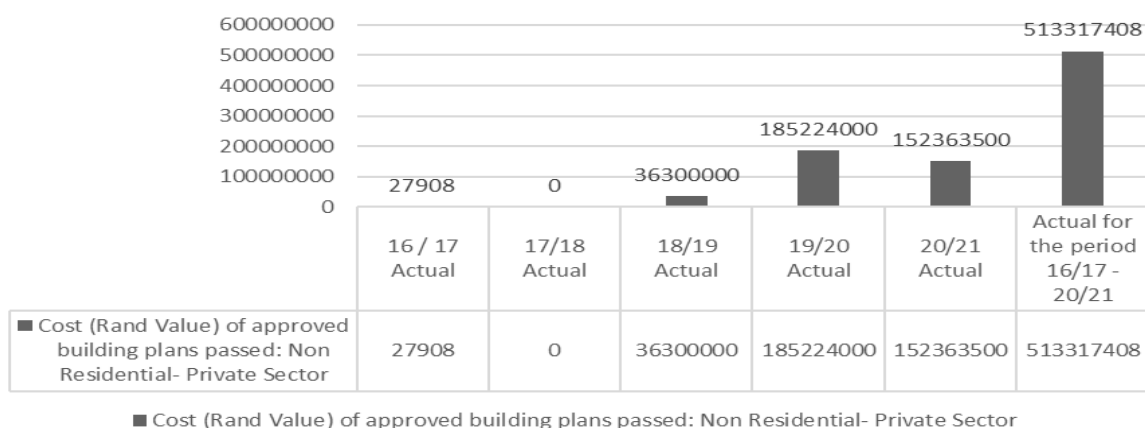
### Area in sqm of approved building plans passed: Non Residential- Private Sector





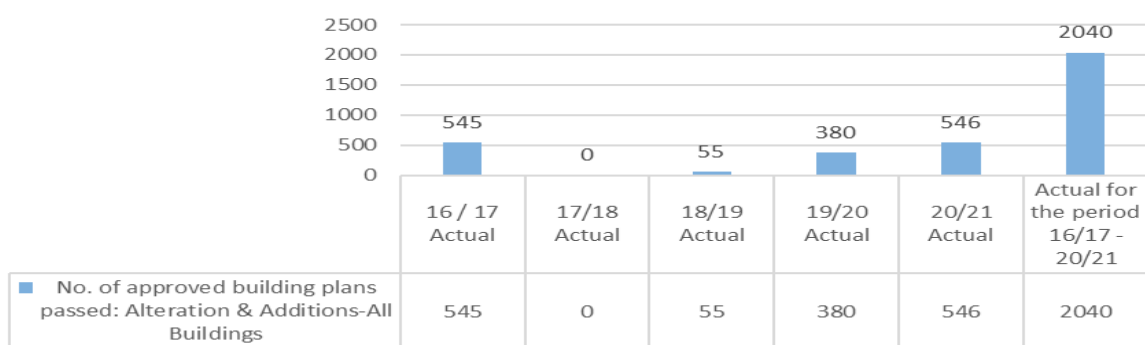
## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

### Cost (Rand Value) of approved building plans passed: Non Residential- Private Sector



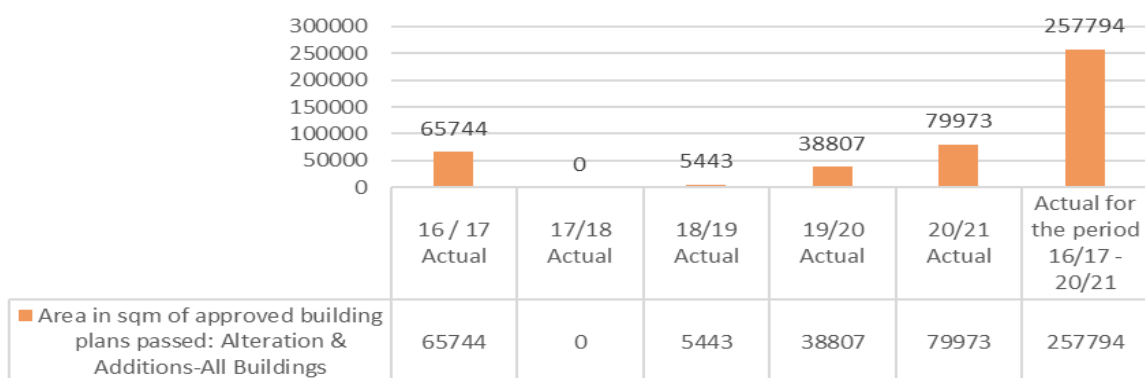
■ Cost (Rand Value) of approved building plans passed: Non Residential- Private Sector

### No. of approved building plans passed: Alteration & Additions-All Buildings



■ No. of approved building plans passed: Alteration & Additions-All Buildings

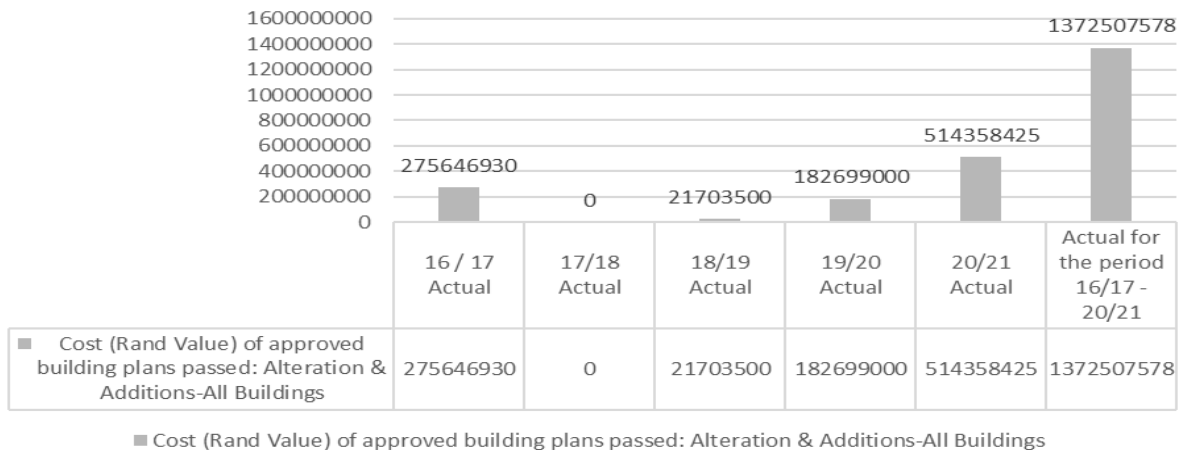
### Area in sqm of approved building plans passed: Alteration & Additions-All Buildings



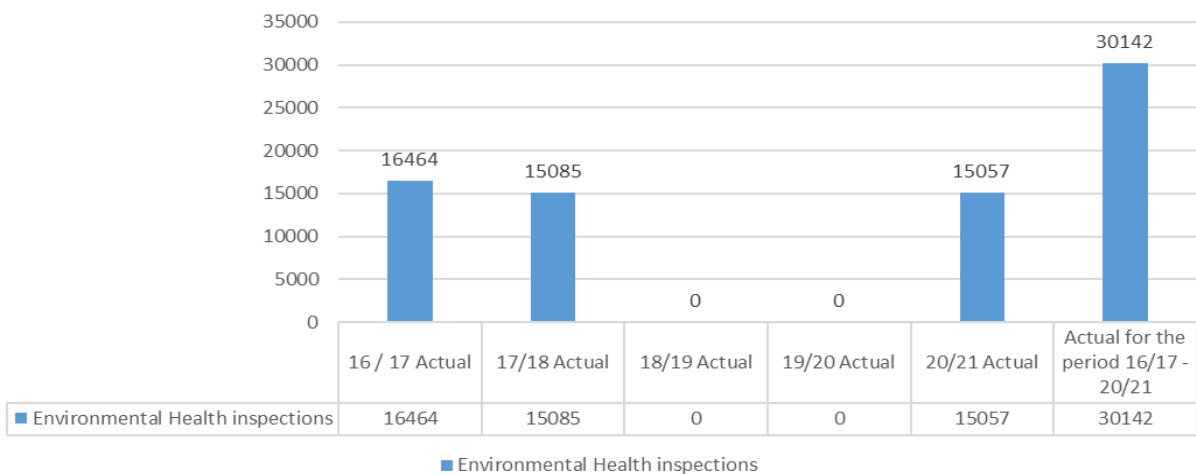
■ Area in sqm of approved building plans passed: Alteration & Additions-All Buildings



### Cost (Rand Value) of approved building plans passed: Alteration & Additions-All Buildings



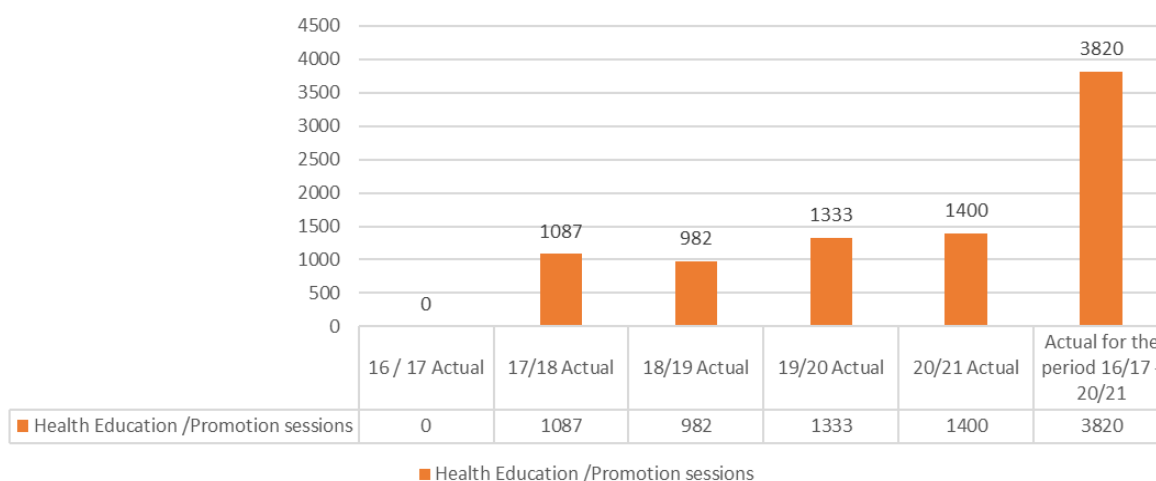
### Environmental Health inspections



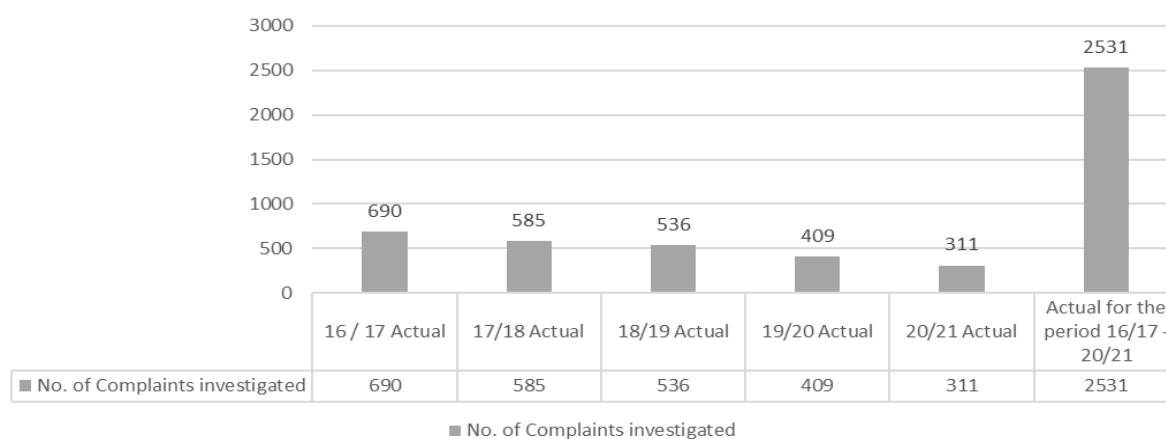


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

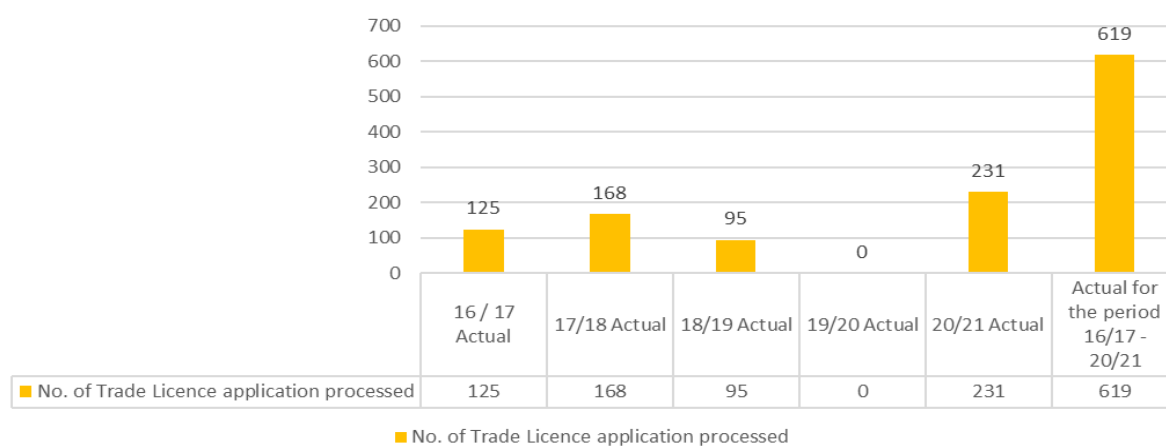
### Health Education /Promotion sessions



