

NEW DAWN

A RESIDENTS'S PERSPECTIVE



Hon. Mayor Cllr R Losper hand in hand with the Municipal Manager and the Occupational Health and Safety members in response to the Corona Virus (COVID-19) and the Declaration of a National State of Disaster in Terms of the Disaster Management Act.

MARCH

2020



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MAYORS FOREWORD

Warm greeting to the people of Kgatelopele local municipality, once more, we are happy to be talking to you through this edition of our newsletter. We hope that you will enjoy this edition and find it informative, as it is its intention to inform.

Let me start with an extract from the national development plan 2030, which amongst others states that: “a capable state does not materialised by degree, nor can it be legislated or waved into an existence by declaration”. It has to be build, brick by brick, institution by institution and sustained and rejuvenated over time. It requires leadership, sound policies, skilled managers and workers, clear line of accountability, appropriate systems, consistent and fair applications or rules. For us to deliver quality basic services to our people, we need capable and dedicated men and women with requisite capabilities to translate policy intend into programmes that are implemented to respond to the needs of our people.

During the month of March, the municipality embarked on a two days strategic session to strategies and plan for the new financial year. This exercised helps the municipality to come up with measures on how to improve service delivery and to set measurable targets which are achievable. The municipality has a constitutional mandate to deliver sustainable services as promised in the IDP (Integrated development plan).

Our draft IDP/budget consultation with community and stakeholders were disrupted by COVID 19 pandemic, which is a serious threat to human life. The state President announced a national lockdown disaster on the 23rd of March 2020, which prohibited gatherings, traveling, business and promoting social distancing and staying at home. We are encouraging our communities and stakeholders to avoid personal contact, such as hugging, kissing, sharing cups or food. Clean and disinfect frequently touched surfaces and objects, such as doorknobs, and kindly follow our Facebook page (Kgatelopele Local Municipality), send us WhatsApp where you need clarity or more information or for update on 0663720390 or visit our local clinic.

Council has adopt the draft budget and the draft IDP as strategic documents which gives clear marching orders for implementation to administration, and we will still take inputs from communities and stakeholders regarding this matters.

I am pleading with all community members to abide by the lockdown regulations by staying at home and staying safe, and to further take a very good care of children and elderly people. By doing this, we will come out of this difficult time strong than ever before, and we will beat this giant pandemic.

Stay home, stay safe.

Thank you.

Cllr R Losper: Hon Mayor

MUNICIPAL MANAGER'S OVERVIEW



Mr. M.A. January
Municipal Manager

In consideration of the magnitude and severity of the COVID -19 (CORONA VIRUS) outbreak which has been declared a global pandemic by the World Health Organization (WHO), South African Cabinet in its special meeting declared a National State of Disaster. In this regard, the Minister of Cooperative Governance and Traditional Affairs (COGTA) issued a Gazette declaring a State of Disaster, in terms of Section 27 of the Disaster Management Act, 2002. The President of the Republic of South Africa addressed the nation and announced extra ordinary measures to be implemented to mitigate and combat the spread of Covid-19. To ensure proper monitoring, reporting and implementation of the regulations, directions and guidelines by all relevant sectors, the President established a National Coronavirus Command Council to coordinate response to the pandemic.

In addition, the Minister of COGTA issued Directions and Regulations (Gazettes No. 43147 and No.43148, respectively) on 25 March 2020. The direction issued stipulates that for the duration of the state of disaster for COVID-19, all Premiers, Members of Executive Councils responsible for local government in the province, the President of the South African Local Government Association, all Executive Mayors/Mayors and Institutions of Traditional Affairs shall take all reasonable measures to facilitate and implement the measures to the extent provided.

The municipality provided leadership through out to enable that basic services are adequately provided to the community. The following Covid-19 occupational health and safety measures in workplaces covid-19 (C19 OHS), 2020 are implemented in relation to department of labour regulation and as per the municipal post-lockdown approach recovery plan:

- **Social distancing:** chairs are placed 1.5 meter apart and only 3 customers are allowed in the waiting area while others are queuing outside for their turn to be assisted.
- **Health and safety mitigations:** provision to each employee with 2 cloth mask, hand sanitizer and gloves, and not more than 1 employee occupies an office.
- **Cleaning:** cleaning checklist is in place which is being implemented, disinfect of municipal buildings every week has commenced and capacity in the cleaning section will be increased.
- **Screening:** 3 temperature scanners that are used to scan employees and visitors when entering the municipal premises is in place and utilized, community members and employees are urged to comply.

- **Visitors:** each visitor/customer is sanitized when entering the building and their details are taken for tracing purposes. Only customers with mask are allowed in the building, however those who do not have are provided with.
- **Operating Hours**
Time: 9:00am -14:00pm
Working days: Monday – Saturday

Credit control has been implemented as per the approved Kgatelopele Local Municipality's credit control policy. However, the collection rate has decreased by 50%. The municipality is struggling to make operational payments as the cash available is limited. The Disaster Relief fund received from sector department does not cover for major cost drivers i.e. salaries, Eskom and security. The department of COGTA issued a directive for the reprioritization of Municipal Infrastructure Grant (MIG) by municipalities in order to deal with the immediate improvement of water and sanitation provision to communities. Typical projects to immediately improve water and sanitation provision include, Installation of key components within existing water and sanitation systems such as; Installation of water mains, pumps stations, reservoirs and connector and supply pipes, Refurbishment and upgrades of WTW and WWTW; or Installation of sewer mains, pump stations, mechanical and electrical equipment, Drilling, equipping and refurbishment of boreholes to ensure water supply and appropriate water quality compliance (where geo-hydrological investigations have been commissioned). Any other suggestion will be evaluated on whether it could assist with immediate water and sanitation provision challenges. Municipality has made a submission to the Sector Department and is awaiting response.

