

Annexure C

Templates for Organisational Performance Management

Department:
Division:
Vote:
Key Performance Area:

Objectives	Strategies	KPIs	Programs and/or Projects	Outputs	Activities	Resp	Target dates	Exp as at 30Sept		Exp as at 31 Dec		Exp as at 31 March		Exp as at 30 June		Progress with work and explanation of variance
								Proj	Act	Proj	Act	Proj	Act	Proj	Act	
Strategic issue:																
Strategic issue																
Strategic issue																
Strategic issue																
Strategic issue																

A FRAMEWORK FOR A SERVICE COMMITMENT CHARTER

WHO WE ARE:

We are the uMgungundlovu District Municipality. We have seven local municipalities that make-up the District. They are independent of the District with their own Municipal Councils, but the District Municipality assists them with bulk infrastructure development aimed at providing basic services and also any other areas of development where they require assistance. The following local municipalities are part of the uMgungundlovu District Municipality, which make it the biggest district municipality in the country:

- uMshwathi Local Municipality
- uMgeni Local Municipality
- Mpofana Local Municipality
- Impendle Local Municipality
- Msunduzi Local Municipality
- Mkhambathini Local Municipality
- Richmond Local Municipality

WHERE WE CAN BE FOUND:

We can be found at the following addresses:

- P O Box 3235
Pietermaritzberg
3200
- Head Office
242 Longmarket Street
Pietermaritzberg
3201
- Technical Services Division and IT Division
176 Longmarket Street
Pietermaritzberg
3201

THE SERVICES WE PROVIDE:

We provide the following services:	You can make best use of these services by:
•	•
•	•

Our approach to providing services will be based on the Batho Pele principles and we undertake to:

-

OUR SERVICE STANDARDS:

We have set the following minimum standards for the quality and level of services we provide:

Services:	Service standards:
•	•
•	•

HOW WILL WE DEAL WITH YOUR QUERIES?

When you write to us:

- We will acknowledge your letter within () days of receiving it
- We will send a full reply within () working days

When you phone us:

- We will answer calls within () rings
- We will give our names when we answer
- If we cannot deal with your query immediately we will give you the name of the person the query will be passed to
- You can phone us between 07:45 and 16:30 on Mondays to Fridays

If you have a complaint:

- Tell us. We will apologise and try to put things right immediately
- If you are not satisfied with this we will investigate what went wrong and reply within () working days
- If you are not happy with our response you can write to:

The Municipal Manager
PO Box 3235
PIETERMARITZBURG
3200

Please tell us what you think of our service delivery and whether we are meeting our service standards. We would also welcome any suggestions on how to improve our services. Our contact numbers are: 033 897 6700 (phone), 033 342 5502 (fax), info@umdm.gov.za (E-mail) and WWW.umgungundlovu.gov.za (Website).

OUR PERFORMANCE AGAINST OUR STANDARDS:

We will publish our results of our performance against our standards for 2005/06 during July 2006.

Template for the Annual Municipal Performance Report

ANNUAL MUNICIPAL PERFORMANCE REPORT TO COMMUNITIES

1. Who we are (Vision, mission, service delivery principles)
2. Where can we be found
3. Our services and benefits to you
4. How to use our services
5. How can you help us
6. Our performance against our targets

Department and performance targets	Achievements in 2005/06	Achievements in 2004/05	Performance targets for 2006/07

7. Plans for improving services