### No. of Complaints investigated

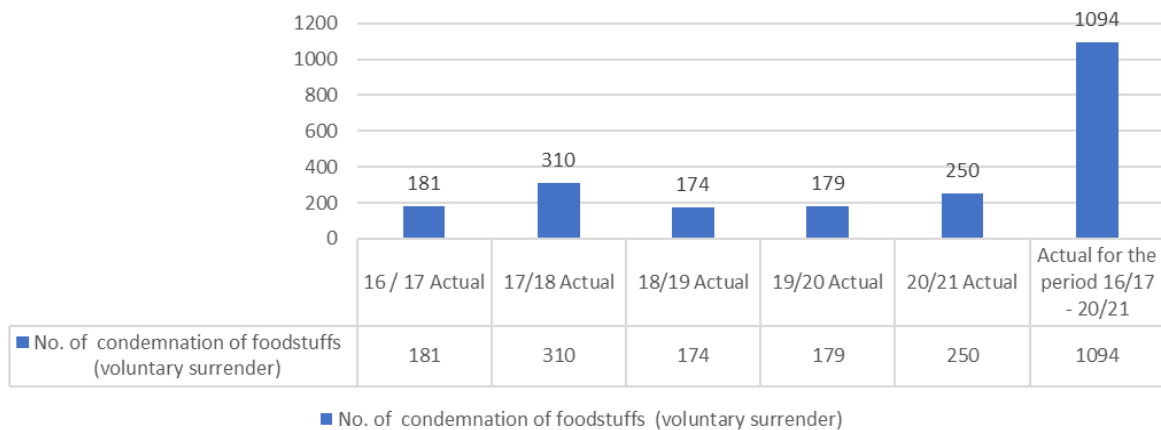


### No. of Trade Licence application processed

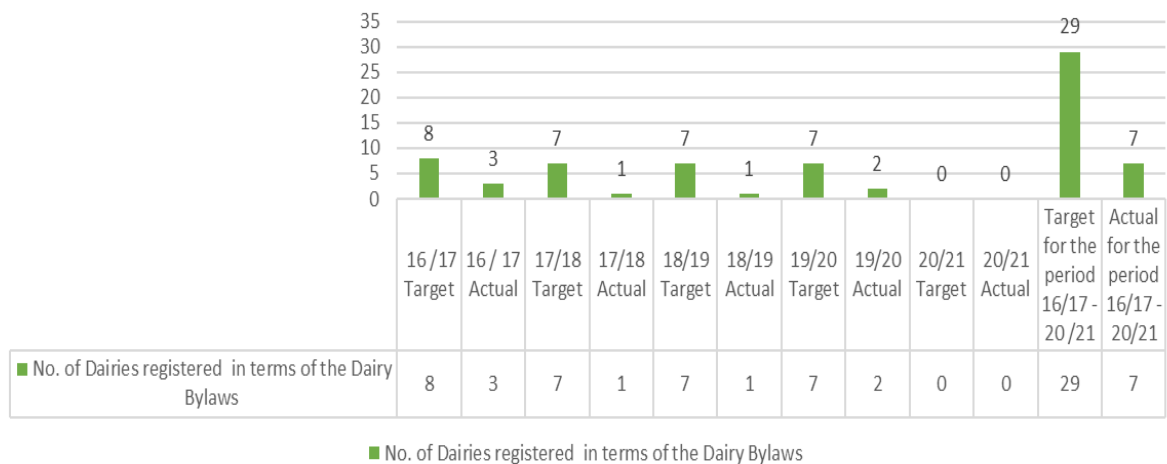




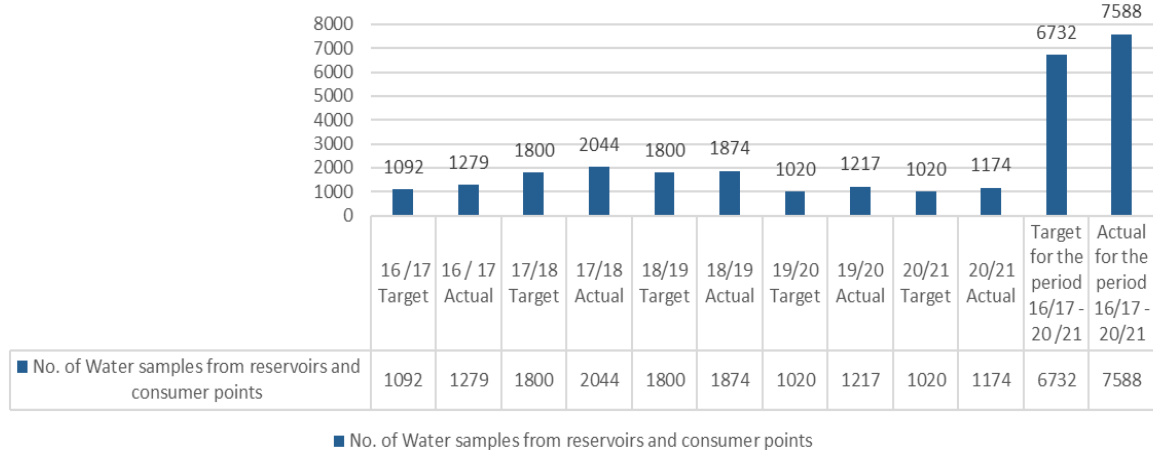
## No. of condemnation of foodstuffs (voluntary surrender)



## No. of Dairies registered in terms of the Dairy Bylaws



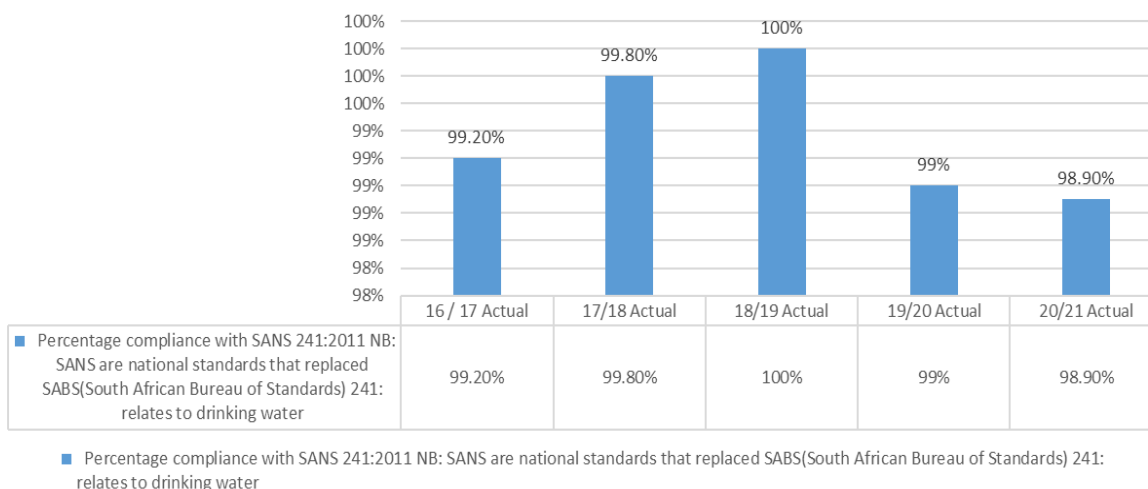
## No. of Water samples from reservoirs and consumer points





## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

Percentage compliance with SANS 241:2011 NB: SANS are national standards that replaced SABS(South African Bureau of Standards) 241: relates to drinking water

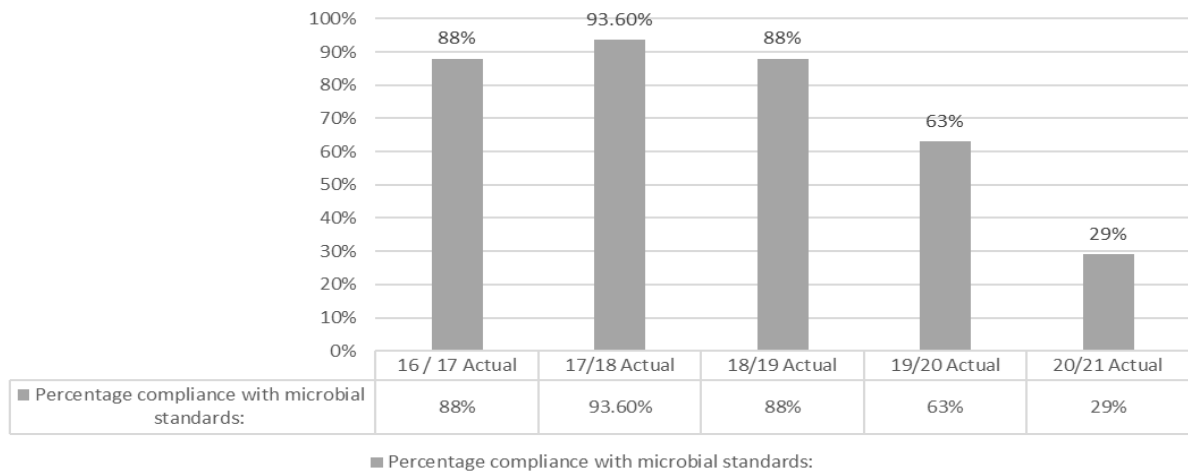


### Food sampling: No of samples analysed

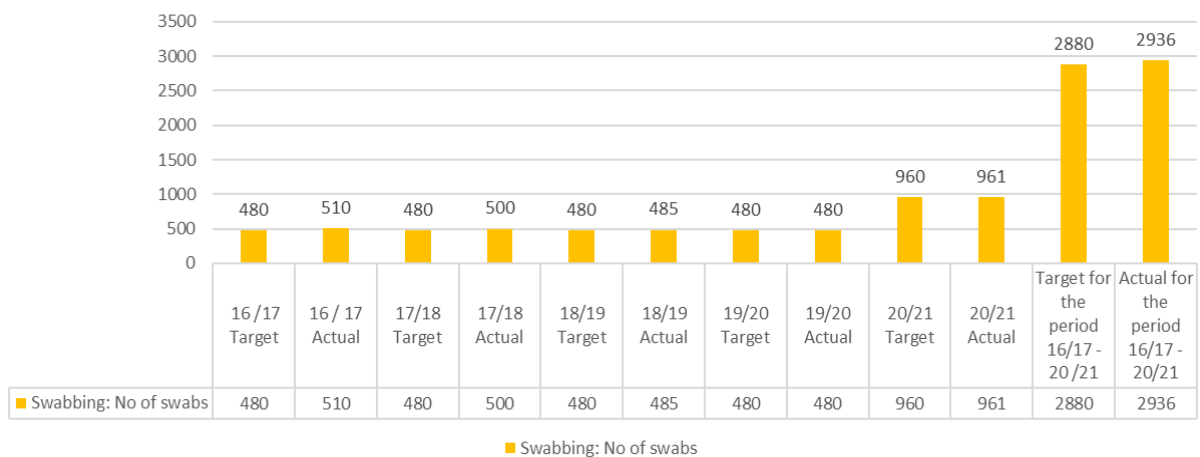




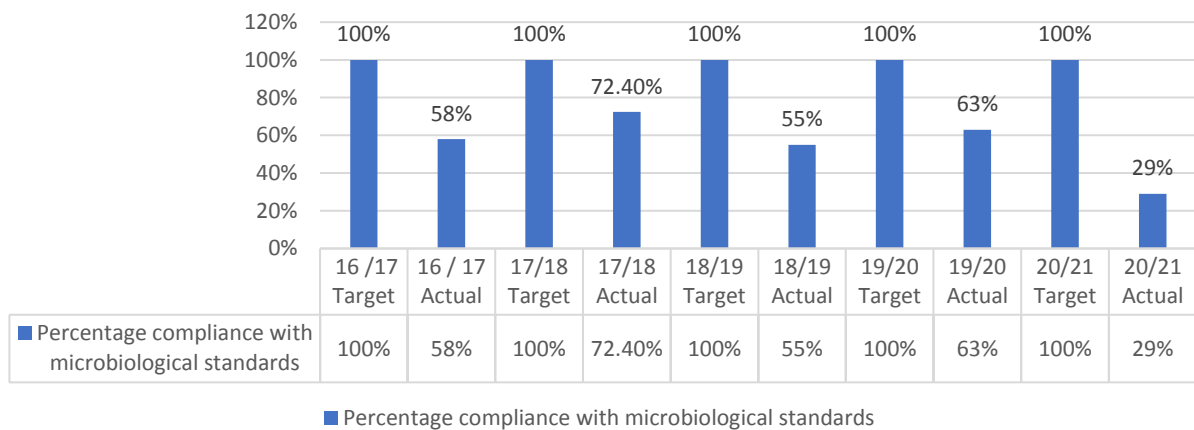
Percentage compliance with microbial standards