The following are general challenges directed at the municipality during this COVID-19 pandemic:

- Interruption of supply of electricity to the community due to cable fault caused by the old infrastructure.
- Two Honeycomb Sewer Suckers (Sanitation truck) are in a dilapidated condition which are critical for the emptying of septic tanks in the community. Risks associated with the overflow of drains due to sewer blockages remains eminent.
- Rise of fuel costs on the service delivery fleet to ensure non-compromise of service delivery in terms of sanitation which could pose as an additional challenge in terms of combating health associated risks in the wake of the pandemic.
- Water truck to refill tanks.
- Spatial Planning and Land Use Management Act No.16 of 2013 - The Municipality is in need of assistance in terms of capacity from the District on the application process of rezoning by tuck shops after conclusion of a comprehensive assessment.
- Environmental Health Practitioners needed to perform regular inspections. Environmental Health Practitioners needed
- Assessment to see if public transport vehicles are sanitized has not been conducted yet.
- Escalation costs of overtime for essential workers that are part of the rapid response team and support to the Health services in terms of infrastructure and awareness.
- Possibility of not meeting monthly financial obligations and/or commitments

- Constant supply of PPE and immediate emergencies in responding to essential services disruptions is causing a financial strain to the Municipality also due to the limited availability of resources.

Local government remains the most critical role player in the delivering of services to communities. This sphere of government is inherently at the coal face of service delivery and must serve as catalysts and instruments of power to change the lives of our people. These institutions must advance the transformation agenda of our country and become the bedrock of the creation of the developmental state which we all envisage. We have set ourselves ambitious programmes and targets towards a high performing municipality. We call upon all to contribute towards building a solid financial base. We call on all residents, including areas where people were previously not paying, to pay timeously for their rates and service charges. As we have done before, we place great focus on fiscal responsibility and develop high standards of prudent financial management.

The preservation of the municipal's resources for future generations is critical to ensure a sustainable future. This will foster economic growth, promote social and human development, make sure that there is good governance and do not harm the environment. Kgatelopele will be able to provide a clean, healthy, safe environment to our children's generation and for generations after that.

As we continue to emphasize in all our programmes and projects, we aim to establish an honest, responsive and customer-centric government; that listens to the people and prioritizes their needs. We remain committed to our leadership's goals of delivering services to the people of Kgatelopele and ensuring that we always put the residents first.

Thanks

Monde Alistair January
Municipal Manager
Head Administration
Accounting Officer

Summary of the Oversight Report 2018/2019

The Municipal Public Account Committee (MPAC) is expected to discharge its oversight responsibilities as per their terms of reference as approved by Council, the Municipal Finance Management Act (MFMA) Section 129 requires that an Oversight report on the Annual report be tabled to Council within 2 months from the date of the tabling of the Annual report, being by no later than the 31st January.

The Annual report was advertised through notices, placed at the Library, Municipal Website, WhatsApp and Facebook for the community to give inputs. Improvement was noticed on community participation when it comes to Integrated Development Planning (IDP) engagements.

MPAC notes the repetitive disclaimer of opinion, the committee commends the administration leadership in the implementation of the turnaround strategy. The Annual Financial Statement (AFS) for Financial Year 2018/2019 was submitted on time with material findings. This report depicts as improvement in delivering services to the community. On the other hand there are still backlogs in service provisioning and other challenges such as achieving a clean audit. Kgatelopele Local Municipality is still struggling with historical issues in finance (i.e. billing). The appointment of a permanent Chief Financial Officer and a Deputy Chief Financial Officer in order to ensure that we improve in internal control and internal preparation of AFS, is a step in the right direction to enable the municipality to address all findings as per Auditor General (AG) report.

MPAC has noted some of the challenges the Municipality is faced with some of the highlighted is, the high rate of unemployment amongst the youth, housing need, the need for land for human settlement, social and economic development, low payment culture of municipal services which results in cash flow problems and the poor roads infrastructure. In the Financial Year 2018/2019 the Council has identified and adopted 10 most important priorities that need to be given immediate attention these issues are; Housing; Road and Storm Water Infrastructure; Electricity; Landfill Site; Reticulation connection of 500 households to the sewer network; Sanitation & Electricity at Die Landbou Erwe; Technical Resources TLB Tipper Truck; Traffic Testing Ground; Upgrading of the Caravan Park. It must be noted that the TLB Tipper Truck was purchased and Office Containers aimed to increase office space.