Swabbing: No of swabs



Percentage compliance with microbiological standards

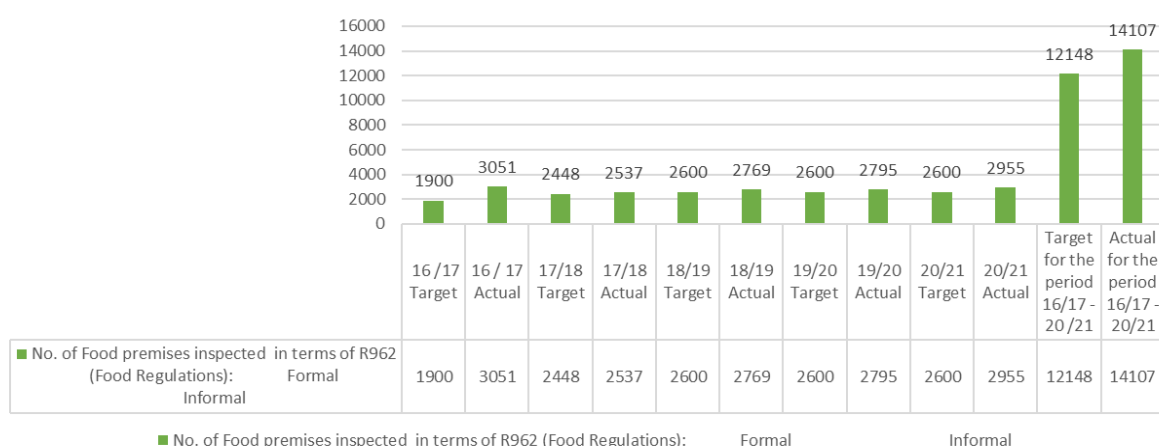




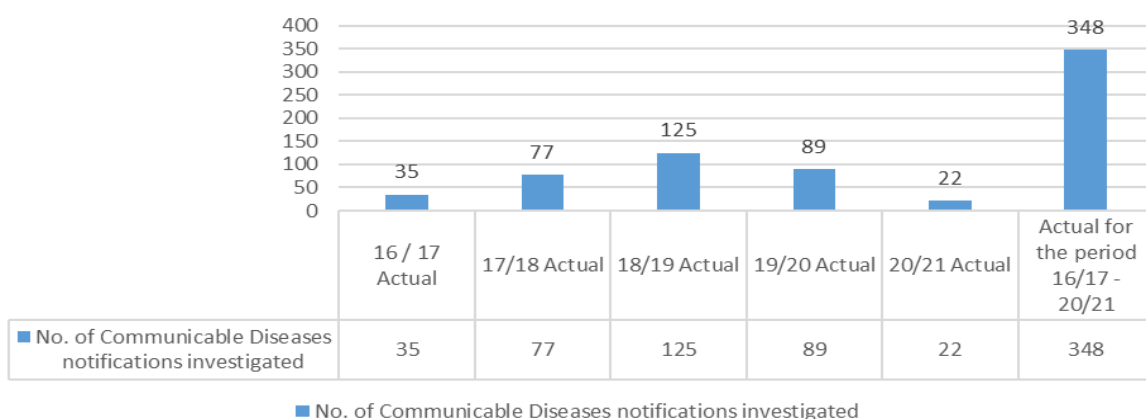


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

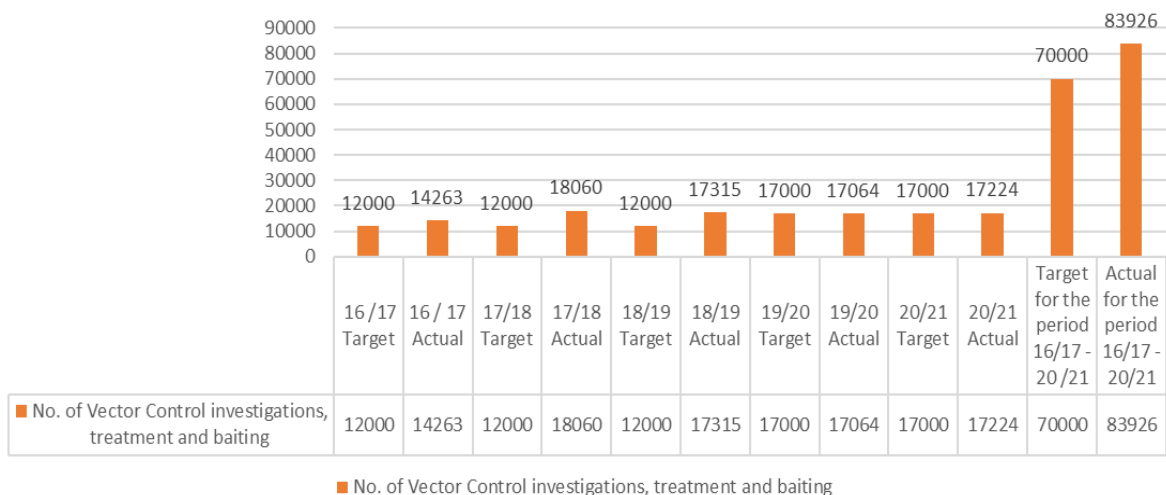
No. of Food premises inspected in terms of R962 (Food Regulations)



No. of Communicable Diseases notifications investigated

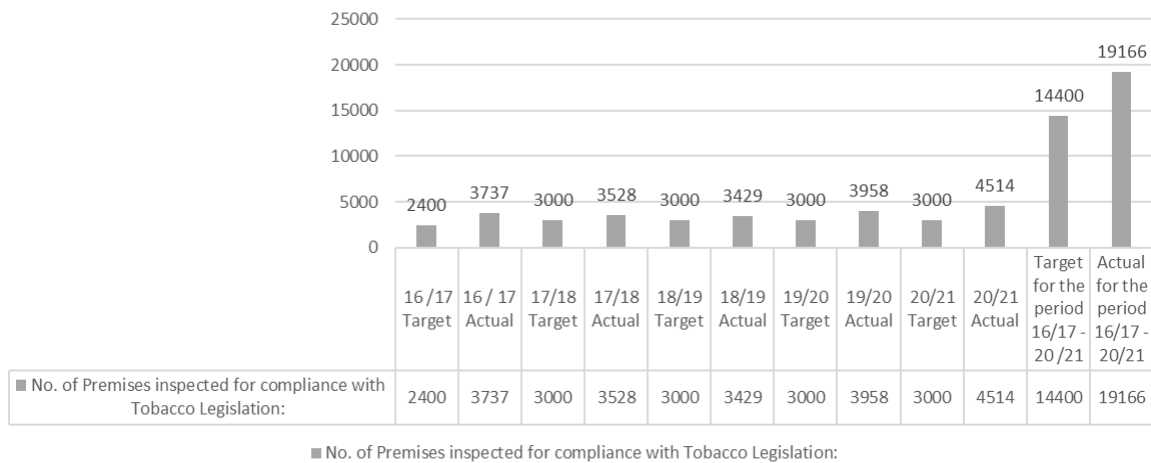


No. of Vector Control investigations, treatment and baiting

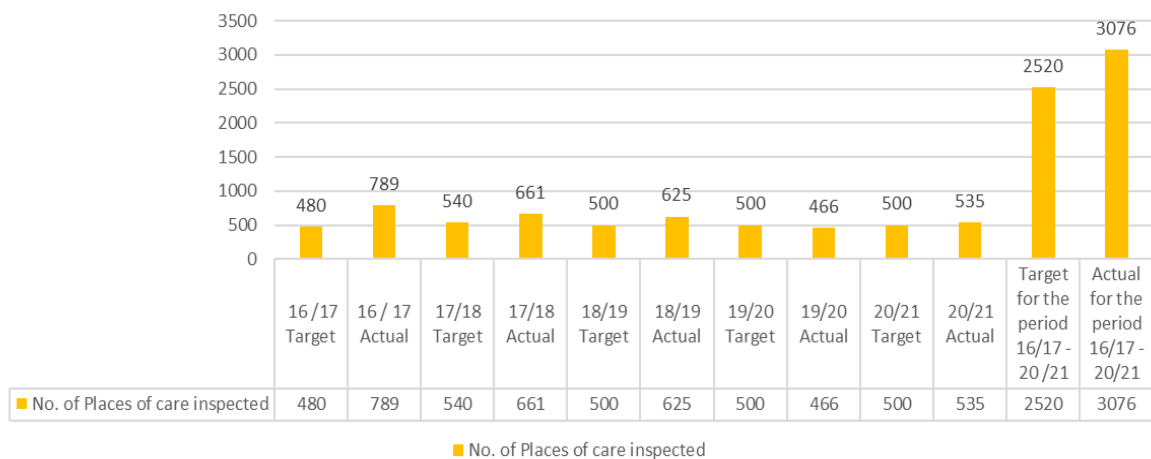




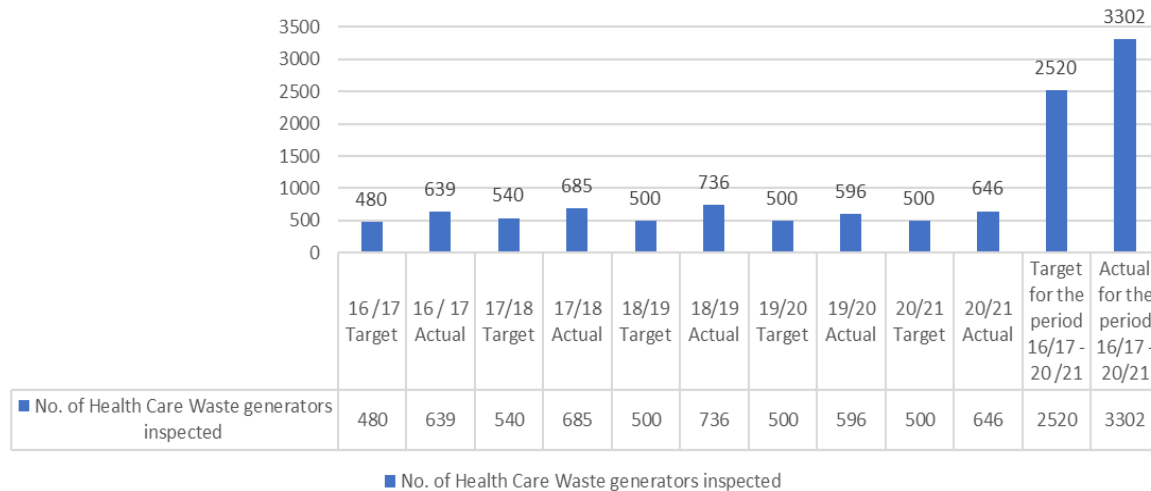
### No. of Premises inspected for compliance with Tobacco Legislation:



### No. of Places of care inspected



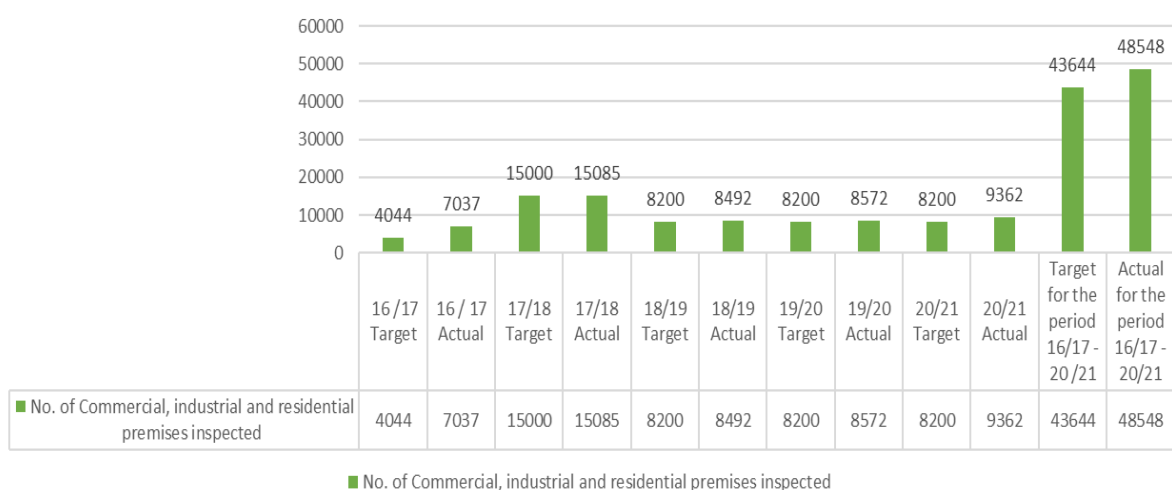
### No. of Health Care Waste generators inspected



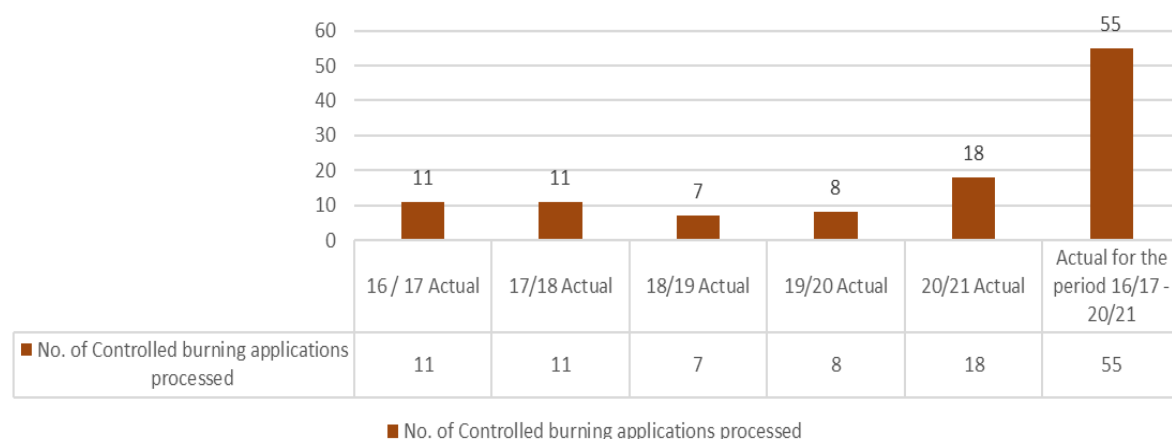


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

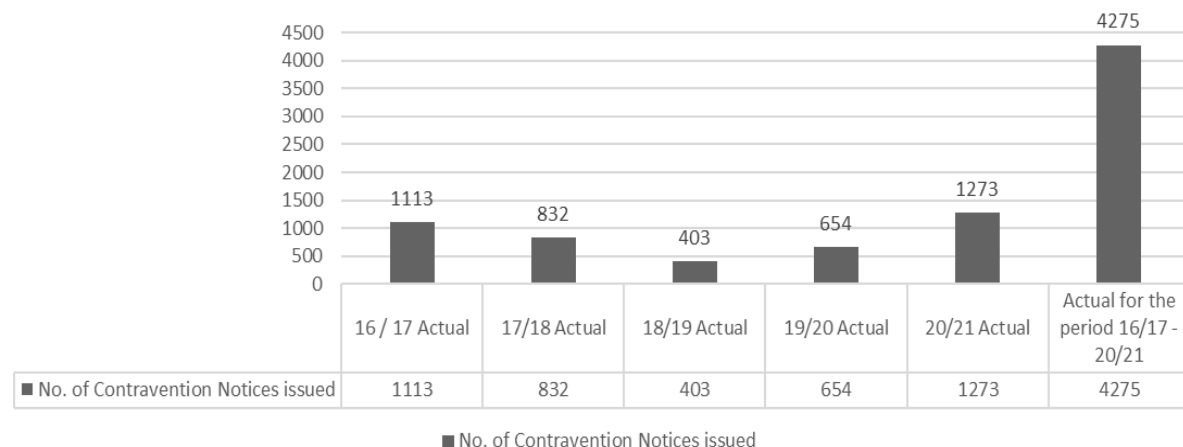
No. of Commercial, industrial and residential premises inspected

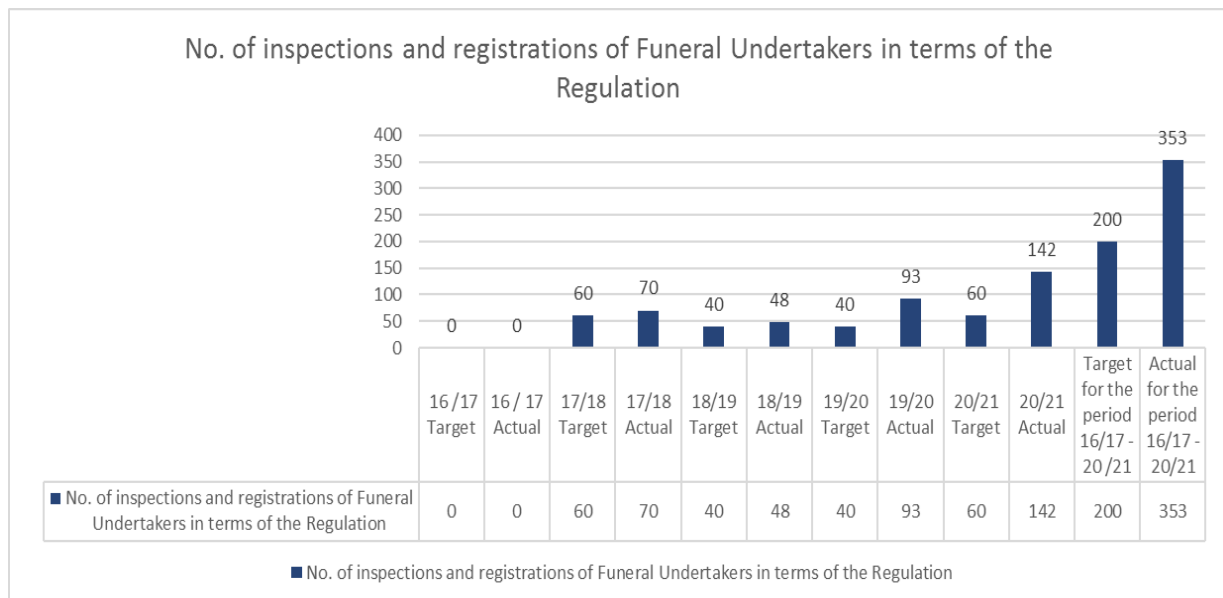
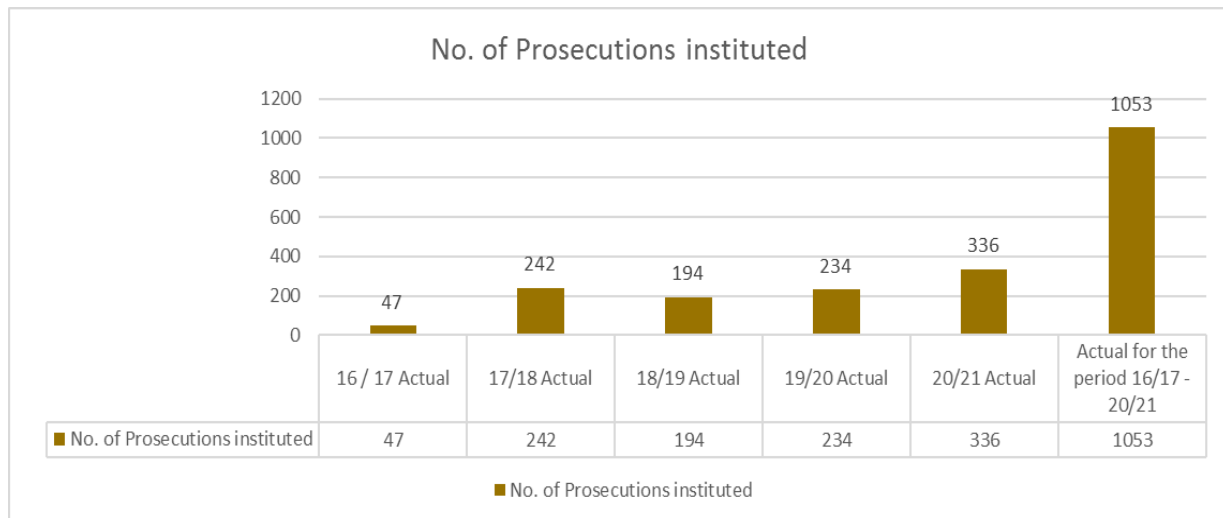


No. of Controlled burning applications processed



No. of Contravention Notices issued





## 3.2 LOCAL ECONOMIC DEVELOPMENT

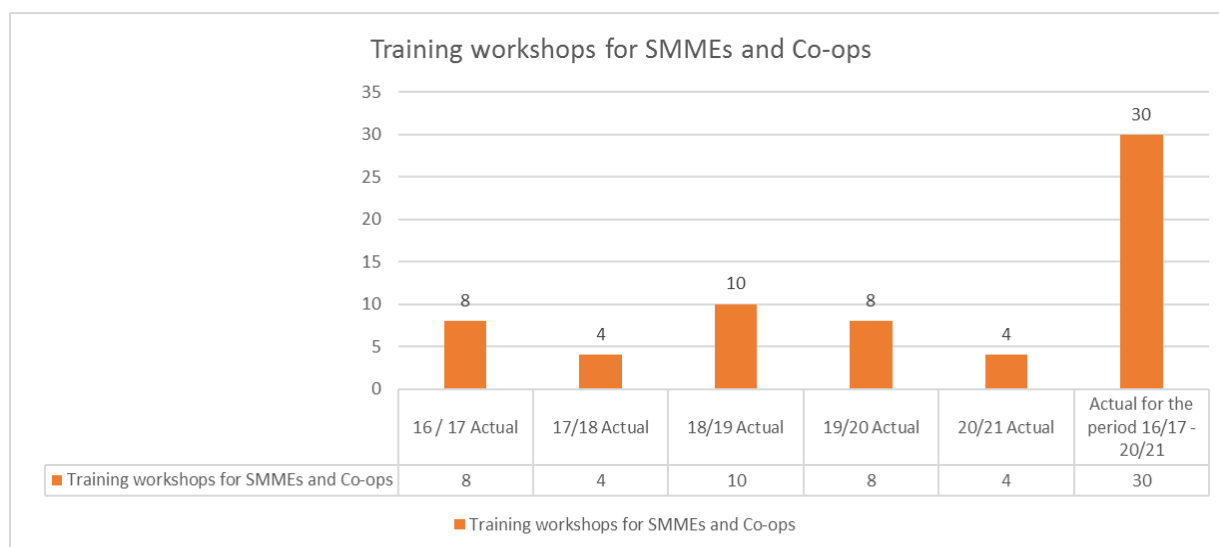
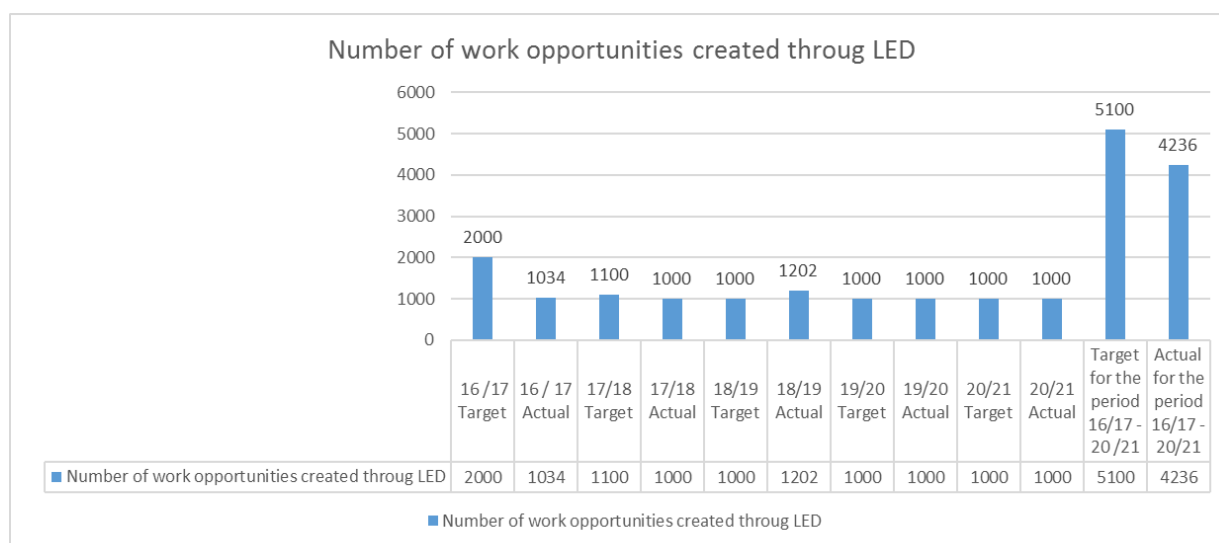
The Local Economic Development (LED) unit primarily deals with enhancing Economic Development through the development of Small Medium and Micro Enterprises (SMME's) and Cooperatives (Coops), furthermore supports the informal economy by facilitating and monitoring of informal street traders and tuck shops/ spaza shops. The unit deals with the promotion of Business Development by supporting new businesses, promotes investment in the city and support business retention and expansion. Contrary to Business Development, the unit also regulates Business Licensing through facilitation of licensing applications, licensing inspections and business registrations.

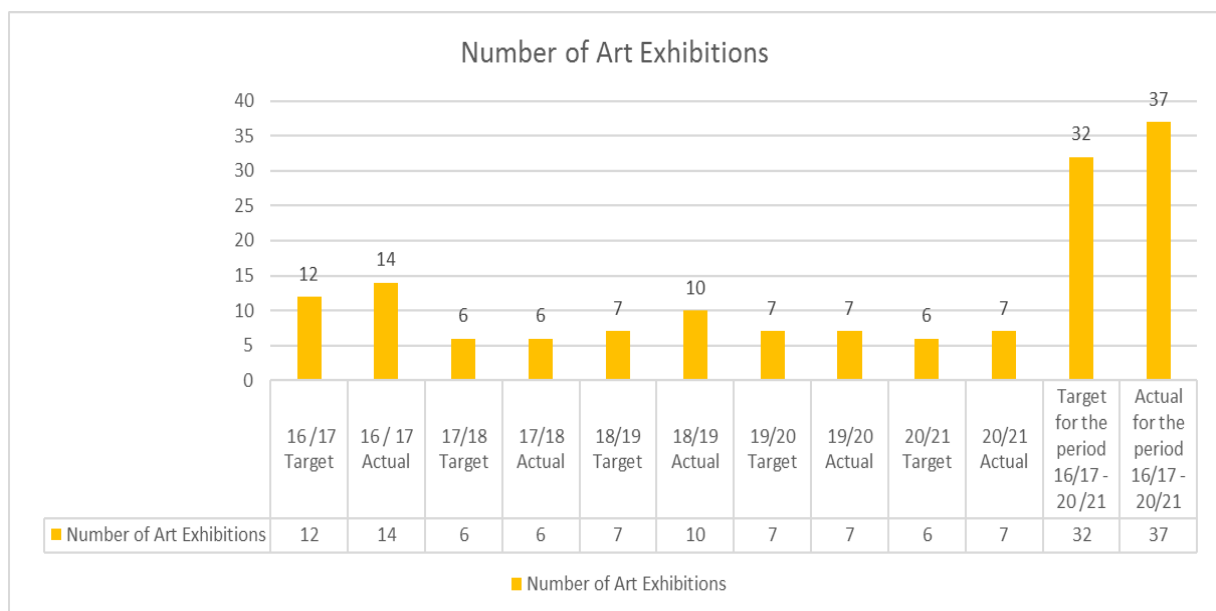
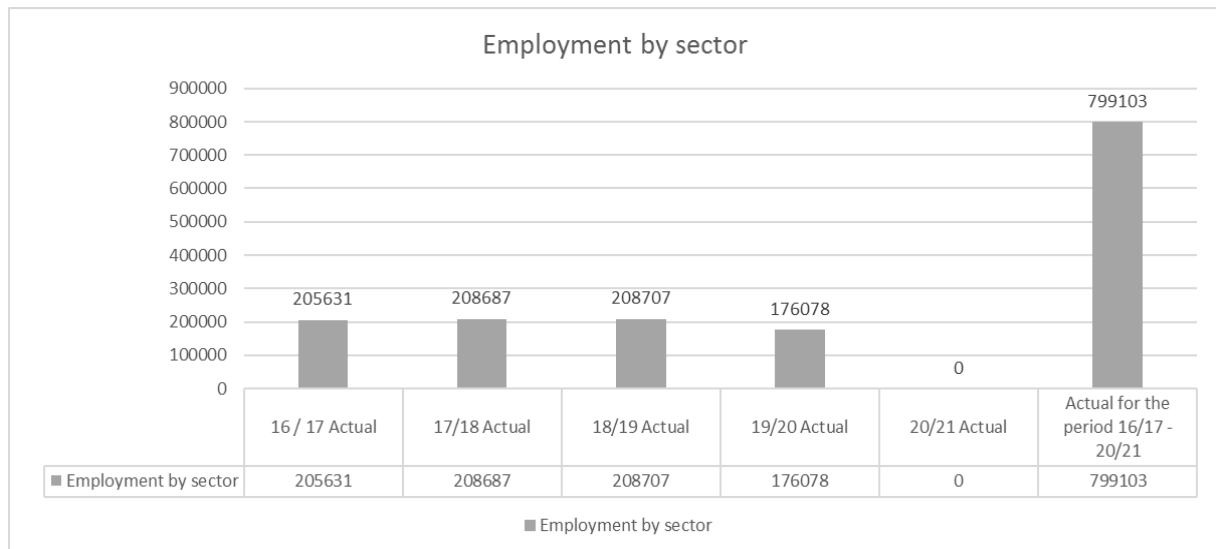


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

### PERFORMANCE OF THE LOCAL ECONOMIC DEVELOPMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





### 3.3 HUMAN SETTLEMENTS

The Human Settlements Sector Plan sets out human settlements delivery goals, targets for the municipality, and provides an approach to human settlements delivery and spatial transformation.

The Human Settlements Sector Plan is reviewed annually together with the Integrated Development Plan of the Municipality. Msunduzi Municipality developed its first Human Settlements Sector Plan.