The following was noted by MPAC Social Labour Planning Project (SLP) replacement of 60 Electrical Poles the contract comprises of the replacement of electrical poles within Daniëlsskuil under the Jurisdiction of the Kgatelopele Local Municipality. PPC Lime has identified this project from the Municipality's Integrated Development Plan and has made funds available to implement this project. The Jasper Solar Projects Community Social Investment has made provision for 96 temporary communal sanitation services to informal settlements. The communal temporary toilets project was approved as per the Integrated Development Plan for the construction of 96 temporary communal toilets. However due to budget constraints the number of toilets constructed in May 2019 was reduced to 35, the following areas benefited from the project Thakalatlou 18 toilets allocated, in Maranteng 12 toilets allocated and in the Landbou Erwe 5 toilets allocated. The project funders of phase 1, Jasper Solar Reserve has dedicated an additional 40 toilets to be installed in the informal settlements in the Financial Year 2019/2020 as per phase 2 of the project.

MIG registered and Implemented projects for 2018/2019. Upgrading of the Existing Sewerage Purification Works; Closure of Existing Landfill Site and a New Daniëlsskuil waste Site; Water Services

Infrastructure Improvement Grant(WSIG) funded by the Department of Water and Sanitation; Refurbishment of Water Service Infrastructure of the Existing Electrical Main Sub-Station.

Accountability and Oversight can be most effective if recognised by those in power as promoting accountability and good governance, which in turn are there to enhance performance, effectiveness and efficiency of service delivery. The committee concludes that despite the significant regress in the Annual report and the Annual Financial Statement, improvement is still needed in certain areas as stipulated by the Auditor General.

DRAFT IDP 2020/2021

Kgatelopele Local Municipality will be implementing the following Projects as per the 2020/2021 Final Integrated Development Plan:

- Conversion of 993 Indigent conventional water meters to prepaid water meters
- Phase 2: Refurbishment of 7 Pump stations
- Supply and Delivery of Waste Skip Bins
- Installation of High mast Lights in Kgatelopele
- Energy Efficiency Project
- Extension of Workshop and Refurbishment of Main Office - Phase 2
- Development of 1933 Precinct (Shopping centre, heritage hub, Council village, government use sites and flats (municipal owned))
- Subdivision, rezoning and surveying of the site for the new landfill site.
- Rectification of cadastral boundary encroachments affecting 21 erven.
- Development of an integrated human settlement on a portion of Erf 1 Daniëlskuil, and Erf 611 – 613 Daniëlskuil.

Due to the limited budget that the Municipality has, only few projects can be implemented in the 2020/21 Financial Year. The projects below are projects that the municipality wishes to also implement in the 2020/21 but are unfunded.

- Assessment on Water Bulk Supply in Kgatelopele
- Water Supply to 67 Stands
- Connection of 391 Households to Sewer Network – Phase 1
- Upgrading Of Internal Roads From Gravel To Paved Roads In Kgatelopele – Phase 1
- Road access and storm water to 67 Stands
- Construction of Storm water Infrastructure - Phase 1
- Establishment of New Landfill site
- Rooftop Solar Project
- Solar Solution to 600 informal households
- Construction of Council Village FOURTH
- Subdivision, rezoning and surveying of a site for a traffic testing centre precinct (including multipurpose sports centre, church sites and business sites)

APPROVED ANNUAL DRAFT BUDGET

2020/21 – 2022/23

| | Adjustment Budget year 2019/20 | Budget year 2020/21 | Budget year +1 2021/22 | Budget year +2 2022/23 |
|-----------------------------|--------------------------------------|------------------------|---------------------------|---------------------------|
| Total Operating Revenue | R 109 922 000 | R 112 143 000 | R 118 935 000 | R 121 225 000 |
| Total Operating Expenditure | R 109 821 000 | R 111 970 000 | R 118 741 000 | R 120 457 000 |
| Surplus | R 101 000 | R 173 000 | R 193 655 | R 768 000 |
| Total Capital Expenditure | R 28 676 000 | R 18 020 000 | R 13 303 000 | R 29 510 000 |

TARIFFS 2020/2021

- Increase Rates and taxes by 4,5%
- Increase Water by 4,5%
- Increase Sanitation by 4,5%
- Increase Refuse removal 4,5%
- Increase Electricity 6,4%

POLICY CHANGES

- Indigent incentive write-off will be implemented.
- No electricity blocking for Indigents; shared electricity will remain for those with arrears.
- Cost containment regulation has been implemented.
- Inclusion of reserves for disaster management.
- Decrease in deposit fee.

GRANT FUNDED PROJECTS

| GRANT | AMOUNT | PROJECT |
|--|-------------|--|
| Municipal Infrastructure Grant | R 8 020 000 | Establishment of new landfill site |
| Water Services Infrastructure Grant | R 8 000 000 | Refurbishment of pump station |
| Energy Efficiency & Demand Side Management | R 2 000 000 | Rooftop solar for municipal buildings |
| Expanded Public Works Programme | R 1 000 000 | Refurbishment of main office and security access – phase 2 |