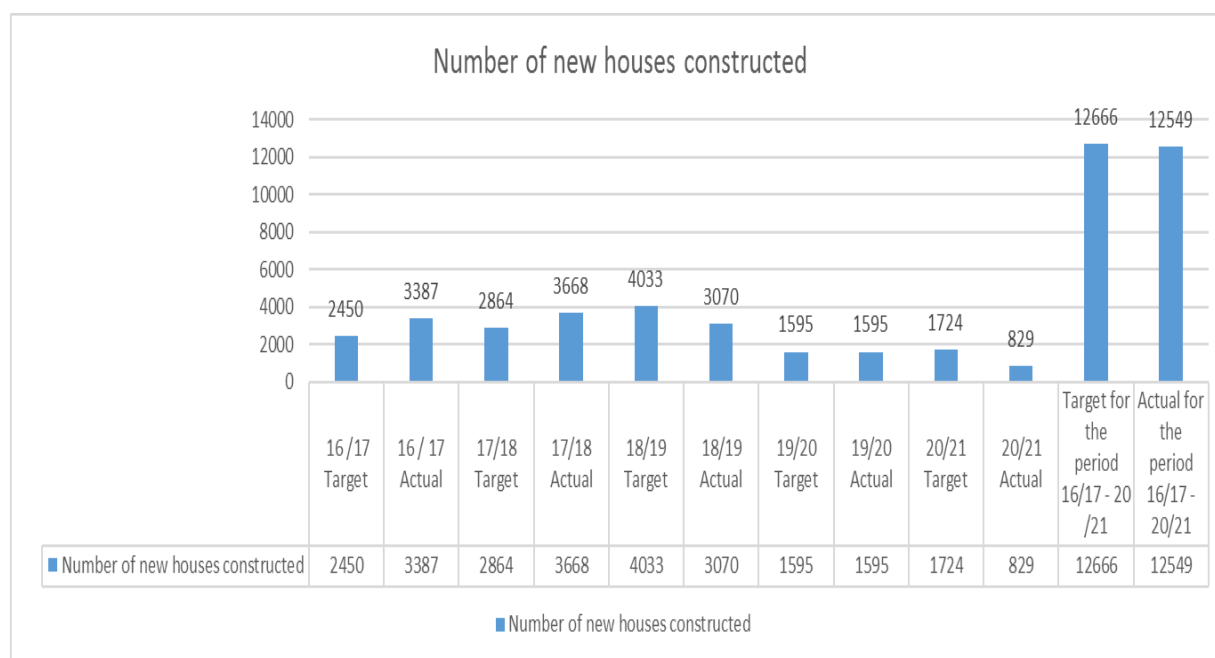
## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

Some of the key objectives of the Human Settlement sector plans is to:

1. Upgrade the existing well located informal settlements to improve land tenure an access to basic services;
2. Accelerate development and consolidate human settlements development in line with the National Policy directives and the IDP of the Municipality;
3. Contribute towards spatial transformation and creation of an efficient settlements and spatial pattern;
4. The Municipality is currently acting as a developer and has delivered several Human Settlements projects through funding from the Department of Human Settlements.

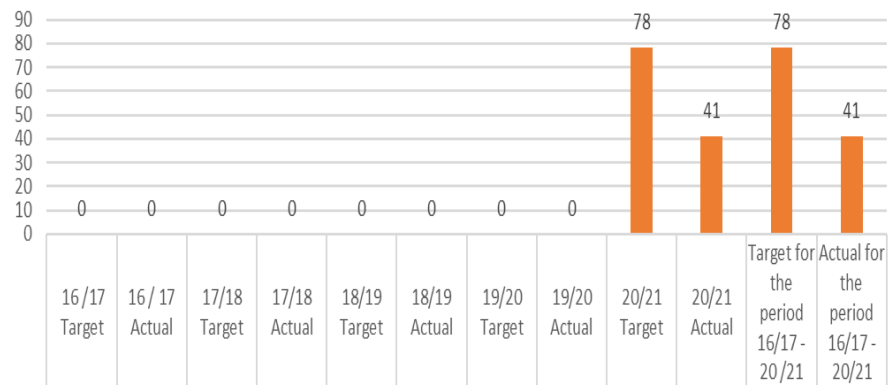
### PERFORMANCE OF THE HUMAN SETTLEMENTS UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





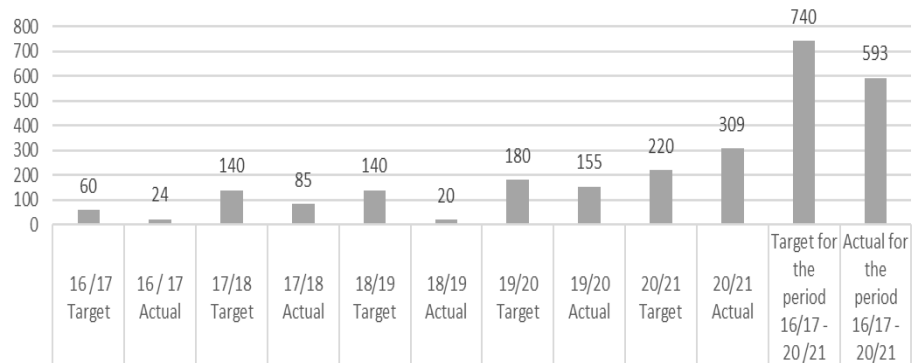
## Housing units constructed - Tamboville project



■ Housing units constructed - Tamboville project

■ Housing units constructed - Tamboville project

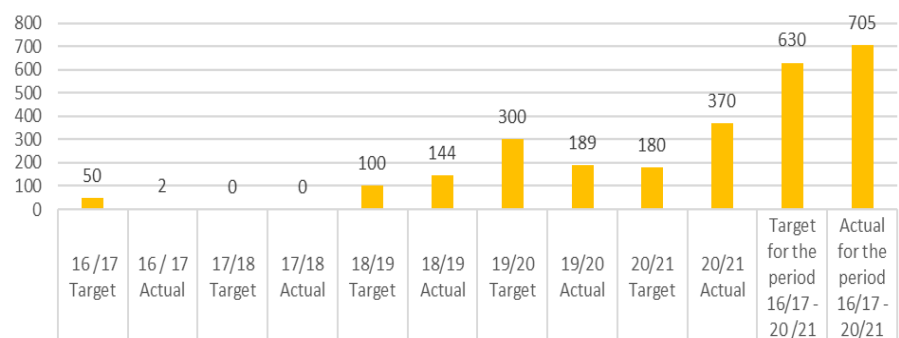
## Wirewall Rectification - construction of units



■ Wirewall Rectification - construction of units

■ Wirewall Rectification - construction of units

## Wirewall Rectification - renovation of units



■ Wirewall Rectification - renovation of units

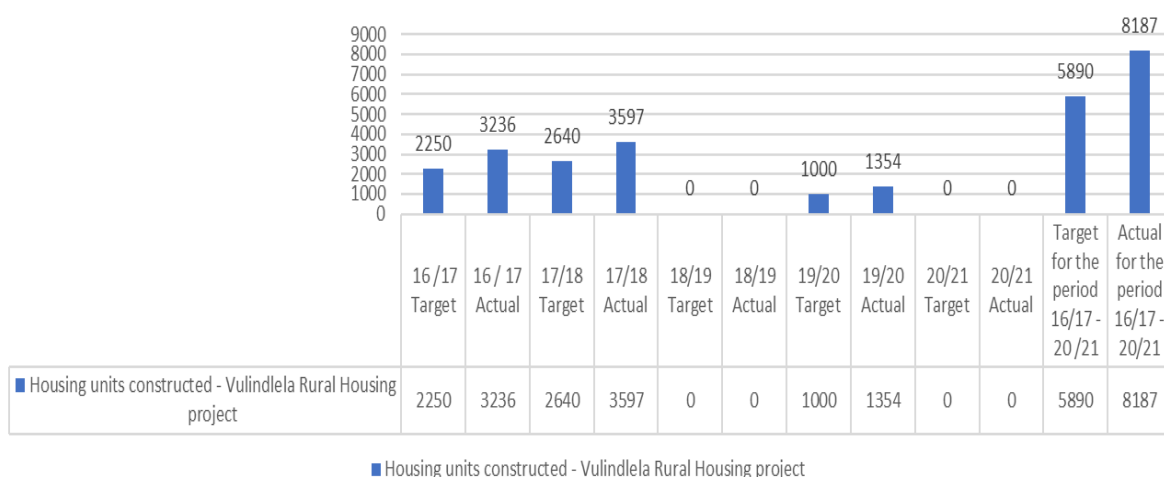
■ Wirewall Rectification - renovation of units



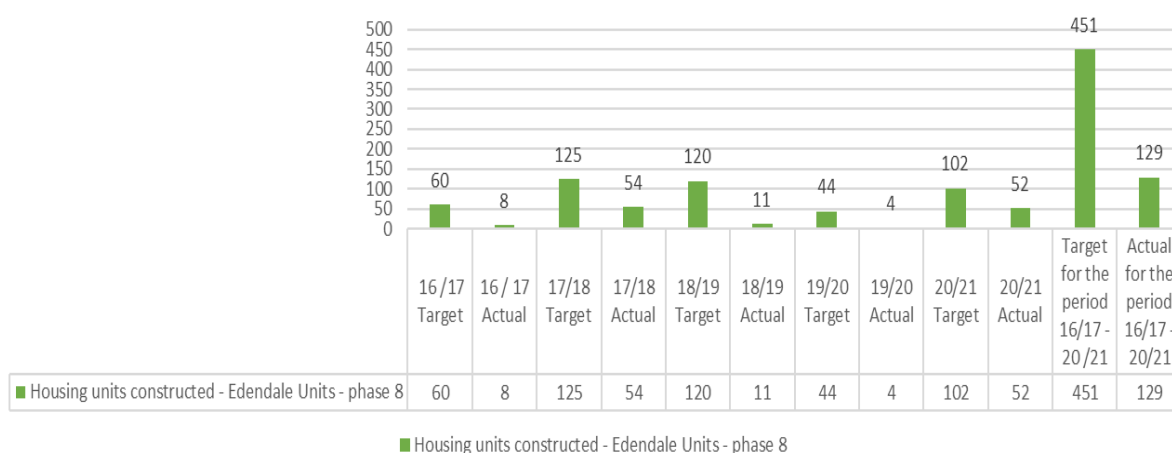


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

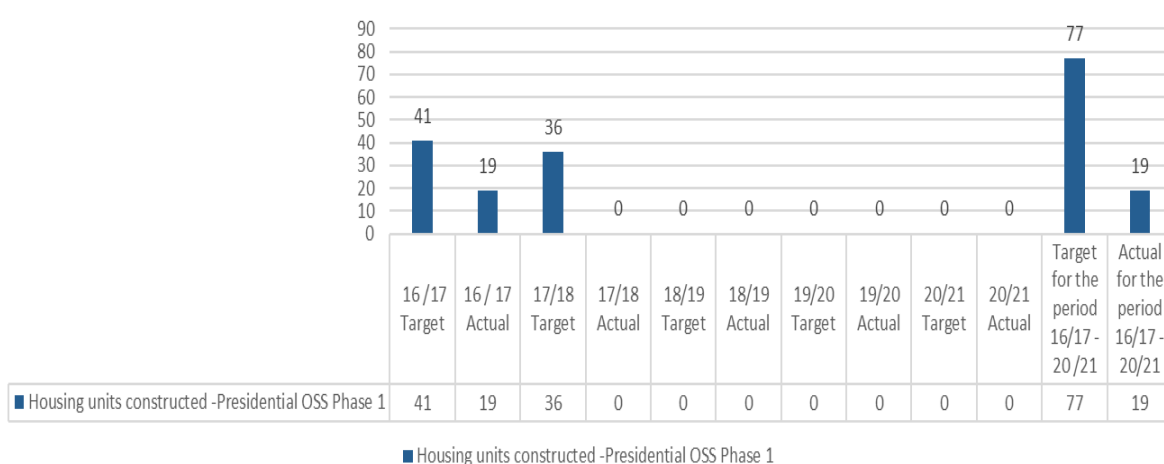
### Housing units constructed - Vulindlela Rural Housing project

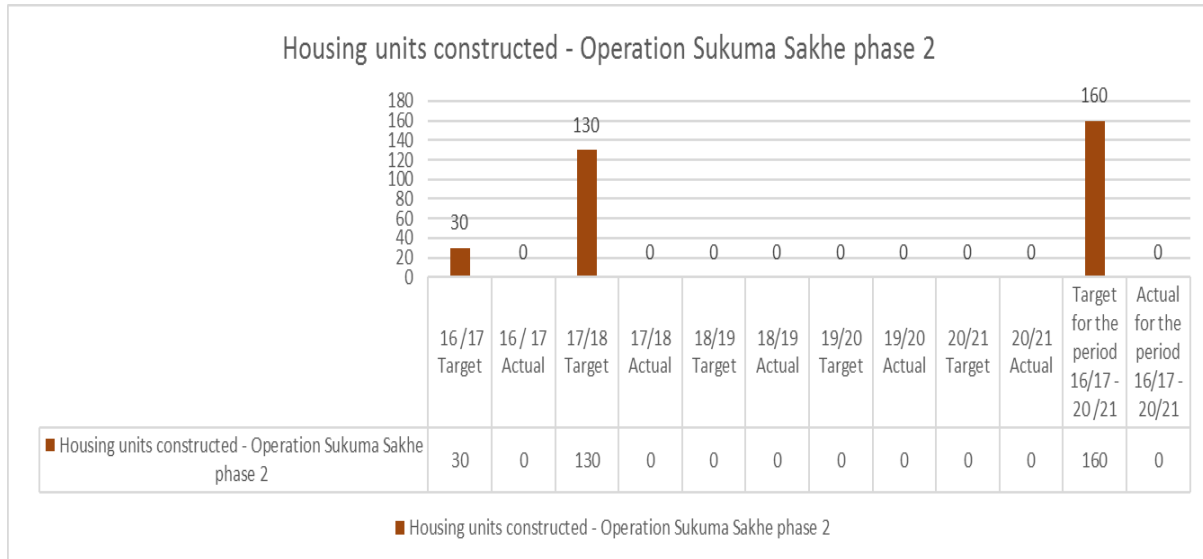


### Housing units constructed - Edendale Units - phase 8



### Housing units constructed -Presidential OSS Phase 1





### 3.4 CITY ENTITIES

City entities is a sub-unit of Sustainable Development and City Entities Business unit and is made up of six sections as listed below:

1. Airport
2. Market
3. Forestry
4. Tourism
5. Safe City
6. Tatham Art Gallery

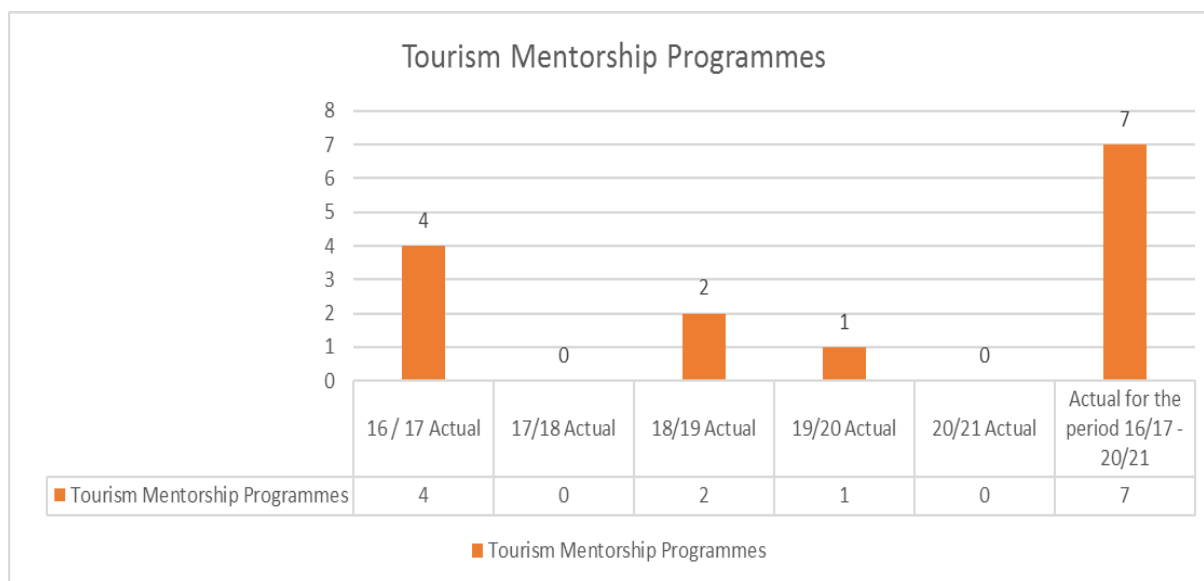
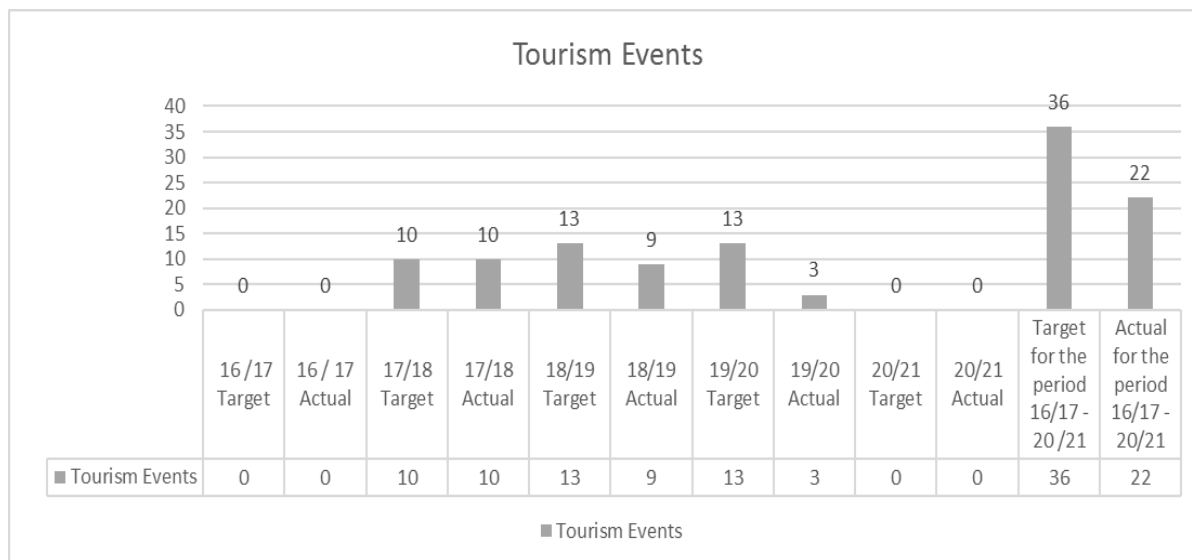
The Airport, Market and Forestry are income generating functions. Tourism, Safe City and Tatham Art Gallery enhance the income generation of the municipality.

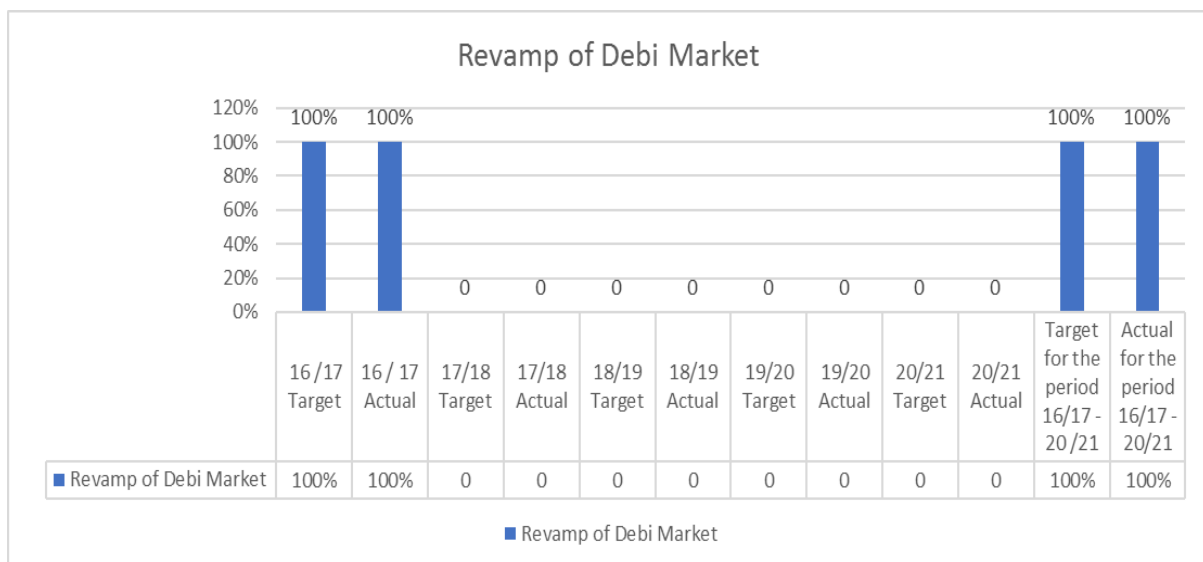
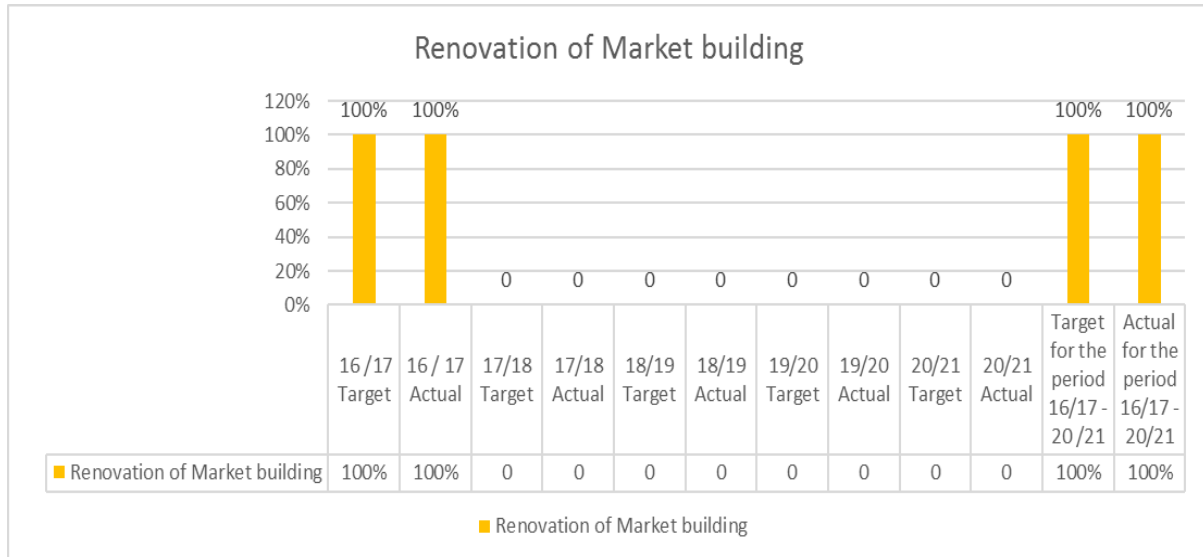


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

### PERFORMANCE OF THE CITY ENTITIES UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





## 4. BUDGET AND TREASURY OFFICE

This component includes the following categories:

1. Revenue Management
2. Budget Planning Implementation and Monitoring
3. Expenditure Management
4. Financial Governance and Performance Management
5. Supply Chain Management
6. Assets and Liabilities Management

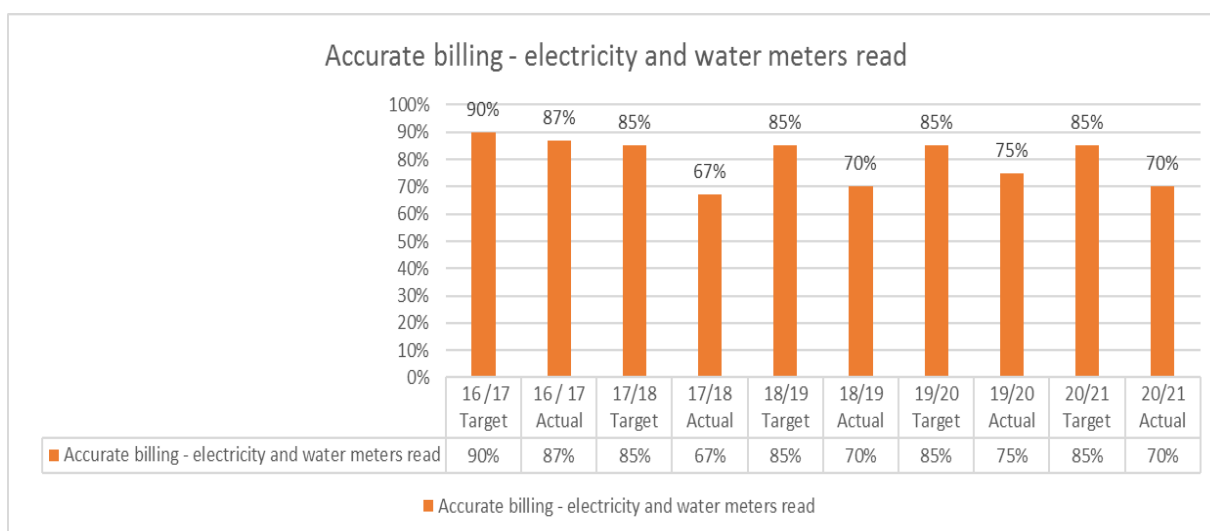
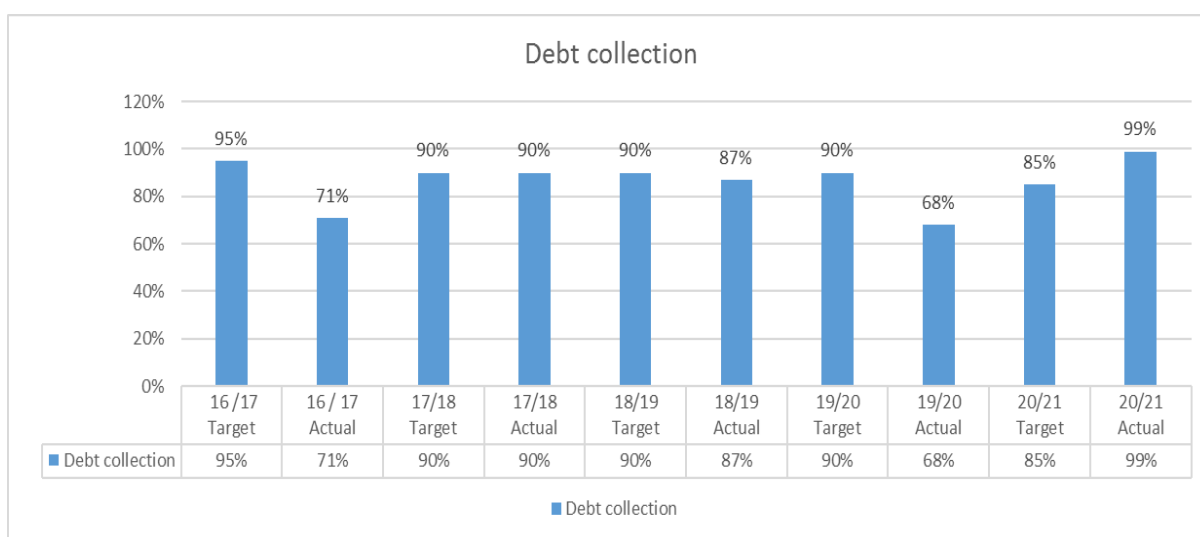


## 4.1 REVENUE MANAGEMENT

Revenue Management involves all procedures necessary to ensure that all income is fully accounted for. The service delivery objectives of the department is the collection of revenue, the accounting of all revenue streams and the management of indigent residents in the City.

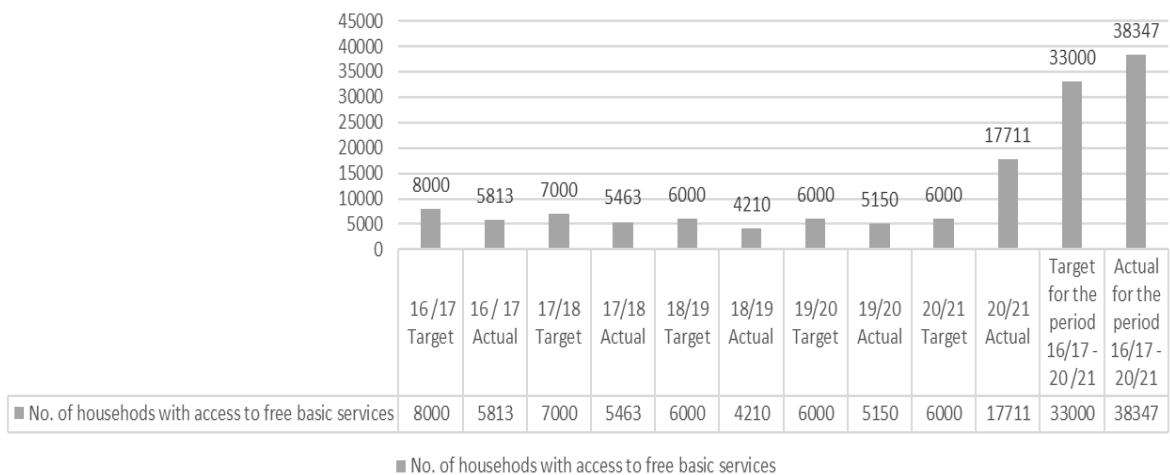
### PERFORMANCE OF THE REVENUE MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.