DRAFT SDBIP 2020/21 FINANCIAL YEAR

| KLM SDBIP- 2020/21 | | | | | Quarterly Projections | | | |
|--|---------------------|------------------------|---|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| KEY PERFORMANCE INDICATORS (KPI's) | Baseline 30/06/2019 | Annual Targets 2019/20 | Measure Unit | Verification PoE | 1st Qtr. | 2nd Qtr. | 3rd Qtr. | 4th Qtr. |
| KPI 1. Number of households provided with clean piped water by 30 June 2021 | 0 | 3045 households | Number of water Monthly Reports | List of households and 12 Monthly lab results | 3x reports and 3x lab results | 3x reports and 3x lab results | 3x reports and 3x lab results | 3x reports and 3x lab results |
| KPI 2. Number of households provided with electricity prepaid and credit by 30 June 2021 | 3574 | 3574 households | Number of Electricity Monthly Reports | List of households-G-Cell list and job card of new connections | 3x Electricity Monthly Reports | 3x Electricity Monthly Reports | 3x Electricity Monthly Reports | 3x Electricity Monthly Reports |
| KPI 3. Number of households provided with access to Basic sanitation service by 30 June 2021 | 3137 | 3137 Households | Number of Sanitation Monthly Reports | List of households and sanitation Job cards | 3x Sanitation Monthly Reports | 3x Sanitation Monthly Reports | 3x Sanitation Monthly Reports | 3x Sanitation Monthly Reports |
| KPI 4. Number of households provided with weekly solid waste removal services in Daniëlskuil and Lime Acres by 30 June 2021 | 2795 | 2795 Households | Number of solid waste removal Monthly Reports | List of households and Solid waste collection schedule | 3x waste collection Monthly Reports | 3x waste collection Monthly Reports | 3x waste collection Monthly Reports | 3x waste collection Monthly Reports |
| KPI 5. Number of Indigents provided with Free basic water in terms of equitable share requirements (06KL per indigent | 1400 | 1500 Indigents | Monthly Updated indigents register | Updated indigents register and files per ward | Q1 Updated indigents register | Q2 Updated indigents register | Q3 Updated indigents register | Q4 Updated indigents register |

| | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|
| household) by June 2021 | | | | | | | | |
|-------------------------|--|--|--|--|--|--|--|--|

| KLM SDBIP- 2020/21 | | | | | Quarterly Projections | | | |
|---|---------------------|------------------------|------------------------------------|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| KEY PERFORMANCE INDICATORS (KPI's) | Baseline 30/06/2019 | Annual Targets 2019/20 | Measure Unit | Verification PoE | 1st Qtr. | 2nd Qtr. | 3rd Qtr. | 4th Qtr. |
| KPI 6. Number of Indigents provided with Free basic electricity in terms of the equitable share requirements (Free 50kw basic electricity per indigent household) by June 2021 | 1350 | 1500 Indigents | Monthly Updated indigents register | Updated indigents register and files per ward | Q1 Updated indigents register | Q2 Updated indigents register | Q3 Updated indigents register | Q4 Updated indigents register |
| KPI 7. Number of Indigents provided with Free basic sanitation services per indigent household by June 2021 | 1350 | 1500 Indigents | 1500 Indigents | Updated indigents register and files per ward | Q1 Updated indigents register | Q2 Updated indigents register | Q3 Updated indigents register | Q4 Updated indigents register |
| KPI 8. Number of Indigents provided with Free weekly solid waste removal services in Daniëlskuil and Lime Acres per indigent household by 30 June 2021 | 1350 | 1500 Indigents | 1500 Indigents | Updated indigents register and files per ward | Q1 Updated indigents register | Q2 Updated indigents register | Q3 Updated indigents register | Q4 Updated indigents register |

| | | | | | | | | |
|---|----|---|-------------------------|--|----------------------------|----------------------------|----------------------------|----------------------------|
| KPI 9. Number of indigents households water meters converted from conventional to prepaid water meters phase 2 by 30 June 2021 | 69 | 122 water meters | Monthly Progress report | Closeout report and Acknowledgment register. | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |
| KPI 10. Number of kilometers of Road access and storm water to 67 Stands by 30 June 2021 | 0 | 5 km road access | Monthly Progress report | Closeout report and completion certificate | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |
| KPI 11. Reduction of electrical consumption from Municipal properties by 30 June 2021 | 0 | Installation of Roof top Solar for two Municipal properties | Monthly Progress report | Closeout report and completion certificate | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |

| KLM SDBIP- 2020/21 | | | | | Quarterly Projections | | | |
|---|---------------------|------------------------------|-------------------------|--|----------------------------|----------------------------|----------------------------|----------------------------|
| KEY PERFORMANCE INDICATORS (KPI's) | Baseline 30/06/2019 | Annual Targets 2019/20 | Measure Unit | Verification PoE | 1st Qtr. | 2nd Qtr. | 3rd Qtr. | 4th Qtr. |
| KPI 12. Number of High mast Lights installed in Kgatelopele by 30 June 2021 | 0 | 6 High mast Lights installed | Monthly Progress report | Closeout report and completion certificate | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |
| KPI 13. Number of Kilometers on Internal Roads upgraded From Gravel To Paved | 0 | 5 km paved roads | Monthly Progress report | Closeout report and completion | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |

| | | | | | | | | |
|--|---|---|-------------------------|--|----------------------------|----------------------------|----------------------------|----------------------------|
| Roads In Kgatelopele – Phase 1 by 30 June 2021 | | | | certificate | | | | |
| KPI.14 Number of household connected to Sewer Network – Phase 1 by 30 June 2021 | 0 | 391 Households connected to Sewer network | Monthly Progress report | Closeout report and completion certificate | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |
| KPI.15 Number of Sewer pump station refurbished by 30 June 2020 | 0 | 07 Sewer Pump Stations | Monthly Progress report | Closeout report and completion certificate | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report | 3x Monthly Progress report |

- **Proposed KPI's for the following Units.**
- Traffic Department
- Human resource Department
- ICT and Communications
- Library
- Community Services
- Roads & Storm Water

BUILDING A TECH-SAVVY WORKFORCE

“The Fourth Industrial Revolution”

The fourth industrial revolution, which has also been referred to as **4IR** or Industry 4.0, describes the age of intelligence and encompasses technologies like artificial intelligence, augmented reality, 3D printing and cloud computing.