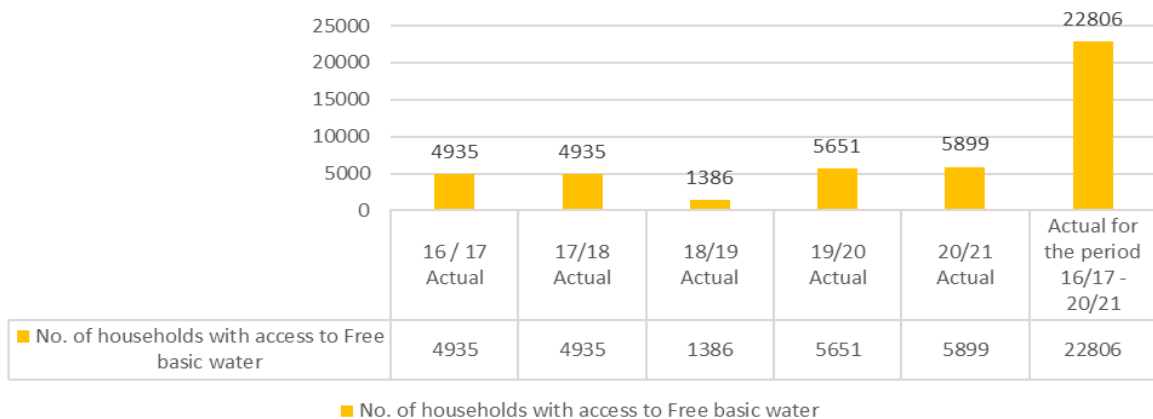




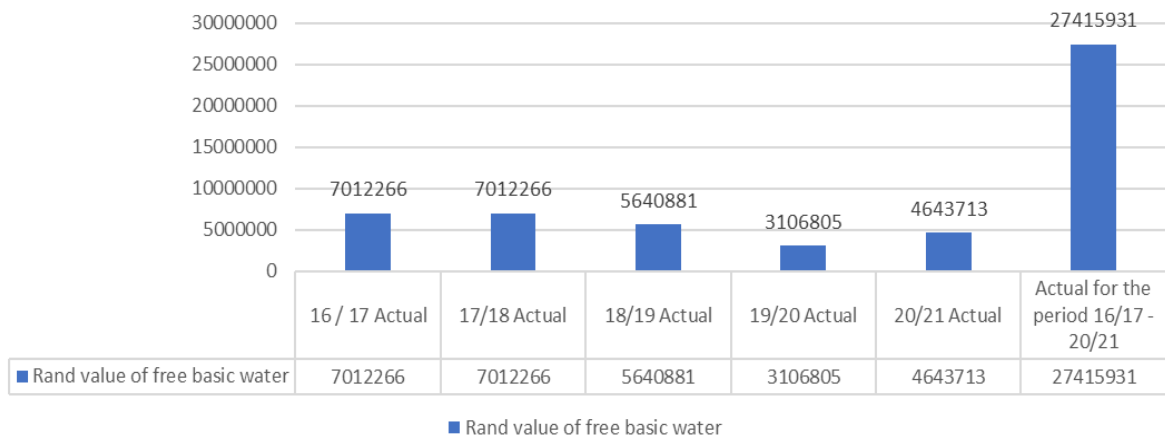
No. of households with access to free basic services



No. of households with access to Free basic water



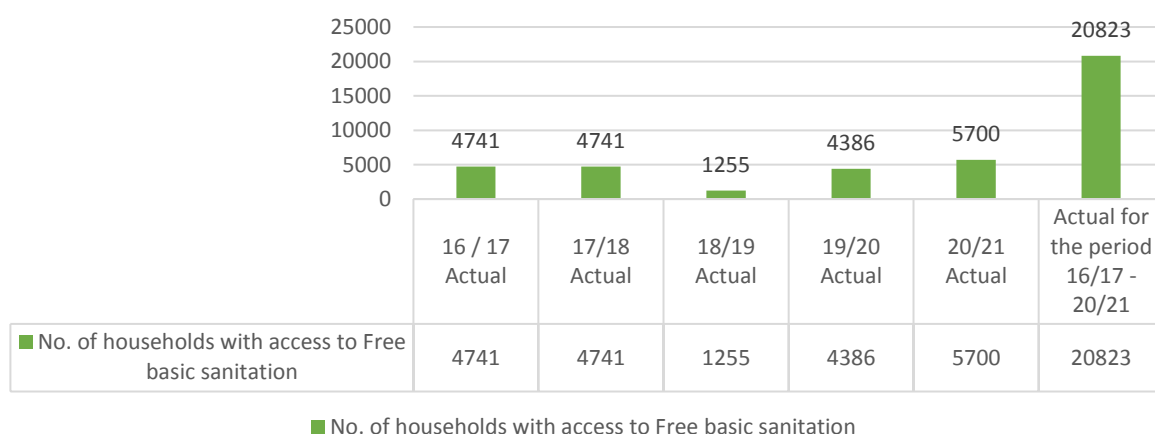
Rand value of free basic water



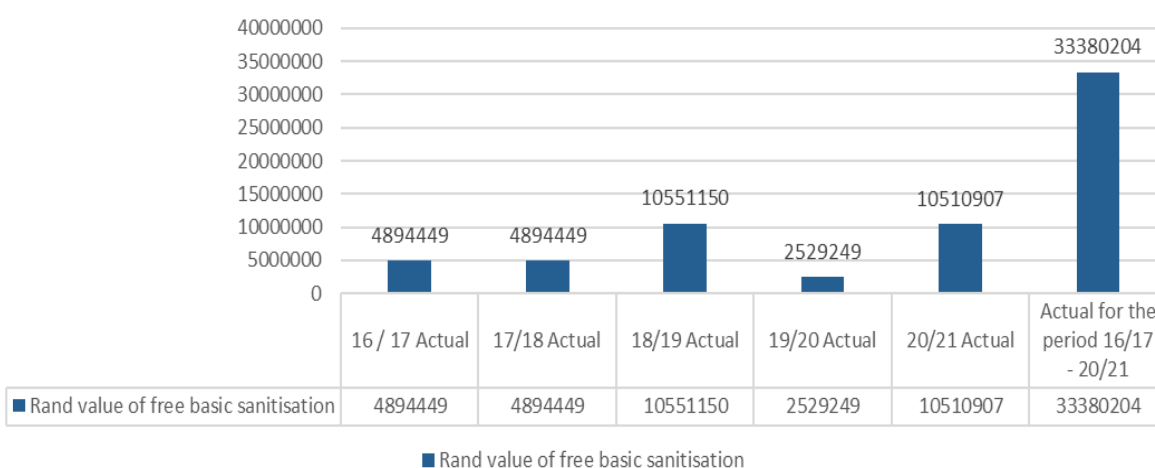


## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

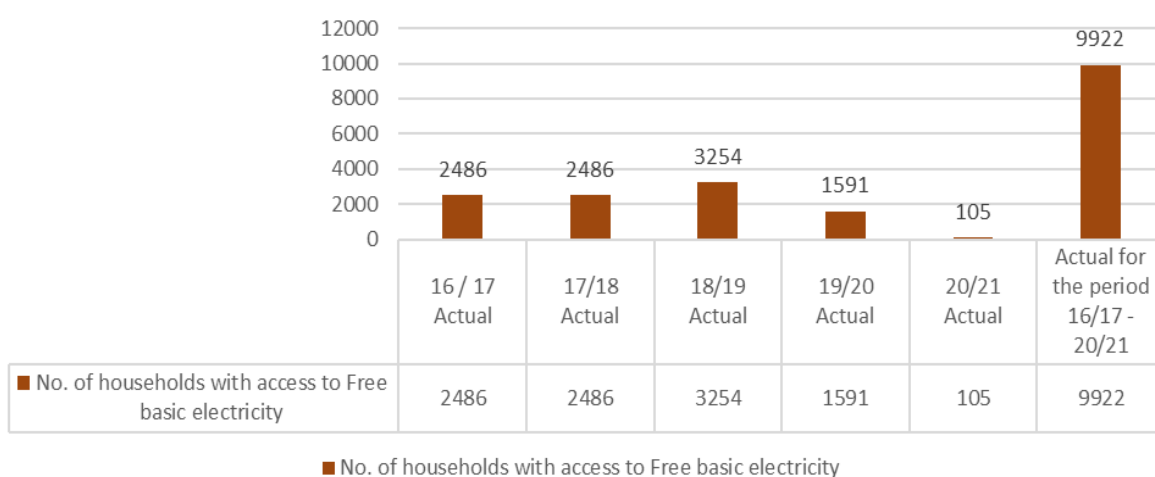
### No. of households with access to Free basic sanitation