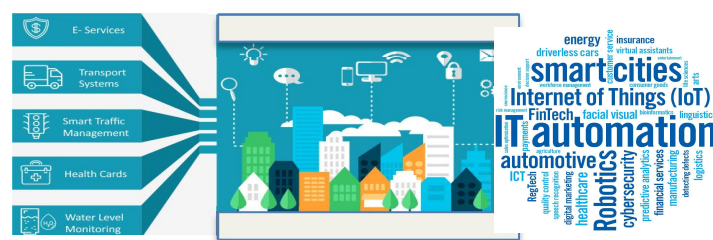
You may ask yourself: “What is fourth industrial revolution?”

The fourth industrial revolution, which has also been referred to as **4IR** or Industry 4.0, describes the age of intelligence and encompasses technologies like artificial intelligence, augmented reality, 3D printing and cloud computing.

Rapid technological advancements requires organizations to capacitate and build its workforce to be tech-savvy

- To be well informed about or **proficient** in the use of modern technology, especially computers.
- Proficient means, competent or skilled in doing or using something. It means you must have undergone training and or assessment.
- In a nutshell, we need to be competent to deal with the advancement and emergence of new technologies that is ushering in a new era that sees a greater impact of digitization on our lives, in ways that are new and unanticipated.

As Kgatelopele municipality need to start conversations around 4IR #SMARTCITY, this is what this picture explain



How will the forth industrial revolution (4IR) benefit our core business which is delivering basic services to you our communities and stakeholders?

1. Water and Sanitation

- By the Use of telemetry system -centralized control, whereby the different sites may be remotely supervised and monitored via a central scada (supervisory control and data acquisition) system and, as an option, other units and maintenance people may be informed. Most importantly borehole water!!!!
- We will be able to manage water losses and will be able to know when our boreholes no longer pump water.
- It will enable us to assess threats of blockages without relying on customer complaints.



This is how our water station will look like below:

2. Road, Parks and Gardens

Currently road marking is labour intensive and slow in progress, which also contributes to overtime and backlog. The use of advance machinery does not take jobs of employees but rather makes the workload easy to manage.

- The advance machinery will enhance road safety as a quality service delivery objective
- Parks and Garden need to factor in new technologies in their parks examples in the machinery they use, maybe even look channelling storm waters to be used to water the parks or outside gyms that can help generate electricity (this is still not done in SA but at least be aware of what is happening out there in the world and how we can bring it to our level. Machinery below is some of what we refer to above:



Road Marking Machine



An example Outside Gym at the park

3. Waste and Refuse

Currently our waste management does not factor concept of going green and reduction in waste transported to landfill sites. Lack of Reuse and recycling centre, and as a municipality, we need to be at the forefront.

Waste to energy!!! Green economy!! Paperless municipality is a solutions and we must raise awareness!!

- waste separation and recycling system
- Minimise waste taken to landfill
- community can profit from waste recycling projects
- **Avoid>>>Reduce>>>Reuse>>>Recycle>>>Recover>>>Treat>>>Dispose!!!**

Below, is the picture illustrating how to separate waste?



4. Town planning, Building and Project Management

The municipality is currently using GIS system which is working effectively, but we cannot stop there if we want to be part of building the Morden province as the honourable Premier, Dr. Zamani Saul is advocating

- Use of Drones for surveying land is more efficient as it provides for Aerial view help to track and communicate progress, track and manage materials and assets, reduce theft, improve owner visibility, increase safety, and provide valuable information for improving design changes. The municipality must also move to online land use application, as it is necessary.



5. Electricity

In relation to electricity, as the municipality we want to move away from Eskom as we are considering renewable energy. We have the advantage of being in a sunny province, and we will never run out of renewable energy, the benefits thereof are:

- Maintenance requirements are lower.
- **Renewables** save money.
- **Renewable energy** has numerous health and environmental benefits.
- **Renewables** lower reliance on foreign **energy sources**.



An example of renewable energy

6. Communication and Customer Care

With communications and customer care, we are contently using job cards, which is not linked to the system and is a lot of paper work. This on its own is not considerable to the environment and effective customer feedback, and also does not confirm whether we attend fully to the customer needs, hence we need to consider easy technology tools to assists us as a municipality with effective and efficient service delivery.

- Gov chat model brings access though WhatsApp which is cheaper and easier to use and manage.
- Communication and customer satisfaction can easily be tracked and monitored through such tools.
- All a community member will need is a phone which has WhatsApp, whether smart or not.



7. Data Management

The current system used at the municipality to record transactions for accountability and transparency is not effective, and it has an impact in negative audit outcomes repeatedly. The picture below show our current system challenges:



The human use error challenges might be caused of the following questions, but not limited:

- Does the current workforce poses the required skills to operate and transect on the system
- Did the employee train the users
- How does employer treat new user/ training guidelines for unexpected updates on the system?

- Are we a tech-savvy workforce???
- Role of standard operating procedures for effective information systems?

8. Information Technology



The municipality relies on our IT section to answer the following questions as a confirmation of our safety when it comes to the municipal data:

- What plans do we have in place to secure our data?
- Current allegations of student hacking into system to change marks of students...
- How secured is our data from such security threats?
- Does IT department consider record management? Who should take the lead??? Integration is it considered??
- Environment consideration?
- Dependency on power (electricity) for IT to execute its functions?
- Revenue enhancing technologies considered

INTEGRATED INFRASTRUCTURE MASTER PLAN

Kgatelopele Local Municipality has embarked on the development of its Integrated Infrastructure Master Plan which is a planning document that is used by the Municipality to identify existing infrastructure improvements required to maintain levels of service over the next 30 years, with particular emphasis on the next 5 years.

The Integrated Infrastructure Master Plan seeks to address the following:

- A review and compressive assessment of the community's water supply, sanitary disposal, storm water management, road networks and electrical infrastructure.
- confirms, valuates, and estimates the condition of the current inventory of all the Wards of Kgatelopele in terms of water, sewer, drainage, road, electrical and other Municipal assets
- identifies deficiencies that affect the immediate, medium-term, and long-term functionality of these assets
- establishes future capital improvement recommendations and strategic priorities related to infrastructure planning
- assists in defining future budget trends and forms the basis of an accurate 5-year financial capital plan and estimates beyond that time frame
- facilitates long term borrowing and grant funding opportunities
- will form as the cornerstone of the Kgatelopele Local Municipal asset management plan which is likely to become a statutory requirement for future grant opportunities

The Integrated Infrastructure Master Plan is an overarching planning document aimed at ensuring the long-term sustainability of Kgatelopele water, wastewater, storm water, roads, and electrical infrastructure. It provides high-level guidance for staff to ensure that the Municipality's asset base is preserved for the community to rely upon.

The Planning Activities are as per below figure;



Figure 1: Source: A guideline to Infrastructure Sector Master Planning (ally.co.za)

During the development of the Integrated Infrastructure Master Plan, it is imperative for all public and private stakeholders to ensure participation and ensure the provision of inputs through several stakeholders' participation platforms. This will also ultimately ensure the alignment of the District Model as well as Provincial and National Growth Development Strategies

RENEWABLE ENERGY PROJECT

Kgatelopele Local Municipality has postured itself as one of the few Municipalities in the Northern Cape Province that vigorously seeks to address the current challenges that are being faced by the country due to the Eskom crisis.

In these current and even future challenges of constant load shedding and exorbitant tariffs from the Eskom phenomenon, the Municipality has taken initiatives and strides in developing a Revenue Enhancement project through smart metering, vending, arrears collection and reduction of electrical consumption through roof top solar power generation with energy.

During the 2018/19 Financial year, the Municipality was unable to implement the Electrical Bulk Infrastructure project where it sought to upgrade the Ouplaas Substation from its current capacity to 10MVA. This was mainly due to the high costs of the project that Eskom had issued to the Municipality in terms of a quote that had a project value of R 21 million which the Municipality couldn't afford. As this process unfolded, it called for the Municipality to realign and posture itself in terms of the sustainability of the provision of services in Kgatelopele primarily in terms of alternative energy solutions for the community.

As part of the implementation model of the Rooftop Solar project in Kgatelopele, the Municipality has embarked on a Solar PV Demonstration System Project which will largely benefit the Municipality through the following;

1. Demonstrate in practice how the Municipality can curb costs related to its electricity consumption from the Municipal property through a solar carport as well facilitate the replication and up-scaling of an action through visible accomplishments and lessons of experience" for future projects.
2. The Solar Carport will provide a learning framework for Municipal officials for better solutions and approaches. This demonstration project will show case approaches and solutions as proposed by the Implementing agency that can inspire and further catalyse change and benefits of Rooftop Solar power generation to the community of Kgatelopele
3. This demonstration project will enable stakeholders like the Department of Energy and DBSA to be able to observe for themselves what and how much they can do through the Rooftop Solar Energy Project that will be implemented at a large scale as per the implementation plan. Through an integrated approach, and by pooling of resources, stakeholders will discover latent capacities for real change. Through actual cooperation on the ground, effective partnerships which build on comparative advantages of different stakeholders will emerge. The real changes effected on the ground, though limited in scale, will underscore the implementation focus of the process and thereby create credibility for the project.
4. To facilitate replication and up-scaling of innovative approaches. When a project of this nature is consciously designed to demonstrate new and better approaches and solutions, it will be able provide a sound basis for replication and up-scaling. Because this Solar PV Demo System demonstration project is small in scale and short-term in terms of implementation, lessons can readily be drawn from them - lessons of experience which can highlight weaknesses and/or gaps as well as strong points and unforeseen opportunities. With this information, firmly based on real experience, the demonstrated project approach can more confidently be repeated, both more widely and on a larger scale (replication and up-scaling).