### Rand value of free basic sanitisation

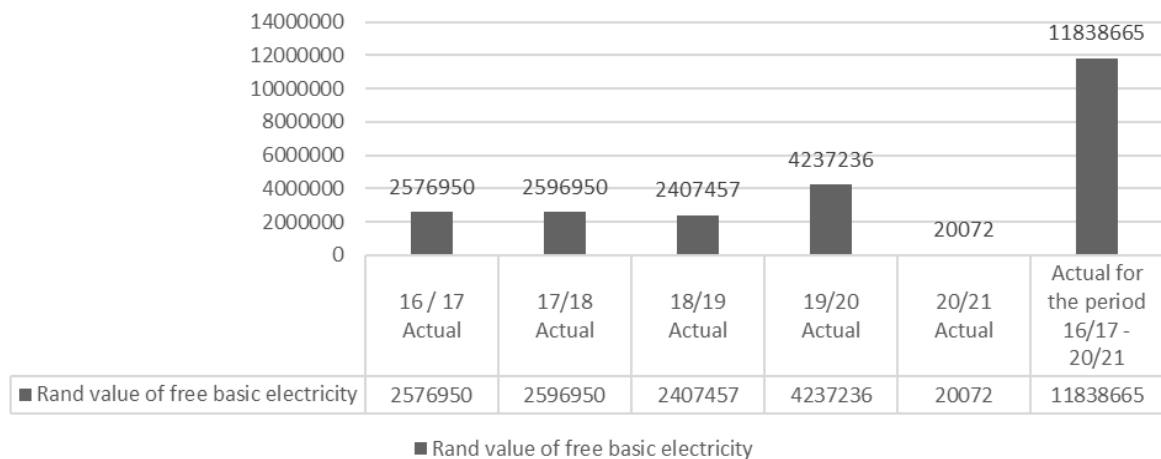


### No. of households with access to Free basic electricity

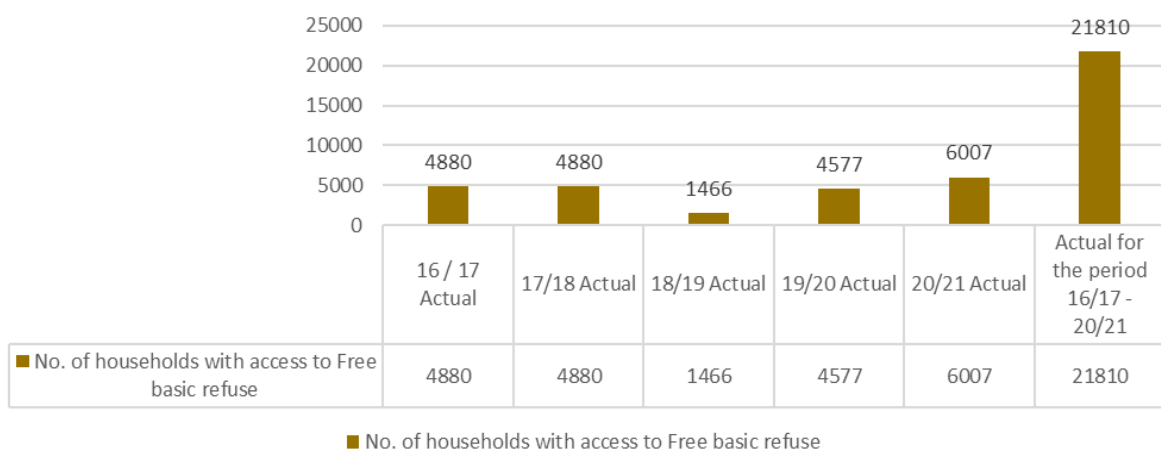




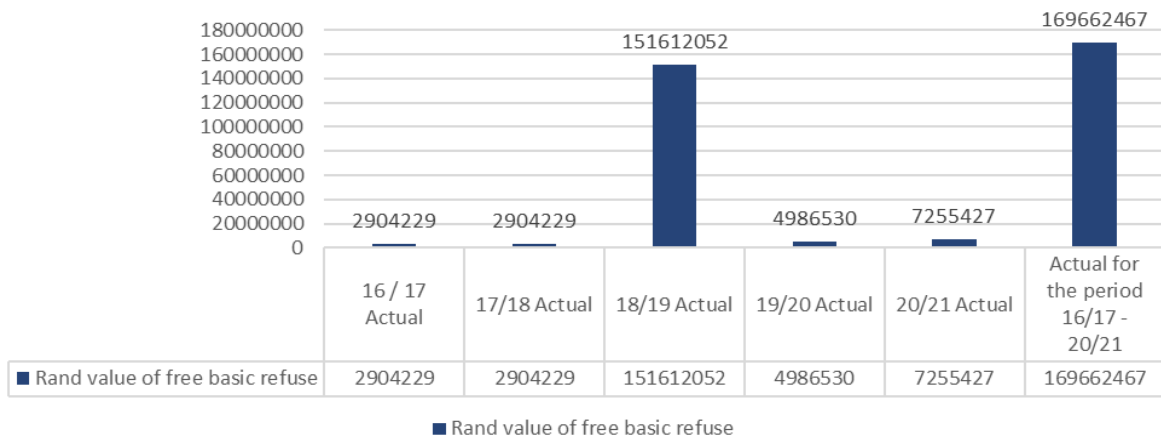
## Rand value of free basic electricity



## No. of households with access to Free basic refuse



## Rand value of free basic refuse





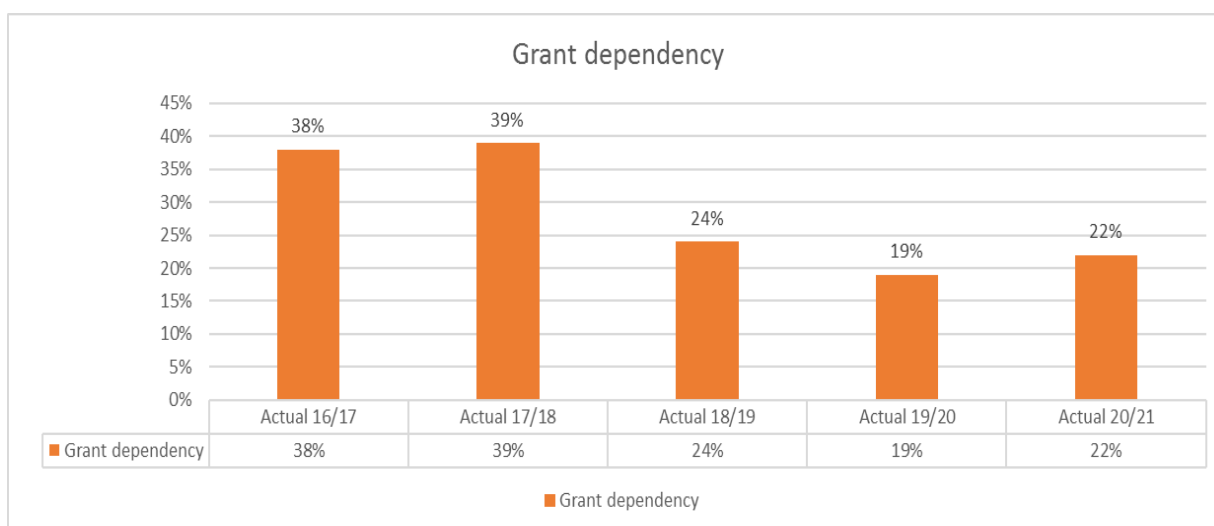
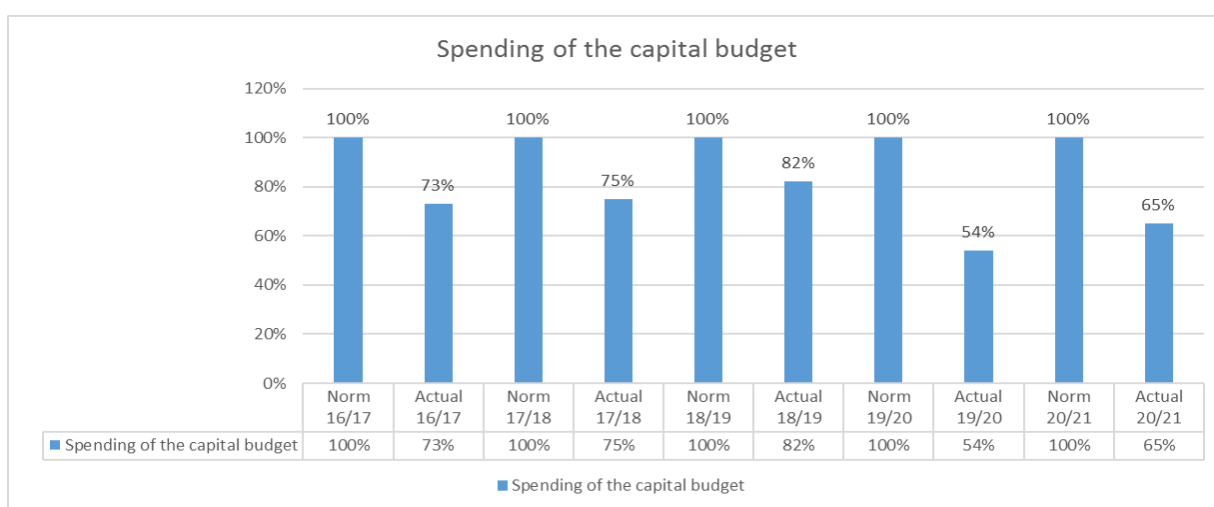


## 4.2 BUDGET PLANNING IMPLEMENTATION AND MONITORING

The Budget Planning Implementation and Monitoring unit undertakes the budget planning and ensures budgeting guidelines are followed in preparing the municipal budget. The unit must ensure a credible and funded budget is achieved by Council in order to enhance service delivery objectives of the Council.

### PERFORMANCE OF THE BUDGET PLANNING IMPLEMENTATION AND MONITORING UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.



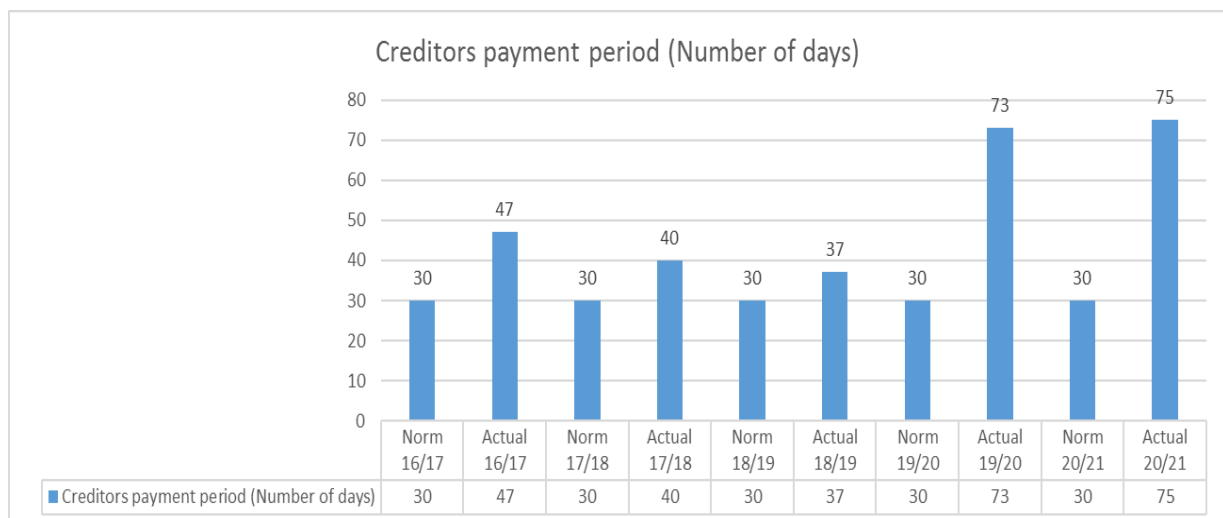


## 4.3 EXPENDITURE MANAGEMENT

Expenditure Management is a sub-unit within Budget and Treasury Business Unit responsible for the management of payments to creditors of the municipality, payments of salaries and allowances to municipal staff and reporting. The service that we provide is a support service to the municipality and there is no direct impact on service delivery.

### PERFORMANCE OF THE EXPENDITURE MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.



## 4.4 FINANCIAL GOVERNANCE AND PERFORMANCE MANAGEMENT

The Finance Governance & Performance Management unit is made up of two sub units namely the Finance & Cash Management unit as well as the Financial Performance unit.

### FINANCE AND CASH MANAGEMENT

1. Managing and Monitoring the administration of the Municipality's bank accounts, enforcing compliance with sections 7, 8 and 11 of the MFMA;
2. Preparation of a quarterly consolidated report of all withdrawals made in terms of section 11(1)(b) to (j) of the MFMA from the Municipality's bank accounts;
3. Managing cash and investment management in terms of section 13 of MFMA;
4. Interacting with Financial Institutions on the status of markets against returns on short term investments and, allocating funds to specific call accounts;



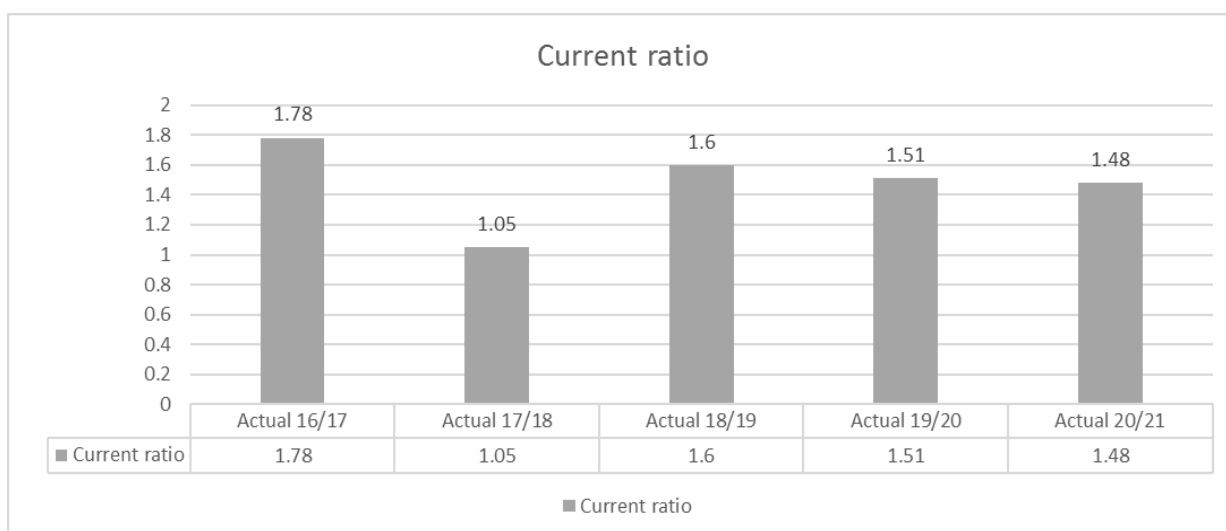
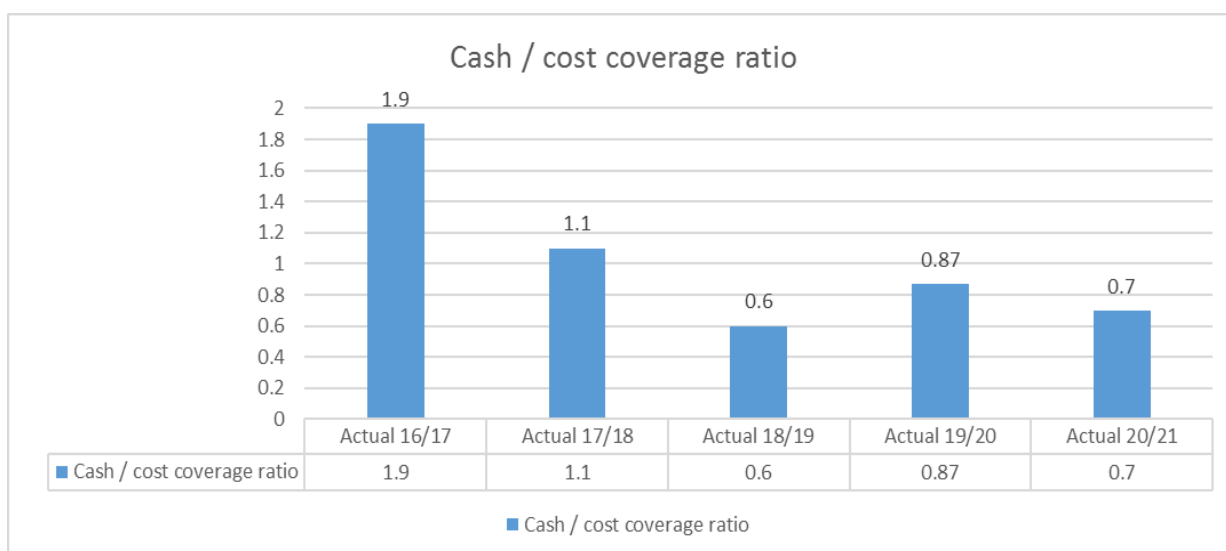
## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

### FINANCIAL PERFORMANCE

1. Preparation of Annual Financial Statements and Consolidated Financial Statements and ensure that they are submitted to the Auditor General as legislated;
2. Developing, Co-ordinate and monitor Audit action plan in terms of section 131 of MFMA;
3. Managing and Co-coordinating and guiding specific deadline and financial reporting sequences associated with audit and legal compliance exercises, checking and verifying information / records submitted satisfies the scope of requirements

### PERFORMANCE OF THE FINANCIAL GOVERNANCE AND PERFORMANCE MANAGEMENT UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





## 5. CORPORATE SERVICES

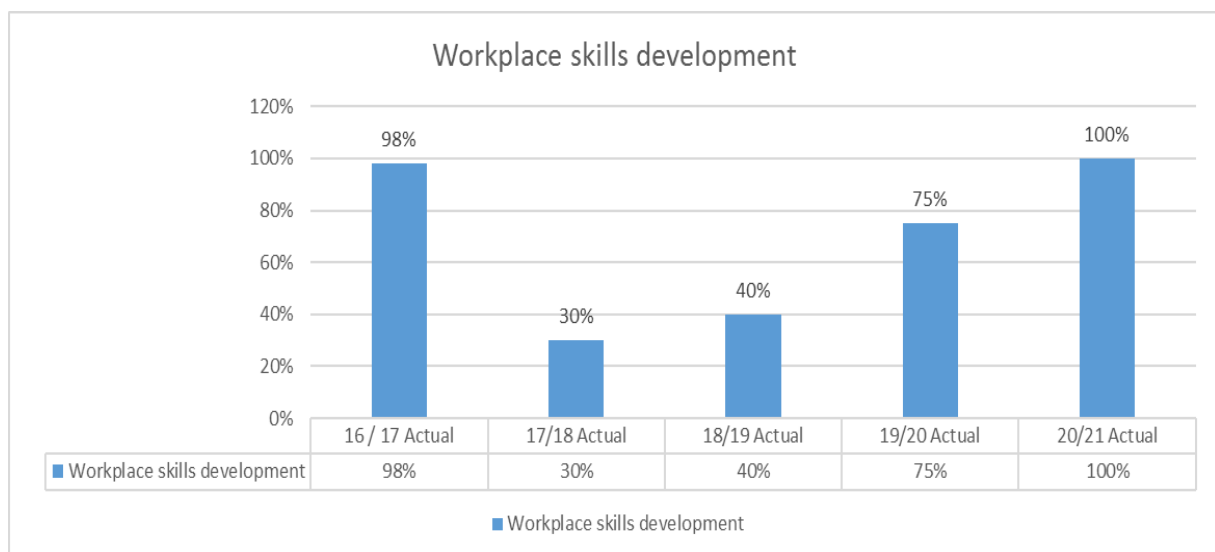
This component includes:

1. Legal Services
2. Secretariat & Auxiliary Services
3. Information Communication Technology
4. Human Resources.

The Human Resource Department subscribes to and supports the mandate of Msunduzi Municipality. As the staff component of any municipality is the vehicle of service delivery, and ultimately responsible for compliance with the listed constitutional mandates, it is incumbent on each municipality to ensure that its human resources capacity is developed to a level where it can perform its responsibilities in an efficient and accountable way.

### PERFORMANCE OF THE CORPORATE SERVICES UNIT

The graphs below depicts the performance of the unit from the 2016/2017 to 2020/2021 financial years.





## MUNICIPAL SERVICE DELIVERY PERFORMANCE ANALYSIS

### Employment Equity