Figure 2: Source: solarpowerworldonline.com (Model)

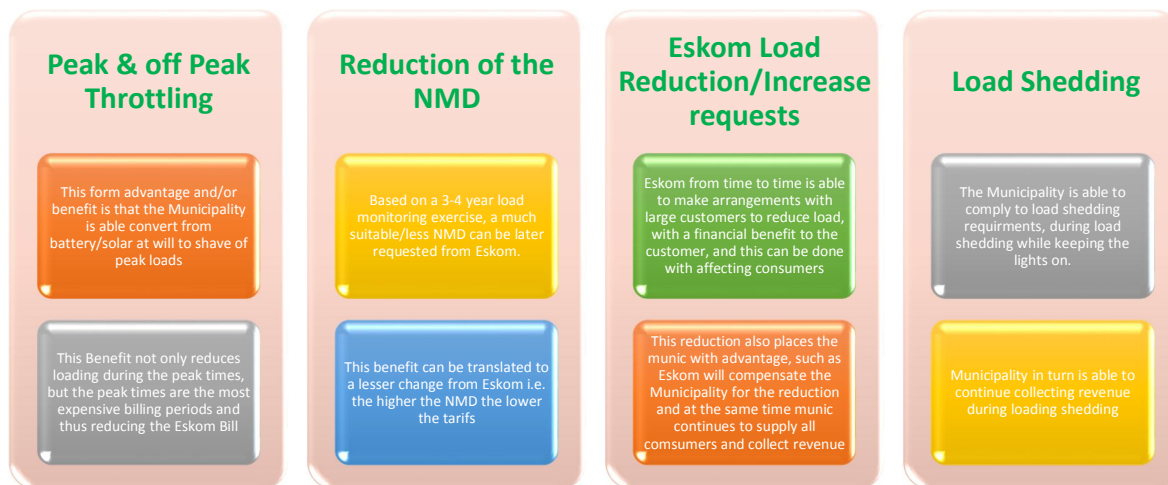
Furthermore, the Municipality has been able to conclude its assessment regarding the Public Lighting that is required in Kgatelopele Local Municipality which entails street lights as well as high mast lights in key areas. With risks associated with the escalation of unlawful activities in the area due to lack of visibility from the existing infrastructure, this has become an imperative undertaking for the Municipality from the current Financial year onwards. The implementation and functionality of the public lighting in the area is aligned to the renewable energy strategy that the Municipality is currently rolling out where solar energy will ultimately be the source of energy that feeds into the Municipal grid and as such curbing the cost related to generation of electricity through Eskom's grid.

IMPLEMENTATION MODEL:

1. The business model of the implementation of the Rooftop Solar Project assists in guiding the budgeting and budget spend against revenue enhancements from an electricity perspective. The project costs are in excess of R150 million which will be financed from the Municipality's own budgets, grant funding to the extent feasible and through the development of financing loans. The implementation planning takes into cognisance that the municipality needs to spend any available budgets against the proposed business plan.
2. The Rooftop Solar Project will be implemented over a three year period subject to availability of different funding models. Early in the project, the municipality needs to be able to demonstrate to stakeholders, components of the project in order to maximise stakeholder buy-in. Therefore the implementation plan has identified demonstration components that the municipality could implement internally. Furthermore, the demonstration components will demonstrate to different development financiers and grant institutions that the municipality is committed. The demonstration components are:
 - a. Installation of a 50Kw roof top solar system on the municipality main building – this will immediately reduce electricity costs for the municipality direct electricity consumption
 - b. Installation of 50 Kwh electricity storage system which will enable the municipality to continue functioning even during load shedding period
 - c. Public lighting in different areas in Kgatelopele

LONG TERM BENEFITS OF THE SINOGY SOLAR SOLUTION

The alternative energy solution through the roof top solar project solution will have a huge range of long-term benefits that the Municipality amidst of all the financial challenges and economic constraints the country and other similar Municipalities are experiencing. Below are a few of the benefits that stand out, and that will have a positive impact on the Municipality and the consumer's lives in the future.



An installation of household mini grids and/or rooftop solar panel systems with storage capabilities as designed by Sinogy as the implementing agency, can and will allow total consumer electrical consumption from Eskom Distribution be significantly reduced and managed. In the long term, Kgatelopele Municipality can and will enjoy the benefits of generating and selling electricity with a low to no carbon foot print, with great revenue collection records and local economic development with the form of job creation and entrepreneurial opportunities.

Mr. Thulaganyo Barnett
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 Kgatelopele Local Municipality
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KGATELOPELE PUBLIC LIBRARY SERVICES

Kgatelopele Public Library's objective is provide resources and services in a variety of media to meet the needs of individuals and groups from local communities and public for education, information searching, personal development as well as recreation and leisure. The library further promote the culture of reading and learning, its renders informed information communication technology, it has access to internet, circulation of library materials, toy library, photocopy and printing facilities and reading awareness campaign.

Internet Connectivity at the Library

The public library offers users an uncapped internet service where users can access the internet for purposes other than Facebook, twitter and WhatsApp (until the department communicate otherwise). Unless the user can demonstrate that the site are used for educational purposes or personal enrichment.

We prioritise community members from 7:30 until midday (13h30) and learners from 13h30 till 16h30 to perform their school work. Of cause there instances or days where we won't be having learner's onsite were then the public will be served. Community members are encouraged to do library membership, and for that the following is requested: A copy of ID, copy of birth certificates of children and a proof of address. For printing and photocopy services:

- A copy is R2.00 per page
- Printing R1.00 per page

The above fees do not apply to learners, as learners do not pay.

Operating Hours

| Working Days | Time |
|-------------------|---------------|
| Monday – Thursday | 07h30 – 16h45 |
| Fridays | 07h30 – 15h30 |

CUSTOMER CARE SERVICES

CUSTOMER SATISFACTION SURVEY

A customer satisfaction survey needs to be conducted annually to obtain statistical data for the quality indicators developed within the Performance Management Framework of the Municipality.

The objective is to:

- ❖ evaluate the overall customer satisfaction of the Municipality services (all service departments and units);
- ❖ measure service delivery satisfaction and to identify areas of improvement and gaps;
- ❖ Develop an ongoing customer engagement and to develop relationships through different communication channels.

The survey started from 1 March 2020 and will end in June 2020. Ward committee members will collect primary data from households in the Kgatelopele jurisdiction per ward.

Forms can be obtained from the municipal website, the communications office and at the local public library. Ward committee members are furthermore doing door to door with survey forms as we will really like to hear from you regarding services we render.

CUSTOMER CARE LINE: 066 372 0390

All service delivery complaints, enquiries and compliments can be made by calling the customer care line or sending a SMS/ WhatsApp, and is reachable 24/7.

Thank you

Customer Care Officer / Receptionist Reliever
Nadine Sebella

COVID-19

WHAT YOU NEED TO KNOW ABOUT CORONAVIRUS (COVID-19)

On 31 December 2019, the World Health Organization (WHO) reported a cluster of pneumonia cases in Wuhan City, China. 'Severe Acute Respiratory Syndrome Coronavirus 2' (SARS-CoV-2) was confirmed as the causative agent of what we now know as 'Coronavirus Disease 2019' (COVID-19). Since then, the virus has spread to more than 100 countries, including South Africa.

COVID-19 is an infectious disease that is spread, directly or indirectly, from one person to another.

Infection

An infected person can spread the virus to a healthy person through:

- ❖ the eye, nose and mouth or through droplets produced on coughing or sneezing.
- ❖ close contact with an infected person.
- ❖ contact with contaminated surfaces, objects or personal items.

Symptoms

The general symptoms include:

- ❖ Fever
- ❖ Cough
- ❖ Trouble/difficulty with breathing
- ❖ Sore throat.

Prevention

To prevent the spread of the virus:

- ❖ Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if you cannot wash your hands with water.
- ❖ Keep a safe social distance by avoiding crowded areas or gatherings of more than 10 people.
- ❖ Avoid close contact with people who are not feeling well.
- ❖ Avoid touching your mouth, eyes and nose.
- ❖ Keep at least a meter distance between yourself and anyone who is coughing or sneezing.
- ❖ Use tissue paper when coughing and sneezing, then throw it in a bin.
- ❖ Avoid running your hands on frequently touched surfaces such as hand rails.
- ❖ Regularly disinfect your frequently touched objects such as cellphone, cards, car keys and keyboards.
- ❖ Consult your doctor if not feeling well and stay at home to recover fully.
- ❖ Use the flexed elbow, foot bump or wave to greet instead of a handshake.
- ❖ Wear a face mask, especially the cloth face mask, when in public.

MAYORAL PROGRAMMES

BACK TO SCHOOL

On 18 January 2020 the Office of the Mayor had a Back to School programme. The day was honoured by Hon. Mayor, Councillors, the Youth Centre and Fr Gift Van Staden. School uniforms and stationery for the neediest children were distributed at three schools.



1. Mayor R Losper with learners at one of the Local Schools

READING SESSION

On 05 February 2020 the Honourable Mayor had a story reading session at the Local Library with the Kids from the Nali-bali Reading club.



1. Mayor Cllr R Losper with Senior Librarian Mr J Zwane to reading the story.



2. The kids of the Nali- Bali reading club listening the story read by the Hon. Mayor

HANDOVER OF THE KUILSVILLE COMMUNITY HALL

The Kuilsville Community Hall was over handed by the Contractor Mr Michael Moeng and Idwala Lime to Kgatelopele Local Municipality on 28 February 2020, the day was honoured by the Mayor, Councillors, Ward Committee members and community members.



Mayor Cllr R Losper addressing the attendees present at the hand over.

HANDOVER OF A DONATIONS

The Hon. Mayor handed over an amount of R2500 on 28 February 2020 to the parents of Pabalelo Mogatle who is a disabled athletic learner from Daniëlskuil attending school in Kimberley. The Mayor managed to raise the money with support from some of the KLM officials.



Hon Cllr G Ngesi, Mayor R Losper, Ms Mogatle and Faan Mokotedi whilst the Hon. Mayor hands over the donation.

CORONAVIRUS BRIEFING SESSION

On Tuesday 17 March 2020 the Health Facility Manager Mr Johan Weitz and the Hon. Mayor gathered all officials of KLM for a briefing session on the **CORONA** virus the session took place at the town hall. Briefing sessions also took place in all four of the Kgatelopele wards



Mr. Johan Weitz facility Manager of Daniëlskuil CHC addressing community members on the CORONA Virus.